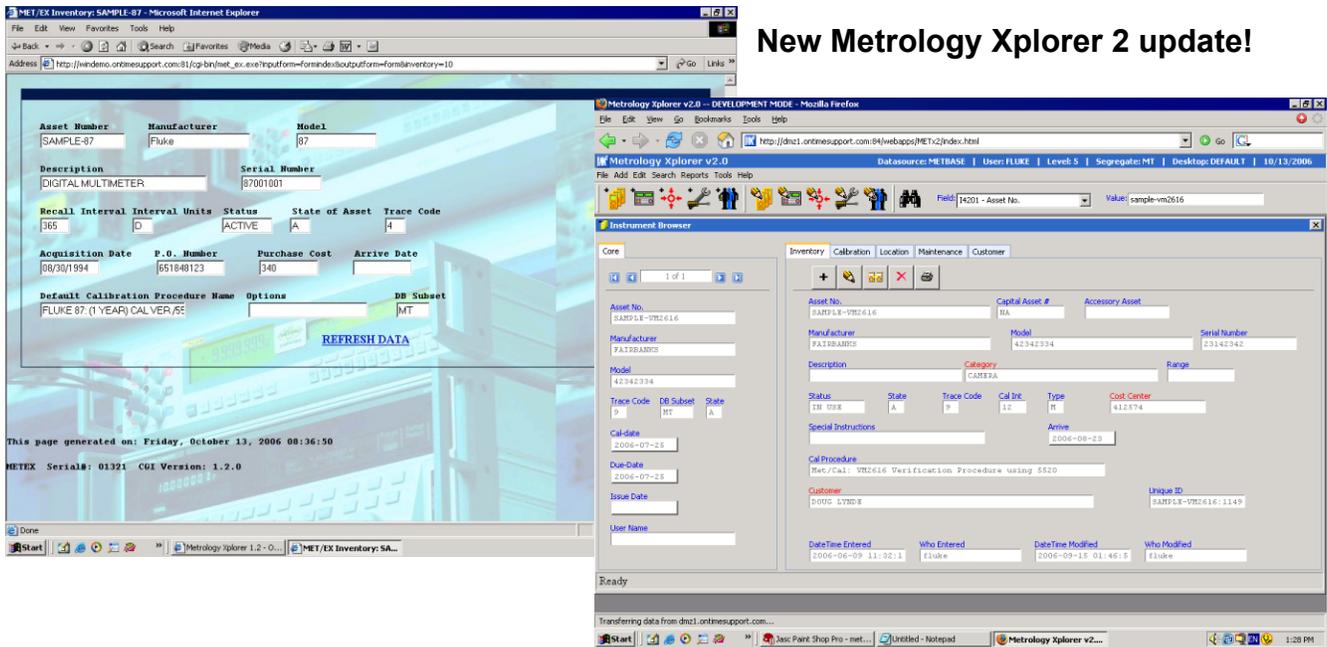


Take a look at what's new from On Time Support!

In this issue, we discuss new product updates and services from On Time Support.

New Metrology Xplorer 2 update!



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News from  N TIME SUPPORT®

As we start the new year, we would like to thank everyone for their support. It has been awhile since we sent out the newsletter. We are going to discuss new product updates and services for 2008 and we continue to work on future products, Stay tuned.

Have you seen one of these?

For some of us who have been around in this industry for many years, remember those old clunky dumb terminals? IBM, DEC, and several other computer mainframe manufacturers used these terminals to enter data. They were functional, fairly reliable, but not friendly. And no one had heard of a mouse until Xerox. The mainframes usually ran a Unix operating system. Everything was centralized. This was an era where the hardware cost much more than the software. There was not a lot of memory in these machines. Then in 1981 Xerox introduced their Star System with a *Mouse*.



Old Dumb Terminal

With the introduction of the PC, computing became personal and mainframes started to go away. During the 1990's, there was an explosion of PC sales, client server software, and the realization that we may need those servers again to centralize the storage of information. The server went from executing a program for all the clients, to a storage system for the clients. There were/are several emulators and other programs that still operated on the server for old legacy systems. However, programs like Microsoft's Office Suite, E-mail, and other dedicated programs had to actually execute on the PC's.

During the last few years there has been a consolidation in the IT business. Growth rates of 12-15% which were prevalent in the 1990's, are much lower today. With outsourcing and cheaper hardware, IT budgets are smaller. If a company has many PC's it puts a strain on the IT departments to keep everything running and guard against the number of viruses, hackers, and spy-ware. They just do not have the manpower.

So, where are we today? Some companies are going back to dumb terminals. However, they look very different than the old clunky stuff. These machines look like a PC, but in reality they are just a hardware appliance. They do not have hard drives or CD drives. The configuration like the Wyse Winterm uses a Thin Client configuration. It has enough on board memory to emulate some PC functions and users can run applications like Microsoft Office and e-Mail. If the unit breaks down, its cheaper for the IT department to throw away the old hardware and buy a new unit. Some of these units actually start up with an on board Linux Os to get started.



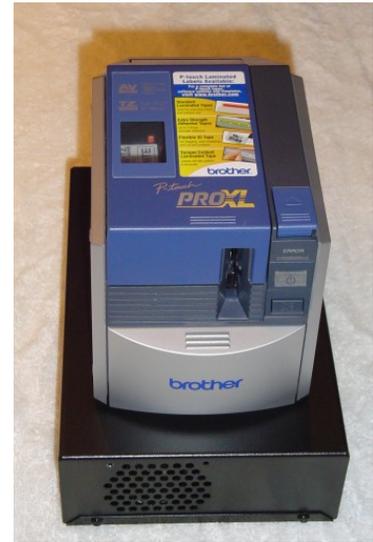
New Dumb Terminal



So where does this leave the Metrology Department? Applications like MET/TRACK and Barcode Magician will not operate on these thin client terminals because they require the resources of a PC. However, we have been aware of these systems. On Time Support has two applications that will work on Thin Clients, Metrology Xplorer 1 and Metrology Xplorer 2. These applications only require a web browser and that is already available on these terminals. We are also working on converting more of the OTS applications to web applications, but it does take some time. There are always going to be applications that require PC's, like MET/CAL. As IT departments continue to update and automate more of their systems, you can expect to see more of the *new dumb terminals*.

Network Label Printers

Since we have introduced the network label printers, we have seen sales of these printers grow steadily with some companies making large purchases. So why are these printers getting popular. The answer is IT. Many customers want to share the printers, and if you are using a USB printer, it can be difficult to do this. Reports may not work well. IT does not like to share printers from desktop PC's. These printers are not connected to a PC, but instead directly to the network. Some labs are now "pooling" the printers by setting up a group of printers in one location. For example, they may have three printers with different size cartridges. We have an installation procedure that defines the printers and their locations so that when a label is printed from Met/Cal, Met/Track, or Barcode Magician, the operator does not have to select a Windows Printer location at all. Its completely automatic. These instructions come with the network printers and cannot be downloaded from our web site. If you have an existing Brother 9500PC, we can upgrade it to the network package.



3100 NETWORK Label Printer Manual Version 1.01

IMPORTANT NOTE: Be sure to disable any local firewall programs running on the client computer, especially the Windows XP firewall program before continuing.

This part of the installation is very important. Since you are setting up a network printer for the first time, click on **Install, this will use the utility** option shown at right. You are going to install the printer and the network utility.

If the printers are already configured with an IP address, then select **Install the Utility** and skip to the Network Device configuration section of this manual. Once you have highlighted the correct selection click **Next** to continue.



This screen is very important. The software attempts to locate all of the network printers and build a list. It is important that you have a list of the network printers and verify that they are all displayed on the screen. In our example, only one printer, connected to the network, is shown. Notice that the printer in this example, has an IP address of 0.0.0.0. You must configure a new address. Use the mouse to highlight the MAC address that you want to configure.

NOTE: Before going on with the installation you should verify that all the printers which are connected to the network are listed. If a printer is not shown in the list, make sure it is turned on and connected to the network. If it still does not show up in the list, try moving the printer to another network port. If the printer still is not in the list, you can call On Time Support for more help.

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In our example at right, we have selected the printer that we want to configure. The computer MAC address is now displayed. Before you configure the IP address, you may want to install the printer back to factory defaults. This is usually not necessary. Click the **Factory Default** button to reset the printer if you choose this option. The **Search** button is used to display the printers on the network. This is useful for refreshing the list in case a printer was not connected. Click **Next** to continue.

You are now ready to set the IP address of the printer. As noted earlier, you will need to enter the IP Address, Subnet Mask, and Default Gateway. After entering the information click **Next** to continue.




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We took the original Brother Software and installation procedure and modified it for our network printer package. The manual is included, printed in color with step by step easy to follow instructions.

USB printers work great when they are dedicated to a specific PC and not shared. They are also great when using a laptop for remote work with Remote Pipeline. In the future, we plan to configure the network label printers from the METDaemon for applications like Metrology Xplorer 1 & 2 to use.

Tired of Wasting Label Tape? (Here's a label saving tip.)

One comment that we always hear is that when printing calibration labels, a section of the tape is wasted. It is possible for a very small label to have more waste than label. This is because the brother printer has to feed the label and then it includes the waste at the end where you peel off the label. Most of the TZ cartridges have 26 feet of tape. So, lets do some math. If you print a 2 inch label, there will be about 0.5 inches of waste. So, if you printed 10 separate labels, the total print is about 25 inches. 5 inches is waste. To some people that is a lot of waste. Add that up over many label cartridges.

CALIBRATION

Asset: AA0051
 Cal: 01/16/2007
 Due: 01/16/2008
 Tech: Jay



Well, there is a solution, use Barcode Magician to print the labels. Since Barcode Magician uses a batch process to update the database and also has a printing function, just create a dummy Action Code. You can print all the labels at one time by entering all the assets numbers at one time. The software will print all the labels on a single strip and there is only the waste at the beginning of the strip.

Remember, you might be able to print those barcodes on the calibration label. Give us a call if you have questions.

New System Training Courses, Schedules, and On Site Work

During the summer of 2007 we introduced the SQL training class which covered basic SQL for two days and then 3 days of using SQL with Barcode Magician, Metrology Xplorer, and Email Notification. This was a great course to teach and we are getting several requests to offer it again and add more to it. So, we listened and this year we are going to do it again. We have included an insert in the newsletter with the schedule and course description. It is the same description as last year, but we have added more examples. Since we are using SQL scripts in Email Notification, Metrology Xplorer Series, and Barcode Magician, this class will really help you use these products to their full potential.

We will be announcing a new Met/Track – Barcode Magician one week course that will provide training on configuring Met/Track and Barcode Magician together including report writing. Barcode Magician is a great selling product and customers have been asking for this. Keep an eye on our web site for a course description and schedule.

On Site Work

Need help setting up your MET/CAL system and OTS products? Don't have the time to do this yourself? Give us a call and get a quote for on site work. Some customers buy the software, but never get around to installing it. We will get you up and running quickly so that you can realize the full potential of your software investment. Our rates are very reasonable and include our travel costs.

New Metrology Xplorer 2 Update release!

We just released an update to Metrology Xplorer 2. This is a free update for existing customers. Metrology Xplorer looks and works just like MET/TRACK, except there is no installation. The update includes new reporting capabilities with the SQL reports, including drop down validation for prompts. You can even make special “filtered” validations and display the prompts in the order you want.

We are seeing the order rate for Metrology Xplorer 2 ramp up especially for those large WAN based systems.

On Time Support Introduces FAST/TRACK

We have included an insert describing our new FAST/TRACK program. Get software updates for OTS software products. We are also working on a new web site for FAST/TRACK users that should be up by May. We are going to make some OTS utilities that we use internally available to FAST/TRACK customers. Included will also be several SQL queries from our internal library.

FAST/TRACK also includes an option at an additional cost that will include 3 or 5 days of on site work. This option is priced at approximately 20% less than normal on site work. We will need about 4 weeks of notice to schedule the work. If you have questions, please give us a call.

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