



FEATURE ARTICLE

Social Media

We were excited to recently announce our presence on several social media sites including Facebook, Twitter™, LinkedIn® and YouTube. Are you taking advantage of these opportunities? If not, you're missing out!

Connect with us on any or as many of these networks as possible for the latest information on ESC products, services, events and industry issues. We realize that hectic schedules keep many of you out of the office and away from a computer, but don't worry as you can easily access this information from your phone, keeping you up-to-date regardless of where you are.

Follow us on Twitter™, join our group on LinkedIn®, like and befriend us on Facebook, and watch us on YouTube. Once you've done so, you can download the particular social media application to your phone and will instantly receive the latest news as ESC postings will appear in your updates/news feed.

Plus, if you're already following us on our social networks, persuade three of your coworkers to do the same and you'll be entered into a contest to win up to \$100 or gifts!



Post-Spring 2010 User Group Information

Even though we just wrapped up the Spring 2010 User Group, we're already looking forward to the Fall 2010 User Group in Las Vegas. Located at Caesar's Palace on November 8-9, 2010, the Fall 2010 User Group will be packed with important information. As always, ESC|University will host training courses on the days surrounding User Group so start planning now as you won't want to miss out! More information on the Fall 2010 User Group will be posted to the ESC website as the event gets closer so be on the lookout.

Looking for Post-Spring 2010 User Group information including StackVision Dollars Results, photographs and survey results? Be sure to check the website as this information will be available in the upcoming weeks.

Congratulations to Sherri Hosfelt from Allegheny Energy as she is the winner of the \$25 VISA gift card for completing the Spring 2010 User Group survey!

From the Desk of the President



The Spring 2010 User Group was very exciting, and I want to thank all of you for making the effort to attend. With everything from guest speakers to technical breakout sessions and the Shrimp and Schmooze, I hope that you found this meeting to be productive and informative, and were able to take advantage of all of the opportunities for gathering and exchanging information. Before you know it, we'll be gearing up for the Fall 2010 User Group in Las Vegas. We hope to see all of your faces there as it will also be packed with important information that you won't want to miss.

As we anticipated, discussions surrounding Greenhouse Gas (GHG) compliance and regulations were an important topic at User Group. With several deadlines coming up over the next year, we are currently working with many of you to get the gaps in your Mandatory Reporting Rule (MRR) Monitoring Plans filled, and your work processes and tools refined. Don't forget, one of your objectives for 2010 should be to use this time to make sure that you are comfortable that the picture your GHG data presents of your facility is a true, and therefore, valid representation. As we all know, it is easier to make sure that the representation is correct in the beginning as opposed to trying to correct an initial misrepresentation after it has been submitted. Our new ESC|CIMVision – GHG Module for MRR is very useful in this regard. If you missed the CIMVision User Group meeting, please get in touch with your Senior Account Executive to set up a demonstration of this new offering.

Thanks again for attending the Spring 2010 User Group. We're very excited about what the second half of 2010 holds and look forward to seeing you in Las Vegas. As always, let me know how we are doing!

Jack R. Missimer Ph.D., P.E.

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From the Desk of the CTO

Mark Shell

For those of you who were unable to attend the Spring 2010 User Group in Cleveland, there were several important ESC|StackVision items discussed.

ESC|StackVision Version 2.4 – ESC announced that support for ESC|StackVision Version 2.4 has been extended through September 30, 2010.

8816 Data Controller – ESC reminded everyone that as of April 1, 2010, ESC no longer supports the 8816 Data Controller. ESC software releases after April 1, 2010, will not be tested with the 8816. Also, we no longer provide telephone support for the 8816, repair existing 8816s or provide spare parts for the 8816.

8832 Data Controller – ESC announced that the 8832 Data Controller will be supported beyond the originally-planned obsolescence date of November 2014. There are no longer any plans to obsolete the 8832.

Software Feature Obsolescence – ESC reiterated the following Obsolescence Plan for software features (see table to the right):

OSIsoft® PI Interface – Beginning with ESC|StackVision Version 3.0, OSIsoft® PI users should use the OSIsoft® “Environmental System Corp StackVision Interface” (OSIsoft® part number PI-IN-ESC-SVRO-NTI) which interfaces to StackVision using StackVision’s standard OPC interface.

Upgrade Path for Data Transfer Methods – ESC has outlined an upgrade path for obsolete data transfer methods. Go to <http://envirosys.com/media/p/1285/download.aspx> for more information on transferring data from ESC|StackVision.

Microsoft® Operating Systems and SQL Server – Support for the Windows Server 2003 with SQL Server 2005 platform will be extended through March 31, 2011. The table lists supported platforms for the ESC|StackVision server software.



Feature	Obsolescence
Original PI - interface	Version 3.0
CSV file export	Version 3.0
Flat-file EDR export	Version 2.4, SP4
Other command-line executables	Version 2.4, SP4

Platform	Start Support	ESC StackVision Versions	End Support
Windows XP SQL Server 2005 (32-bit)	Now	1.0 to 3.1	December 31, 2010
Windows Server 2003 (32-bit) SQL Server 2005 (32-bit)	Now	1.0 to 3.1	March 31, 2011
Windows Server 2008 (32-bit) SQL Server 2008 (32-bit)	Now	3.0 and later	-----
Windows Server 2008 (64-bit) SQL Server 2008 (64-bit)	July 1, 2010	3.0, SP2 and later	-----

Please note that Windows Server 2008 R2 and SQL Server 2008 R2 are not currently supported.

Microsoft® Silverlight and Microsoft® Internet Explorer 7 or 8 – ESC|StackVision Version 3.0 requires users to install Microsoft® Silverlight 3 and either Microsoft® Internet Explorer 7 or 8 on any client computer using the new configuration editor, ESC|StackStudio. StackVision releases after October 1, 2010, will require Silverlight 4 to run StackStudio.

Microsoft® .NET Framework 4 – ESC software releases after October 1, 2010, will require Microsoft® .NET framework version 4 installed on all client computers running ESC|StackVision.



Heard on the Street

Spring 2010 User Group Testimonial

Check out this month's edition of Heard on the Street for feedback from David Hillesheim, Environmental Analyst with Xcel Energy, on the Spring 2010 User Group in Cleveland, OH.

Q: What was the most beneficial item you took away from the Spring 2010 User Group meeting?

A: The regulatory updates. With today's volatile regulatory environment, it is difficult to keep on top of all of the nuances associated with finalized and proposed rules. It's a nice safety net to have that component of ESC to either confirm interpretation or provide insight into an aspect of a rule that wasn't overtly clear.

Q: Do you feel that the topics discussed during the meeting will benefit you in your position? How?

A: Definitely. As the primary CEMS contact in our region, my involvement ranges from the hardware level to the regulatory and reporting levels. The User Group does an excellent job in covering the spectrum for me, so that I can disseminate the information to the appropriate people within our organization.

Q: Did you feel that the Technical Breakout Session topics were beneficial to you? How?

A: The technical breakout sessions are a great way for users to get an idea firsthand of what a new feature of StackVision is going to be like, and provide an opportunity to ask questions. For example, I attended the StackStudio demonstration – a perfect opportunity to get a feel firsthand of what StackStudio offered and how it integrated the multiple configuration locations from StackVision Version 2.4 into one tool.

Q: What would you tell people who weren't able to attend the Spring 2010 User Group?

A: I realize that budgets are tight these days. I, too, have been limited in my frequency to participate in User Group meetings, but as many of you are the sole CEMS/DAS point of contact for your facilities, I think it is imperative that you have a voice at these meetings. The intent of the User Group is to provide an opportunity for the end user to have direct impact in the direction ESC takes with the final product, whether it be StackVision, FleetVision, CIMVision or whatever "Vision" lies next on the horizon. The more voices we have, the bigger impact we have collectively as a group.

Q: Do you have any suggestions on topics that could be discussed in the future?

A: I would like to see information on upcoming regulatory changes/requirements, GHG, Industrial Boiler MACT and Utility Boiler MACT. I would like more discussions on issues as identified by users and with a more concise, definitive timetable for resolution. We have a few action items that have been on the table for quite a while.





Product Development at the Spring 2010 User Group

The Product Development group was very busy at the Spring 2010 User Group! The success of ESC|StackVision Version 3.0 was celebrated at User Group. Not only did ESC present extensive information about all of the development and quality assurance testing that went into StackVision Version 3.0, but we also had customer presentations which outlined the managed release experience. We also presented Regulatory Roadmap information and showed that work on Opacity Filter Audits is underway. What StackVision items will we be focusing on now? StackVision Dollars results from the Spring 2009 User Group will now be the focus of ESC development effort. This includes LogBook, ProcessNow, and enhancements to Flow-to-Load and the alarm system. StackVision Dollars results from the Spring 2010 User Group will be posted to the ESC website soon with the top results being enhancements to DataLab, and the creation of a tool which compares configuration information in StackVision to information in the Data Controller.

ESC|FleetVision Version 2.2 is now installed for most FleetVision customers. ESC presented the FleetVision Version 2.2 enhancements such as long-term data averaging, rounding tools and the inclusion of quality flags at the FleetVision User Group on Tuesday afternoon. The FleetVision User Group was well attended and with so many customers using FleetVision and the varied ways in which they are using it, we received plenty of valuable suggestions on possible enhancements. We are focused on delivering the next round of functionality this fall. For more information on what will be included in upcoming FleetVision releases, please reference the FleetVision roadmap which will be available on the ESC website soon.

The inaugural ESC|CIMVision User Group also took place in Cleveland. The first sneak peak at CIMVision was available to select customers in April. For those of you who missed the CIMVision User Group, we are building an Enterprise compliance tool for the Electric Utility market with the goals being to provide the industry with valuable functionality in order to eliminate the complexity associated with today's solutions. We will be deploying new features throughout the year so be on the lookout. For information on the latest features, visit the ESC website and our YouTube channel (<http://www.youtube.com/user/Envirosys>) for videos on these exciting features.

April Technical Information Letters (TILs) Recap

TIL SV-11850 StackVision Version 3.0 BAF Configuration and Application in Math Equations

Posted 04.09.2010

The purpose of this TIL is to alert ESC|StackVision Version 3.0 customers that the Bias Adjustment Factor (BAF) math constant configuration setting for Relative Accuracy Test Audit (RATA) parameters and hourly data calculated from these parameters may not be accurate.

To view the full TIL, please visit <http://envirosys.com/esc/svsupport/archive/2010/04/09/TILSV11850-.aspx>

TIL SV-11857 StackVision Version 3.0 Linked Permit Reports in Custom Menu

Posted 04.09.2010

The purpose of this TIL is to alert ESC|StackVision Version 3.0 customers that reports in the StackVision "custom" menu that include default reason code selections may omit some reason codes during report generation.

To view the full TIL, please visit <http://envirosys.com/esc/svsupport/archive/2010/04/09/TILSV11857.aspx>

TIL SV-11862 StackVision Version 3.0 Validation Flag Mapping for Polled Averages

Posted 04.09.2010

The purpose of this TIL is to alert ESC|StackVision Version 3.0 customers that the application of StackVision data flags for polled Data Controller averages may not be accurate.

To view the full TIL, please visit <http://envirosys.com/esc/svsupport/archive/2010/04/09/TILSV11862-.aspx>





Support Report Card at Spring 2010 User Group

Recent Initiatives

At the Spring 2010 User Group, we reviewed recent initiatives that we have undertaken (or are currently undertaking) to improve your productivity as related to the use of ESC products. Given that our meeting was held in Cleveland, home of the Rock & Roll Hall of Fame, we used lyrics from Beatles songs to describe these initiatives. A summary of these initiatives is provided below. For additional details regarding each initiative including the connection to the indicated song's lyrics, refer to the Support Report Card presentation which is available in the User Group section of the ESC website.

- **Eight Days a Week** – Timeliness continues to be one of our primary focuses, and we are continuing to make the adjustments necessary to reduce the time it takes to resolve both simple and complex cases.
- **A Hard Day's Night** – We have changed our processes to improve your access to emergency, after-hours Support. You can now obtain emergency, after-hours Support via ESC's published phone number (865.688.7900 x 3). Your call will be answered by an operator who will ensure that you are quickly connected to an on-call Support Specialist.
- **Ticket to Ride** – More and more users are leveraging the Cases feature of the Customer Access Portal (CAP) to log new cases, review the status of existing cases, correspond directly with the agents assigned to their existing cases and review historical case records. Users of Cases are benefiting from improved interactions with Support, including improvements in timeliness, communication and quality.
- **We Can Work It Out** – Users are starting to leverage the Ideas feature of CAP to post, vote on and comment on Ideas for product improvements. ESC is committed to use your feedback in Ideas to drive "quick hits" (small, but valuable improvements) into each software release. In fact, ESC will incorporate the top Ideas from the "Town Hall" technical breakout session at User Group in an upcoming release (refer to Town Hall – CAP Top Ideas box).
- **Help!** – Users are starting to leverage the Solutions feature of CAP to find their own answers to questions and resolutions to problems. ESC is committed to maintaining valuable information in Solutions by:
 - Requiring a Solution to be created, reused and/or improved each time we resolve a Support case
 - Publishing Solutions in CAP as soon as they are used internally three or more times. To increase utilization, we plan to send periodic "Solutions Digest" emails to make users aware of recently published content (refer to Help! – Ethernet Communications for our first installment box).
- **I Want To Hold Your Hand** – We added the Upgrade Requests feature in CAP to help us manage the ESC|StackVision Version 3.0 release, to provide you visibility into the managed release process, and to give you on-demand access to license keys as soon as your systems have been verified to be ready to upgrade.

Town Hall – CAP Top Ideas

At the Spring 2010 User Group, we held a Town Hall meeting to increase user participation in the Ideas Forum in CAP. As promised, we are using your feedback from the Town Hall meeting to drive several "quick hits" (small, but valuable improvements) into an upcoming software release. The top vote getters from the Town Hall meeting are as follows.

- **CEMScape - Retrieval Status after manual backpolling**
- **DataLab loses filters on re-retrieve**
- **DataLab - Ability to only show fields for particular parameters**
- **Launch with new interval in DataLab doesn't maintain settings**

As a result, the status of each of these Ideas has been changed to "Selected for Consideration," and they will be folded into our plans for an upcoming release. We encourage you to review these Ideas and add comments to tell us how you would like these Ideas implemented. This will help us implement these Ideas in a manner that best meets the diverse needs of our broad user base.

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Support Report Card at Spring 2010 User Group

(continued from page 5)

Help! Ethernet Communications

Do you occasionally lose communications between ESC|StackVision and Data Controllers connected via Ethernet? Do you suspect that these events are unrelated to problems with network equipment. If so, then one of the following Solutions may help you resolve your problem (click on the link to review the Solution record in CAP).

- [Ethernet polling of 8832 Data System Controller won't automatically restart following a communication outage](#)
- [Ethernet communications with 8832 Data System Controller stop due to interactions with network inventory monitoring software](#)
- [Ethernet communications with 8832 Data System Controller stop due to a static discharge event](#)

If you need help using these Solutions or if your problems persist, please contact ESC Support via phone at 865.688.7900 x 3 or by entering a Support case via CAP.

Future Initiatives

At the Spring 2010 User Group, we also outlined future initiatives that we are considering to improve your productivity as related to the use of ESC products. Again, we used lyrics from Beatles songs to describe these initiatives.

- **Hello Goodbye** – Many of you have asked us to streamline our automated case emails. As a result, we are considering reworking the structure and content of these emails to make them more readable and concise.
- **Come Together** – Many of you have said that you don't have time to periodically check CAP for updates to Cases, Solutions or Ideas records that may be of interest to you. As a result, we are considering adding the ability to subscribe to specific records or categories of records in CAP to inform you when new records have been created or when content on existing records has been changed. Additionally, we are considering adding "community tools" to Solutions to make it easier for you to collaborate with other users in finding answers to questions or resolutions to problems.
- **A Little Help From My Friends** – Many of you have asked for control over how much access various employees in your company have to your company's records in CAP. As a result, we are considering adding functionality to give your company administrative control over users in CAP.

Feedback Needed

We need your feedback to ensure that we are undertaking initiatives that will continue to improve your productivity with our products. Please let us know what is and isn't working for you, which of our future initiatives you want us to focus on and/or if you have alternative initiatives that would provide you with greater value. To give us this feedback, contact Jeff Rabensteine at jrabensteine@envirosys.com.





It's Always The Right Time To Attend ESC|University

The training offerings designed and hosted by ESC|University have become an important part of every User Group meeting. Because you ask for continued training offerings, the recent meeting in Cleveland included several courses designed to provide the latest information about configuring and maintaining your ESC|StackVision systems, such as our Introduction to Configuration workshop, our more advanced System Configuration with ESC|StackStudio workshop, and our Data Management and SQL Database Administration for StackVision course. We also offered training focused on ensuring that you achieve—and continue to remain in—compliance. Not only did we offer our very popular Data Review course, but we were also pleased to offer a new two-day workshop offering up-to-date instruction on greenhouse gas regulations and how using ESC|CIMVision allows you to achieve a complete picture of compliance with the Mandatory Reporting Rule. Our User Group trainings were designed to cover all aspects of using and maintaining your systems necessary for achieving and maintaining full CEMS success.

Because your success is our primary goal, we will continue to offer the training courses you've told us that you would like to see on our summer schedule. In response to your requests, our June schedule contains ESC|University's "greatest hits."



Make sure to take advantage of the many course offerings being held at our Knoxville location in June.

- **Basic Part 60/76 Regulations Class** – June 21st – June 23rd
- **CEMS New User with ESC|StackVision Class** – June 24th – June 25th

If a trip to the East Coast is more preferable, then make sure to join us for at least one of the courses offered when the Regional Training Series visits Philadelphia, PA, the third week of June.

- **Data Review with ESC|StackVision Workshop** – June 16th
- **Introduction to Configuration with ESC|StackStudio Workshop** – June 17th

With all of these options available to you, it's never too late to receive training. ESC|University is dedicated to making sure that anytime during this summer will be the right time for you to get the information and instruction that you want. Call your Senior Account Executive today to discuss which training options are best suited to meet your needs.



Tips and Tricks – ESC|StackVision

Installing the Shortcut for Offline ESC|StackStudio Use

One of the many benefits of ESC|StackStudio, the new and improved configuration tool available with ESC|StackVision Version 3.0, is that it allows you to conduct configuration work both online and offline.

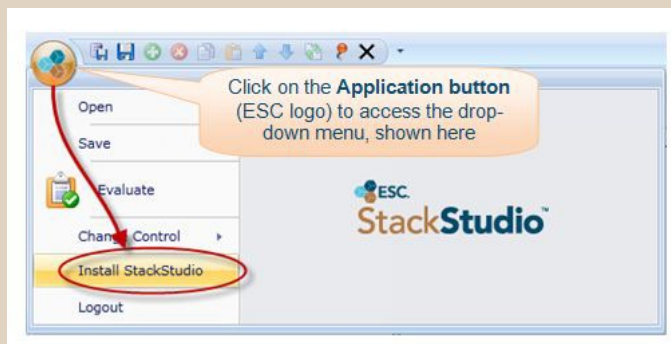
If you have the proper permissions, you may access StackStudio directly from your StackVision application by selecting StackStudio from the **Tools** pane in **Task Explorer**, or by navigating to StackStudio from the **Configuration** menu.

You may also access StackStudio directly from a web browser. To do this, simply open Internet Explorer, then navigate to the StackStudio website by typing in one of the following addresses:

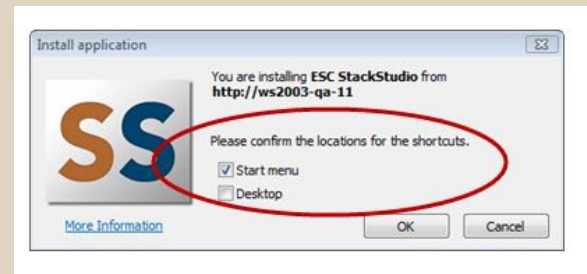
1. <http://{name of StackVision Server}/stackstudio> if accessing StackStudio through a client computer
2. <http://localhost/stackstudio> if accessing StackStudio directly from the StackVision server

However, you may also install a shortcut on your desktop to allow offline access to StackStudio. Using this convenient feature requires an easy installation process which is outlined below.

To install this shortcut, you must access StackStudio online, either through StackVision or through your web browser, to initiate the installation process.



Once you have logged into StackStudio, select **Install StackStudio** from the **Application Menu**, as shown above.



The **Install Application** window will appear, confirming that you are installing StackStudio from your server onto the computer.

From this window, choose if you want to place a StackStudio shortcut on the **Start menu**, **Desktop** or **both**, and then click **OK**.

Once your shortcut is successfully installed, the **Install StackStudio** option will **no longer be available**.

After you click OK, you will need to log into StackStudio again, this time using the shortcut to access StackStudio outside of the web browser.

After launching StackStudio, you may open the configuration to begin editing.

