

User Alert

UA R321.2 Cumulative Update

R321.2

Software Change Notice

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Symbol Definitions

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





Symbol	Definition
	ATTENTION: Identifies information that requires special consideration.
	TIP: Identifies advice or hints for the user, often in terms of performing a task.
	REFERENCE -EXTERNAL: Identifies an additional source of information outside of the bookset.
	REFERENCE - INTERNAL: Identifies an additional source of information within the bookset.
CAUTION	Indicates a situation which, if not avoided, may result in equipment or work (data) on the system being damaged or lost, or may result in the inability to properly operate the process.

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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

<https://www.honeywellprocess.com/library/support/software-downloads/HiSpec/ua-r321.2-cumulative-update.zip>

This patch addresses problems and offers improvements requested since the release of User Alert (UA) R321.1. This patch needs to be applied on top of UA R321.1

1.2.1 New features/RQUPs included in UA R321.2

SQL Server 2014 Standard edition (64-bit) support has been added

1.2.2 Problems resolved in UA R321.1 Patch 1

PAR	Subsystem	Description of problem
1-3SHMH7Y	URT	UA monitoring Service is failing to URT Platform
1-3ULIEBQ	Message Handling	When shelved alerts are re-generated it is been shown in station as new alert.

1.2.3 Issues

There are no known issues with the UA R321.2.

1.2.4 Limitations

1.2.4.1 Patch removal

You can choose to remove UA 321.2 by following the steps documented in section [Removing UA 321.2](#).

1.2.4.2 Patch distribution

<input checked="" type="checkbox"/> Not Limited	<input type="checkbox"/> Limited for:
---	---------------------------------------

1.2.4.3 Localization

<input checked="" type="checkbox"/> Not impacted	<input type="checkbox"/> Patch may contain strings in English. A Localization version to be included in the next release.	<input type="checkbox"/> Needs additional localization support.
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1.2.4.4 Cumulative patch

<input type="checkbox"/> Yes. See Prerequisites	<input checked="" type="checkbox"/> No
--	--

1.3 Before you begin

1.3.1 Prerequisites

User Alert R321.2 requires UA 321.1 as a pre-requisite.

1.3.2 Patch installation or migration checklist

Task order	Task	Reference
1	Prerequisites	See section Prerequisites
2	Applicable nodes	See section Applicable nodes
3	Installing the patch	See section Patch installation

1.3.3 Applicable nodes

This update needs to be installed on the node where UA Server is installed.

1.3.4 Verify the present version on the node

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

1. In the Windows **Control Panel**, click **Programs** and then click **Programs and Features** to view the list of installed programs on the computer.
2. Search through the list of installed programs. If the following is present, then the node has the appropriate product version to install this update:
 - Honeywell OPS User Alert R321.1

1.3.5 Copying and extracting the patch

Perform the following steps to copy and extract the patch.

1. Copy the **UA_R321.2_Cumulative_Update.zip** file to a temporary folder on your hard disk.
2. Extract the **UA_R321.2_Cumulative_Update.zip** file.
3. Copy the extracted files to a temporary folder in your hard disk.

1.4 Change impact

There are no changes to the existing features as part of this patch.

2 Patch installation

This section provides the steps to install UA R321.2.

2.1 Before you begin

Before you begin installing the patch, ensure that:

1. The UA client instances are closed.
2. Stop the following UserAlert services on the UA Server:
 - UserAlert System
 - UserAlert Database
 - UserAlert Monitoring
3. All instances of **Windows Event Viewer** are closed.

You need not install the patch on the machines where only the UA Explorer/Client is installed.

2.2 Update UA database

This patch doesn't have any update to UA Database.

2.3 Installing the patch

Perform the following steps on UA Server machine.

Step	Action
1	Double-click UA_R321.2.msp from the UA_R321.2_Cumulative_Update media. The Welcome Screen appears.
2	Click Next .
3	Once the patch is installed, click Finish .

2.4 Installing the patch for a localized setup

No resource files were modified as part of this and the patch can be applied directly without following the localization procedure.

2.5 To validate the patch installation

To verify if the patch is installed, perform the following:

1. In the Windows **Control Panel**, click Programs and then click **Programs and Features** to view the list of installed programs on the computer. Click **View installed updates** on the left pane.
2. Search through the list of installed updates. If **Honeywell OPS User Alert R321.2** is present, then the patch installation is successful.

2.6 Post-installation tasks

You must perform the following post installation steps:

Step	Action
1	Start the following UA Services <ul style="list-style-type: none">- UserAlert System- UserAlert Database- UserAlert Monitoring To start UA Services choose Start > Run , and type services.msc and start the services.

2.7 Troubleshooting issues during installation

NA

3 Patch removal

3.1 Before you begin

Before you begin installing the patch, ensure that:

1. The UA client instances are closed.
2. It is recommended to stop all the following services.
 - o UserAlert System
 - o UserAlert Database
 - o UserAlert Monitoring
3. All instances of **Windows Event Viewer** are closed.

3.2 Removing UA 321.2

Before you remove the UA 321.2, ensure that UA Server machine hosting the UA components has the **Windows Installer 4.5 Redistributable** or higher. Refer to section [Verifying the Windows Installer Version](#) for verifying the Windows Installer version

Perform the following steps to remove UA 321.2:

1. In the Windows **Control Panel**, click Programs and then click **Programs and Features** to view the list of installed programs on the computer. Click **View installed updates** on the left pane.
2. Under list of installed updates, right click **Honeywell OPS UserAlert R3212** and click **Uninstall**.
3. Restart the machine if prompted by the installer.

3.2.1 To validate the patch removal

To verify if the patch is installed, perform the following:

1. In the Windows **Control Panel**, click Programs and then click **Programs and Features** to view the list of installed programs on the computer. Click **View installed updates** on the left pane.
2. Under list of installed updates, if **Honeywell OPS UserAlert Manager R321.2** is not present, then the patch removal is successful.

3.2.2 Post removal tasks

NA

3.2.3 Verifying the Windows Installer Version

To check the Windows Installer version,

1. Navigate to *c:\Windows\System32* folder if you are using a 32-bit machine or to *C:\windows\SysWOW64* if you are using a 64-bit machine.
2. Check the file version of the **msi.dll** and **msiexec.exe**.

If either of the file version is less than 4.5, then download and install the Windows Installer 4.5 from the following link:

<http://support.microsoft.com/kb/942288>

To install the Windows Installer 4.5,

1. Start the Windows Update service.
2. Choose **Start > All Programs > Accessories**. Right-click **Command Prompt** and click **Run as administrator**. The **Command Prompt** window appears.
3. Change the current directory to the directory where Windows Installer 4.5 is downloaded.
4. Execute the Windows Installer by typing the Windows Installer Name and press **Enter**.

4 Additional information

4.1 Additional information to validate patch installation

4.1.1 Files added or replaced

The following files are added or replaced by this patch.

Filename	File Version
UAUrtConditions.dll	321.1.1.1
UAEvent_Msg.xml	-
UADBAWizard.exe	321.2.0.1