Experion PKS

R400.8 Server Patch823

Software Change Notice

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## Symbol Definitions

The following table lists those symbols used in this document to denote certain conditions.

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Symbol" /></td>
<td>ATTENTION: Identifies information that requires special consideration.</td>
</tr>
</tbody>
</table>
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1 Introduction

1.1 About the document

The Software Change Notice describes the prerequisites, resolved PARs, applicable nodes, and steps to install/uninstall the patch. Additionally, the SCN contains information about the change impact and additional information for this patch. The latest version of this SCN is always available on the Honeywell Process Solutions website.

1.2 About the patch

This patch addresses problems and offers improvements requested since the release of Experion PKS R400.8.

Note: This patch obsoletes Experion PKS R400.8 Server Patch822 which has been withdrawn. Please install this patch if you have Experion PKS R400.8 Server Patch822 installed on your system.

1.2.1 Problems resolved

This patch resolves the following issues.

<table>
<thead>
<tr>
<th>PAR</th>
<th>Subsystem</th>
<th>Description of problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-3UVKMXH</td>
<td>DSPLY</td>
<td>For a Control confirmation point, when modifying a value such as the SP parameter, pressing AUTO or MAN button while Control Confirmation message is showing would incorrectly change value value to 1 or 0.</td>
</tr>
<tr>
<td>1-4EQQXUD</td>
<td>History - Periodic</td>
<td>Gap is seen on trend when standard history parameters are configured with an offset</td>
</tr>
<tr>
<td>1-57GE2SJ</td>
<td>History - Periodic</td>
<td>Averages will not be calculated for point parameters with offsets greater than the history rate</td>
</tr>
<tr>
<td>1-6N0F0UR</td>
<td>System Libraries</td>
<td>Robustness improvements to DSA and console stations</td>
</tr>
<tr>
<td>1-72QVU4B</td>
<td>Reports</td>
<td>If one of the points in the system returns a list of more than 32000 parameters, the point attribute report may fail and generate no output.</td>
</tr>
</tbody>
</table>
1.2.2 Limitations

1.2.2.1 Patch removal

| ✔️ | Automatic | [ ] Can be done manually during next upgrade | [ ] Must be done manually before next upgrade |

1.2.2.2 Patch distribution

| ✔️ | Not Limited | [ ] Limited for: |

1.2.2.3 Localization

| ✔️ | Not impacted | [ ] Patch may contain strings in English. A Localization version to be included in the next release. | [ ] Needs additional localization support |

1.2.2.4 Cumulative patch

| [ ] Yes. See Prerequisites | ✔️ No |

1.3 Before you begin

1.3.1 Prerequisites

The patch must be installed on a node on which the following updates are installed.

- Experion PKS R400.8

ATTENTION

This patch affects multiple subsystems and some other products that integrate with Experion PKS. Please read Patch considerations before installing the patch

1.3.2 Patch installation or migration checklist

<table>
<thead>
<tr>
<th>Task order</th>
<th>Task</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Prerequisites</td>
<td>See section Prerequisites</td>
</tr>
<tr>
<td>2</td>
<td>Applicable nodes</td>
<td>See section Applicable nodes</td>
</tr>
</tbody>
</table>
### 1.3.3 Applicable nodes

This patch is applicable for the following nodes.

<table>
<thead>
<tr>
<th>Node</th>
<th>Is the patch applicable?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experion Server (Process and SCADA)</td>
<td>Yes</td>
</tr>
<tr>
<td>Experion Console Station</td>
<td>Yes</td>
</tr>
<tr>
<td>Experion Console Extension Station / Flex Station</td>
<td>No</td>
</tr>
<tr>
<td>Experion Station TPS (ES-T)</td>
<td>Yes</td>
</tr>
<tr>
<td>Experion Server TPS (ESVT)</td>
<td>Yes</td>
</tr>
<tr>
<td>EMB Server</td>
<td>No</td>
</tr>
<tr>
<td>EMB Client</td>
<td>No</td>
</tr>
<tr>
<td>Experion eServer</td>
<td>No</td>
</tr>
<tr>
<td>Experion eServer Client</td>
<td>No</td>
</tr>
<tr>
<td>ACE</td>
<td>No</td>
</tr>
<tr>
<td>Application Server (EAS)</td>
<td>Yes</td>
</tr>
<tr>
<td>Remote Engineering and Station Server</td>
<td>No</td>
</tr>
<tr>
<td>PHD</td>
<td>Yes (for PHD Point Server Patch)</td>
</tr>
</tbody>
</table>

### 1.3.4 Verify the present version on the node

To verify the present version on the node, perform the following steps.

1. Using Notepad, open the `ProductVersion.txt` file located in the following path: `<install folder>`\Honeywell\Experion PKS\`ProductVersion.txt`.
2. Verify the `ProductVersion.txt` for the following:
   - If the following line is present, the node has the appropriate product version to install this patch.
   
   ```
   +Experion PKS R400.8 Install completed on MM/DD/YYYY HH:MM:SS
   ```

Note: `<install folder>` is the location where Experion is installed. For default installations this is C:\Program Files.
1.3.5 Copying and extracting the patch

Perform the following steps to copy and extract the patch.

1. For each node that needs to be updated, copy
2. Extract files to a temporary folder on your hard disk.
3. Zip file contains:
   c. Experion PKS R400.8 PHD Point Server Patch 1.exe

1.4 Change impact

This patch affects multiple subsystems and some other products that integrate with Experion PKS. Some subsystems will behave differently depending on whether an equivalent patch has been installed on the other systems.

Please read Patch considerations for detailed information

1.4.1 Control change impact
Not Applicable

1.4.2 Operational change impact
Not Applicable

1.4.3 Infrastructure change impact
Not Applicable
2 Patch installation

ATTENTION
Please ensure the order in which the patch is applied to each node, follows the order as documented in the below patch installation instructions.

2.1 Installing the patch on Redundant Experion Server (ESV) and Redundant Server TPN Connected (ESVT)

2.1.1 To install the patch

1. Ensure the Primary and Backup Server databases are synchronized and there is no alarm indicating that the event replication has failed before proceeding.
2. On Backup Server log in using an account that is a member of Windows Administrators group.
3. Ensure no instances of Station, Display Builder, Configuration Studio, Quick Builder, HMIWeb Display Builder, the Diagnostic Capture Tool or Microsoft Excel are running.
4. On the Backup Server, open the Server Start/Stop program (from Start -> All Programs -> Honeywell Experion PKS -> Server -> Start-Stop Experion PKS Server). Once started, select “Database Unloaded” and click ‘Yes’ to change the state of the Experion Server.
5. Close the Server Start/Stop program.
7. Click “Setup” after confirming the release number of the Server.
8. A Command Prompt window will appear with the text Installing… in the top left hand corner.
9. Once the patch installation is finished, a dialog in the form of “Installation Complete” message will appear.
10. Click Ok to close the dialog.
11. Restart the PC
12. Synchronize Primary and Backup Server databases
13. Fail over the Primary Server to the Backup Server
14. Repeat steps 2. to 12. on the new Backup Server

Notes:

i) If applying multiple Server patches at the same time there is no need to reboot the servers between each patch application. Perform this once after all Server patches have been applied.
ii) If the software patch installer reports that some programs must be closed before installing, click “OK” to accept this and let the installer to terminate these programs. Otherwise, click “Cancel” to abort installation.
iii) If the software patch installer reports that some software components could not be installed, before restarting the server, shutdown those components using Task Manager and re-run all steps of the software patch installation.
iv) Some software patches, for example system displays, will not require the user to stop the server. Instructions to this effect will be provided with the software patch if this is the case.

2.1.2 To validate the patch installation

To verify the successful installation of the patch:

a) Using Notepad, open the ProductVersion.txt file located in the following path:
   <install folder>\Honeywell\Experion PKS\ProductVersion.txt

b) Verify that the file contains an entry starting with:
   “++ <name of patch> installed on <install date & time>”
   Note – version will state R400.3 Server Patch in ProductVersion.txt

After successful installation, the files extracted for installation are no longer needed. Delete the temporary folder and its files.

2.2 Installing the patch on Non-Redundant Experion Server (ESV) and Non-Redundant Server TPN Connected (ESVT)

2.2.1 To install the patch

1. Log in using an account that is a member of the Windows Administrators group.
2. Ensure no instances of Station, Display Builder, Configuration Studio, Quick Builder, HMIWeb Display Builder, the Diagnostic Capture Tool or Microsoft Excel are running.
3. Open the Server Start/Stop program (from Start -> All Programs -> Honeywell Experion PKS -> Server -> Start-Stop Experion PKS Server). Once started, select “Database Unloaded” and click ‘Yes’ to change the state of the Experion Server.
4. Close the Server Start/Stop program.
5. Navigate to the software patch package, ExperionPKS.R400.8.Server.Patch823.exe, in Windows Explorer and double-click the software patch package icon. Acknowledge the User Account Control prompt. The software patch installer will start and a WinZip Self-Extractor dialog appears.
6. Click “Setup” after confirming the release number of the Server.
7. A Command Prompt window will appear with the text “Installing…” in the top left hand corner.
8. Once the patch installation is finished, a dialog in the form of “Installation Complete” message will appear.
9. Click Ok to close the dialog.
10. Restart the PC

Notes:

i) If applying multiple Server patches at the same time there is no need to reboot the servers between each patch application. Perform this once after all Server patches have been applied.
ii) If the software patch installer reports that some programs must be closed before installing, click “OK” to accept this and let the installer to terminate these programs. Otherwise, click “Cancel” to abort installation.

iii) If the software patch installer reports that some software components could not be installed, before restarting the server, shutdown those components using Task Manager and re-run all steps of the software patch installation.

iv) Some software patches, for example system displays, will not require the user to stop the server. Instructions to this effect will be provided with the software patch if this is the case.

2.2.2 To validate the patch installation

To verify the successful installation of the patch:

a) Using Notepad, open the ProductVersion.txt file located in the following path:
<install folder>\Honeywell\Experion PKS\ProductVersion.txt

b) Verify that the file contains an entry starting with:
“++ <name of patch> installed on <install date & time>”

Note – version will state R400.3 Server Patch in ProductVersion.txt

After successful installation, the files extracted for installation are no longer needed. Delete the temporary folder and its files.

2.3 Installing Software Patch on Console Station (ES-C) and Console Station TPN Connected (ES-T)

2.3.1 To install the patch

1. Log in using an account that is a member of the Windows Administrators group.
2. Ensure no instances of Station, Display Builder, Configuration Studio, Quick Builder, HMIWeb Display Builder, the Diagnostic Capture Tool or Microsoft Excel are running.
3. Open the Server Start/Stop program (from Start -> All Programs -> Honeywell Experion PKS -> Console Station -> Start-Stop Experion PKS Console Station). Once started, select “Database Unloaded” and click ‘Yes’ to change the state of the Experion Server.
4. Close the Console Station Start/Stop program.
5. Navigate to the software patch package, ExperionPKS.R400.8.Server.Patch823.exe, in Windows Explorer and double-click the software patch package icon. Acknowledge the User Account Control prompt. The software patch installer will start and a WinZip Self-Extractor dialog appears.
6. Click “Setup” after confirming the release number of the Server.
7. A Command Prompt window will appear with the text “Installing...” in the top left hand corner.
8. Once the patch installation is finished, a dialog in the form of “Installation Complete” message will appear.
9. Click Ok to close the dialog.
10. Restart the PC
Notes:

i) If applying multiple Server patches at the same time there is no need to reboot the servers between each patch application. Perform this once after all Server patches have been applied.

ii) If the software patch installer reports that some programs must be closed before installing, click “OK” to accept this and let the installer to terminate these programs. Otherwise, click “Cancel” to abort installation.

iii) If the software patch installer reports that some software components could not be installed, before restarting the server, shutdown those components using Task Manager and re-run all steps of the software patch installation.

iv) Some software patches, for example system displays, will not require the user to stop the server. Instructions to this effect will be provided with the software patch if this is the case.

2.3.2 To validate the patch installation

To verify the successful installation of the patch:

a) Using Notepad, open the ProductVersion.txt file located in the following path:
<install folder>\Honeywell\Experion PKS\ProductVersion.txt

b) Verify that the file contains an entry starting with:
“++ <name of patch> installed on <install date & time>”

Note – version will state R400.3 Server Patch in ProductVersion.txt

After successful installation, the files extracted for installation are no longer needed. Delete the temporary folder and its files.

2.4 Installing PHD point server patch on PHD server

<table>
<thead>
<tr>
<th>ATTENTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you have installed Experion PKS R400.8 PHD Point Server Patch 1 previously, you can skip this section.</td>
</tr>
</tbody>
</table>

2.4.1 To install the patch

1. Log in using an account that is a member of the Windows Administrators group.
2. Ensure no instances of Station, Display Builder, Configuration Studio, Quick Builder, HMIWeb Display Builder, the Diagnostic Capture Tool or Microsoft Excel are running.
3. Open the Server Start/Stop program (from Start -> All Programs -> Honeywell Experion PKS -> Console Station -> Start-Stop Experion PKS Console Station). Once started, select “Database Unloaded” and click ‘Yes’ to change the state of the Experion Server.
4. Close the Console Station Start/Stop program.
6. Navigate to the software patch package, **Experion PKS R400.8 PHD Point Server Patch 1.exe**, in Windows Explorer and double-click the software patch package icon. Acknowledge the User Account Control prompt. The software patch installer will start and a WinZip Self-Extractor dialog appears.
7. Click “Setup” after confirming the release number of the Server.
8. A Command Prompt window will appear with the text “Installing…” in the top left hand corner.
9. Once the patch installation is finished, a dialog in the form of “Installation Complete” message will appear.
10. Click Ok to close the dialog.
11. Use the Console Station Start/Stop program to restart the Console Station (“System Running” option).

**Notes:**

i) If the software patch installer reports that some programs must be closed before installing, click “OK” to accept this and let the installer to terminate these programs. Otherwise, click “Cancel” to abort installation.

ii) If the software patch installer reports that some software components could not be installed, before restarting the server, shutdown those components using Task Manager and re-run all steps of the software patch installation.

**2.4.2 To validate the patch installation**

To verify the successful installation of the patch:

a) Using Notepad, open the ProductVersion.txt file located in the following path: `<install folder>\Honeywell\Experion PKS\ProductVersion.txt`

b) Verify that the file contains an entry starting with:

“+++ <name of patch> installed on <install date & time>”

After successful installation, the files extracted for installation are no longer needed. Delete the temporary folder and its files.
3 Patch removal

Complete the following steps to uninstall the Patch if required.

3.1 Uninstallation of Server Software Patch

3.1.1 To uninstall the patch

1. Log in using an account that is a member of the Windows Administrators group.
2. Ensure no instances of Station, Display Builder, HMIWeb Display Builder, the Diagnostic Capture Tool or Microsoft Excel are running.
3. Open the Server Start/Stop program (from Start -> All Programs -> Honeywell Experion PKS -> Server -> Start-Stop Experion PKS Server). Once started, select “Database Unloaded” and click ‘Yes’ to change the state of the Experion Server.
4. Close the Server Start/Stop program.
5. Run the Patch uninstaller. Using Windows explorer navigate to the following directory:

<install folder>\Honeywell\Experion PKS\Install\Patches

Right click on uninstall_R400_Serverpatch_10.bat and select “Run as Administrator” option. Acknowledge the User Account Control prompt.
6. Follow on-screen instructions. A command prompt window will appear with a blinking cursor in the top left hand side. Up to a few minutes later, an uninstallation complete dialog will appear.
7. Click OK to close the dialog.
8. Restart the node.

3.1.2 To validate the patch uninstallation

To verify the successful uninstallation of the patch:

a) Using Notepad, open the ProductVersion.txt file located in the following path:
<install folder>\Honeywell\Experion PKS\ProductVersion.txt

b) Verify that the file contains an entry starting with:
‘- - <name of patch>uninstalled on <install date & time>”
Note – version will state R400.3 Server Patch in ProductVersion.txt

3.2 Uninstallation of PHD Point Server Patch

3.2.1 To uninstall the patch

1. Log in using an account that is a member of the Windows Administrators group.
2. Ensure no instances of Station, Display Builder, HMIWeb Display Builder, the Diagnostic Capture Tool or Microsoft Excel are running.
3. Open the Server Start/Stop program (from Start -> All Programs -> Honeywell Experion PKS -> Server -> Start-Stop Experion PKS Server). Once started, select “Database Unloaded” and click ‘Yes’ to change the state of the Experion Server.
4. Close the Server Start/Stop program.
5. Navigate to Control Panel -> Administrative Tools -> Services and stop the “Experion PKS PHD Point Server” service manually
6. Run the Patch uninstaller. Using Windows explorer navigate to the following directory:

    <install folder>\Honeywell\Experion PKS\Install\Patches

    Right click on Uninstall_PHDPointServerPatch1.bat and select “Run as Administrator” option. Acknowledge the User Account Control prompt.
7. Follow on-screen instructions. A command prompt (MS-DOS) window will appear with a blinking cursor in the top left hand side. Up to a few minutes later, an uninstallation complete dialog will appear.
8. Click OK to close the dialog.
9. Restart the node.

3.2.2 To validate the patch uninstallation

To verify the successful uninstallation of the patch:

a) Using Notepad, open the ProductVersion.txt file located in the following path:

    <install folder>\Honeywell\Experion PKS\ProductVersion.txt

b) Verify that the file contains an entry starting with:

    "- - <name of patch>uninstalled on <install date & time>"
4 Patch considerations

This patch affects some specific functionality of Experion PKS and other products that integrate with Experion PKS. If any of the items below are used on your system this section highlights additional preparation required before you install this patch. If you do not use any of these features you will not be affected and you can disregard this section.

- DSA Alarm and Event Report
  - Only when reporting from servers other than your local server
- DSA Advanced Security
- IEC60870 Interface
- Uniformance PHD and history tag synching
- Integration with other products
  - Profit Blending and Movement (PBM) or Blending and Movement Automation (BMA)
- ACM
  - Only point server functionality on Experion Application Server is affected

4.1 DSA – Alarm and Event Report

If you use the DSA Alarm and Event Report to query other systems you will need to ensure that system is at the appropriate patch level. Use the following table to determine the minimum patch level.

Installing patches to the subscribing servers first will minimize disruption of DSA Alarm Event Report queries whilst patching the servers in your system.

<table>
<thead>
<tr>
<th>Release</th>
<th>Patch Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>R310.3</td>
<td>ExperionPKS.R310.3.Server.Patch687.PAR1-6GU86WN</td>
</tr>
<tr>
<td>R400.8</td>
<td>Experion PKS R400.8 Server Patch 823</td>
</tr>
<tr>
<td>R410.9</td>
<td>Experion PKS R410.9 Server Patch 2</td>
</tr>
<tr>
<td>R430.6</td>
<td>Experion PKS R430.6 Server Patch 1</td>
</tr>
<tr>
<td>R431.3</td>
<td>Experion PKS R431.3 Server Patch 3</td>
</tr>
<tr>
<td>R431.4</td>
<td>Experion PKS R431.4</td>
</tr>
<tr>
<td>R432.1</td>
<td>Experion PKS R432.1 Server Patch 2</td>
</tr>
<tr>
<td>R500.1</td>
<td>Experion PKS R500.1</td>
</tr>
</tbody>
</table>
4.2 DSA Advanced Security

If you are installing this patch on a server that uses DSA Advanced Security, either for publishing or subscribing, it was previously documented as a recommendation that Windows accounts being used were added to a Windows local group called ‘Remote Servers’. This is now a compulsory requirement and DSA Advanced Security connections will fail after installation of the patch if they are not in this group.

Ensure that this procedure is followed for seamless DSA Advanced Security connectivity during patching:

1. Prior to patch installation, ensure all Windows accounts used for DSA Advanced Security (both for publishing and subscribing to this server) are added to a local Windows group called ‘Remote Servers’. Perform this step on both servers if they are redundant. See ‘Creating a Remote Servers group’ in the Experion Server and Client Configuration Guide for more information. If created after DSA setup system will need to be restarted.

2. Install this patch on the servers as per this SCN.

Note, this does not affect users of standard DSA security.

4.3 IEC60870 Interface

This patch is not compatible with the standard R431 version of the IEC60870 point server and it should not be installed if an IEC60870 interface is being used. Please delay installation of this patch until application of an IEC60870 patch listed as being compatible with:

PAR 1-6N0F0UR Robustness improvements to DSA and console stations

4.4 Uniformance PHD and history tag synching

Ensure you follow Section 2.4 to update your PHD system.

If you’re using Uniformance PHD’s optional Experion PKS tag synching service, you need to ensure the Experion PKS Server is correctly configured.

When you first installed the tag synching service, you had the opportunity to set the account to be used to connect to the Experion PKS system. This setting is called “Experion User Account” and can be found in the “Configure User Accounts” tree on the “Final Steps” tab of the PHD installation.

To check what account you’ve used, or to change this account:

- Launch the Uniformance System Console
- Connect to your Uniformance PHD server and log in
- Select the “Uniformance PHD Tag Synchronisation Server” item from the tree
- Right click on the item and select “Properties”
- Select the “Tag Synchronisation Users” tab
- Check or change the “Experion Client User Account”

It’s important that the account you used in the above configuration:

- If using a non-domain account, then an identical account (account name and password) must exist on the Experion PKS servers
- If using a domain account, then the PHD server and the Experion PKS servers are in the same domain
- The account has been added to the “Local Servers” group on the Experion PKS servers

If a non-domain account is used then the PHD tag sync service will also need to run under this account:

- Launch the Windows services applet (services.msc)
- Navigate to the service “Uniformance PHD Tag Synchronisation Server”
- Change the “Log On” to the non-domain account (entering account name and password)
  If prompted as to whether to grant the “run as a service” privilege to the account, grant this privilege
- The account should be added to the local “Product Administrators” group
- Stop and restart the “Uniformance PHD Tag Synchronisation Server” service

4.5 Integration with other products

4.5.1 Profit Blending and Movement (PBM) or Blending and Movement Automation (BMA)

Before applying this Experion server patch, customers who have implemented Profit Blending and Movement (PBM) or Blending and Movement Automation (BMA), must ensure that [a] the BMA / PBM point server dated 14-Jan-2016 or later (file version 4.3.2.14 or later) is running on their system or, alternatively, [b] the BMA / PBM software is at the following point release level or higher:

- PBM R500.1
- PBM R431.2
- BMA R430.3

4.5.2 ACM

This patch is not compatible with the standard R431 version of the ACM point server and it should not be installed if an ACM point server interface is being used. Please delay installation of this patch until application of an ACM patch listed as being compatible with:

PAR 1-6N0F0UR Robustness improvements to DSA and console stations
## 5 Additional information

### 5.1 Additional information to validate patch installation

#### 5.1.1 Files added or replaced

<install folder>\Honeywell\Experion PKS\Server\run

<table>
<thead>
<tr>
<th>File name</th>
<th>Patch Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>ms_dfd.exe</td>
<td>870.8.55.822</td>
</tr>
<tr>
<td>dsdc.exe</td>
<td>870.8.55.822</td>
</tr>
<tr>
<td>dsacksync.exe</td>
<td>870.8.55.822</td>
</tr>
<tr>
<td>dsredsrv.exe</td>
<td>870.8.55.822</td>
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<tr>
<td>dsredcli.exe</td>
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<tr>
<td>pntrepsrv.exe</td>
<td>870.8.55.822</td>
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<tr>
<td>pntrepcli.exe</td>
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<tr>
<td>dbrepsrv.exe</td>
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<tr>
<td>dbrepcli.exe</td>
<td>870.8.55.822</td>
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<tr>
<td>htsserver.exe</td>
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<td>gdanotsrv.exe</td>
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<td>gdanotcli.exe</td>
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<td>Gdaserver.exe</td>
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<td>hstslw.exe</td>
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<td>dsply.exe</td>
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<tr>
<td>gdamngr.exe</td>
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</table>
5.1.2 Firmware revision
Not Applicable

5.2 Install the patch using a script

5.2.1 Extracting the patch from self-extracting zip
Not Applicable

5.2.2 Managing the patch installation
Not Applicable
6 GTAC Support

Subscribe for Automated Email Alerts:
Honeywell advises all users to subscribe for alerts on HoneywellProcess.com to receive an email alert every time a new Notification or patch is posted. A tutorial is available (“Learn to Subscribe” link at the bottom right hand side of any page of HoneywellProcess.com) to help guide you through the subscription process and to tailor subscriptions to be appropriate to your system and needs. In addition you may also Subscribe to the GTAC Knowledge Sharing Mails which provide users on a regular basis with valuable tips & tricks, lessons learned and recommendations.

Further support required?
If you have any questions concerning this notification, please contact your local Honeywell office or the Global Technical Assistance Centre (GTAC). Visit HoneywellProcess.Com and select “Contact Us” for country-specific Customer Contact Numbers. After you log on to HoneywellProcess.Com you may also Search our Knowledge Base or Submit a Support Request to request help.