

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

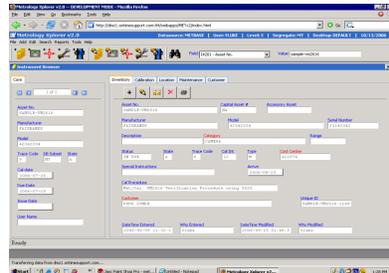
In this issue, we discuss how Fluke and On Time Support products fit together.



**MET/CAL Automated Calibration Procedures**



**PROCESS/TRACK**

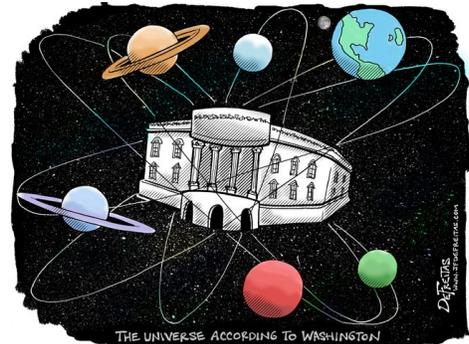


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News from  N TIME SUPPORT®

As we start the new year, we would like to thank everyone for their support. 2008 was a year of political and economic changes. Economic crisis, stimulus plans, and government intervention are in the news constantly. The word “crisis” is over used. Yes, there is no doubt that some industries are in trouble. But, there are some industries that are not doing too badly like health care and some of the high tech businesses. In fact on February 9 2009, Intel CEO Paul Otellini announced the company's intention to launch a \$7 billion manufacturing initiative in the U.S. over the next two years. The point is that there are still bright spots in the economy and that recessions are usually cyclical in nature. One of the best things we can do is to keep a positive attitude, make smart decisions, and help those that need help.

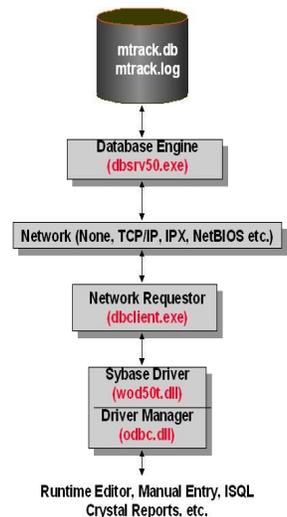


So how does all this news affect Metrology. The answer is that everyone is still being asked to do more with less. Companies are moving consolidation plans forward to achieve higher levels of efficiency. In our last newsletter, we discussed the growing trend by companies to change their IT systems back to dumb terminals and centralize computing. We still see that trend growing and we are working on new products for those environments.

**What impact does Metrology have on consolidations?**

Metrology is continuing to evolve in the area of measurements, analysis, and automation. However, we are hearing another request and that involves sharing data. Several companies run Enterprise Resource Planning (ERP) systems like SAP and these systems interconnect personnel, financial, production, maintenance, and R&D processes. We have been asked by several of our customers to provide an interface between the MET/TRACK database and some other application. One of our customers calibrates thousands of temperature and pressure sensors and stores the data in the MET/TRACK database. These devices are used in Supervisory Control and Data Acquisition (SCADA) systems. Instead of entering the scaling factors into the SCADA systems, the data is pulled from the MET/TRACK database automatically, thereby saving time and eliminating mistakes. There are several issues to consider such as licensing, bandwidth, type of interface, and what data is shared. We are working on this in a future product but there are some issues:

**Bandwidth and Interface Type** – This is a very large issue. The current MET/TRACK database uses ODBC (Open Database Connectivity) for applications like MET/CAL and Barcode Magician. ODBC has been around for a long time and works very well for Local Area Networks (LANs). However, ODBC does not work very well around Wide Area Networks (WANs) and we see an increasing number of situations where ODBC is not reliable or very slow over the WAN. Companies that are consolidating systems will want to use the WAN between each site. As you can see from the graphic at right, there are several layers of overhead when using ODBC. We designed Metrology Xplorer 2 to operate more efficiently over WAN's and it has been proven to work very reliably with good performance.



**Sharing Data** – We have worked with a few customers to share data between the MET/TRACK database and a larger ERP system. There must be rules to protect databases that are interfaced together. An example of sharing data might be to provide information from MET/TRACK to the ERP system regarding information on capital assets for tax reasons. We are working on an interface kit for the METDaemon to allow access to these types of systems, although the IT department may have to write some code or configure their systems for the communication process. If you have a need to interface the MET/TRACK database to one of these systems, please contact us and describe the application.

## How Fluke and OTS Products Fit Together

We are always asked how OTS products work with MET/CAL and MET/TRACK. We have listed some of the operations and features. There are several other OTS products located on the OTS web site. As a reminder, we are about to release some new product updates. Customers that have **FAST/TRACK** will receive these updates as part of the plan. You may want to review **FAST/TRACK** and see if it will save your organization \$\$'s.

### MET/CAL® and 5500/CAL



Fluke's MET/CAL is the application for actually performing a calibration. The MET/CAL language has roots that are actually older than DOS and under continuous development by Fluke. It is possible to take a procedure developed in 1980, transport it to the PC, and run it. The original language was written for the Fluke instrument controller, until it was moved to the PC in 1990. The MET/CAL language is written for metrologists.

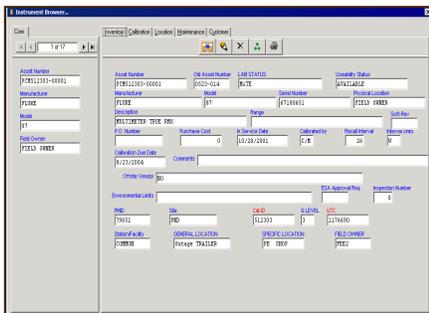
It is not Basic or C, but a structured language that allows the procedure writer to control IEEE-488, serial based instruments, and also create procedures requiring manual data entry. The main feature of MET/CAL is its flexibility and the ability to make sure each calibration is performed in the same manner each time. If a procedure is written correctly, different operators should obtain consistent test results. As stated earlier, MET/CAL is not only for electrical calibration. It works great for mechanical and process calibration. We have several customers using 5500/CAL for mechanical instruments like micrometers. The difference between 5500/CAL and MET/CAL is no IEEE control in 5500/CAL and the price is less than MET/CAL.



MET/CAL Automated Calibration Procedures

After a calibration is successfully completed, the data is automatically written to the database and associated with the calibration record. When data is stored by MET/CAL, the calibration record and results are stored and can be viewed at a later time. MET/CAL can be configured for a simple type of system, or it can be tweaked for a high degree of automation. Many labs print the calibration labels directly from MET/CAL after completion of the procedure. This eliminates the typical mistakes when manually entering data for a calibration label.

### MET/TRACK®



MET/TRACK is the application for configuring the asset management database and is also used to enter manual data, such as calibration records. The rules regarding user levels, screen layouts, and required data is configured using the MET/TRACK program. Crystal Reports are also configured to execute in certain screens.

When entering a manual calibration record, it is also possible to print the calibration label automatically from within the record. This is another example of saving time and eliminating errors.

### Email Notification

**E-Mail Notification**

**ON TIME SUPPORT INC.**  
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**Expand the Reach of your Fluke® Metrology Software!**

Now you can send automated e-mail from your Fluke® Software that will allow you to:

- Set up regular Notices and Reminders
- Notification of Exceptional Circumstances
- Send out Routine Status Reports
- Send out Performance Summaries ...and much more!

For information on this new product and many other timesaving utilities, please contact us!

Email Notification is a product from On Time Support which allows scheduling the delivery of Email to your customers or other personnel. Messages may include notifications of various metrology activities such as instruments due for calibration, escalation reports, instruments significantly out of tolerance, or instruments due for pickup. These messages are automatically sent via a schedule which you determine using a simple web-based interface. Email Notification utilizes On Time Support's METDaemon technology designed to deliver a wide range of new applications. The program is installed on the MET/TRACK server and there is no client installation. We also use a dynamic email method for sending reports to several recipients with one SQL query.

## Barcode Magician®



Barcode Magician

Most of our customers have described Barcode Magician as a time saver. This software product can make redundant updates to the MET/TRACK database. For example, if someone drops off 20 instruments to be calibrated, then it will be necessary to change the status of each instrument to show it is awaiting calibration. This is time consuming. Instead, by using Barcode Magician, the instruments can be checked into the lab at the same time by either typing the asset numbers or using a Barcode scanner to enter the instruments. Barcode Magician will update the fields in the database for each asset. The instruments must already exist in the database when using Barcode Magician.

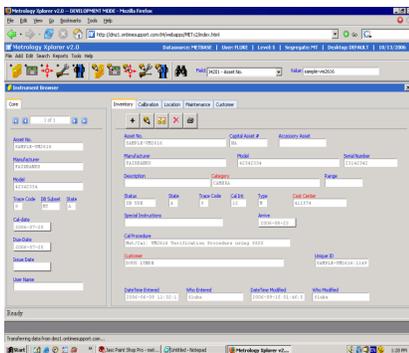
Location records have become very important in recent years because of ISO9000. Companies utilizing tool cribs rely on Barcode Magician to accurately record location and inventory information. Barcode Magician utilizes "Action Codes" to define the process of how to store data. Action Codes are created with an "easy to use" menu driven editor.

## Change/Log - Change Management



The standard MET/TRACK Database does not have the capability of easily recording changes to inventory records or record deletions of data in history records. There are several applications that can make changes to the database. How do you record these changes in a consistent manner? Change/Log answers this question with an application that is integrated into the database. Change/Log creates new tables in the database for monitoring these changes and recording them, and will record these changes regardless of the application that changes or updates the database. There is no front end program to configure. Crystal Reports is used to report changes and updates. OTS provides the application, documentation, and example reports for the user to get started. Companies that are regulated by the Food and Drug Administration (FDA) or the Nuclear Regulatory Commission (NRC) will especially benefit from this application.

## Metrology Xplorer®



Metrology Xplorer is the web interface for MET/TRACK and you can view data and run reports. Metrology Xplorer 1 (METEX1) is a site licensed product designed for viewing information and running reports. There is no login necessary and it is extremely fast. SQL Reports and Crystal Reports can also be executed from METEX1. This program is easy to setup, configure, and is normally managed by the Calibration Lab manager. It is not necessary to be a "web head" or have knowledge of HTML. All of the screens are automatically created by the system every time a query is requested. Screen layouts are derived from the existing database configuration. If the system administrator changes the field configuration using the MET/TRACK admin program, the web screens will automatically update.

Metrology Xplorer 2 (METEX2) is another web option for MET/TRACK. METEX2 operates just like MET/TRACK does and you can add and alter data in the database. METEX2 is accessed through the web browser and requires no client installation. METEX2 also derives the screen layouts from the database configuration. METEX2 supports the MET/TRACK user levels and desktop features. Currently METEX2 only supports SQL reports, but support for Crystal Reports is under development. Both Metrology Xplorer products can be configured on the same server in order to take advantage of the features available in both products.

## DEMOS ARE AVAILABLE

As with most OTS products, demo licenses are available. Give us a call.

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