Advanced Solutions

Honeywell

Operational Insight
R360.1
Software Change Notice

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Symbol Definitions

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

Symbol	Definition
	REFERENCE - INTERNAL: Identifies an additional source of information within the bookset.

Contents

1 Introduction

1.1 About Operational Insight

Operational Insight is a web-based application that provides data access seamlessly from corporate databases, historical process data, and real-time process data as if it were from a single database. Operational Insight provides tools to view and analyze the data, which can be presented in fully configurable displays, such as charts, trends, process graphics, and reports.

1.2 About this Document

This Software Change Notice provides an overview of the new features, changes, and known issues for this release of Operational Insight.

1.3 Technical Assistance

Honeywell's Product Support Specialists are trained service professionals committed to providing the highest quality technical support. With your Maintenance Agreement for Powered by Matrikon products you receive direct access to Product Support for problem resolution, bug reporting, documentation clarification, and technical guidance. Honeywell's Product Support service provides the following:

- Help with product issues involving operation and functionality.
- Problem isolation and identification.
- Problem resolution and workarounds.
- Error message analysis and resolution.
- Up-to-date information on current releases, product compatibility, restrictions, enhancements, and fixes.
- Unlimited access to Honeywell's online Product Knowledge Base for Powered by Matrikon products.

1.3.1 Contacting Us

Honeywell has support teams in five offices around the world, providing full product support coverage for Powered by Matrikon products from Monday to Friday, regardless of your location. There are three ways to contact us. We recommend using the support portal for the quickest reply. We also offer e-mail and phone support, if you prefer.

1. Customer Support Portal: http://support.matrikon.com
2. E-mail: ProductSupport@honeywell.com
3. Phone: Please see the following table for the office closest to you.

Product Support Telephone Contact

Location	Hours of Operation	Phone
Edmonton, Alberta Canada	08:00 - 17:00 Mountain Time [GMT-7 (6)]	+1 780-945-4024
Newcastle, NSW Australia	08:30 - 17:00 Aus Eastern Time [GMT+10 (11)]	+61 (02) 4908 2090

Aberdeen, Scotland UK	08:30 - 17:30 Greenwich Mean Time	+44 (1224) 659-888
Nottingham, UK	09:00 - 17:00 Greenwich Mean Time	+44 (1623) 726070
Cologne, Germany	09:00 - 17:00 Central European Time [GMT+1 (2)]	+49 (221) 96977-20

2 Contents of Release

Table 1 Operational Insight

Product
Operational Insight R360.1 Software and Documentation
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3 Getting Started

The upgrade procedure has been updated. Review the chapter "Upgrading From Previous Versions of Operational Insight" in the *Operational Insight Installation Guide* before beginning an upgrade to version R360.1.

4 Release Overview

This is a full release for new installations and for upgrades for those systems already using Operational Insight versions 3.5.*x*.

4.1 New Features

This release contains the following enhancements:

- Operational Insight validated for Java 7 update 17.
- Trends in the NetTrend component can now display event information from configured event sources. Operation Insight currently supports Alarm Manager A&E and Honeywell Common Event Journal event sources.
- The NetObjects component is now included in the main installation of Operational Insight.
  - o To install or upgrade Operational Insight without installing NetObjects, use the **Custom** option in the setup wizard. See the *Operational Insight Installation Guide* for more details.
- Unlicensed components are now hidden from the Tree and Toolbar.
- Support added for Internet Explorer version 9.

4.2 Retired Features

The following features and functions have been removed from the release:

- Operational Insight no longer supports Java 6.
  Client systems must upgrade to Java 7 to continue to access Operational Insight.

5 Software/Hardware/Firmware Compatibility

For software and hardware requirements and compatible versions, see the *Operational Insight Installation Guide*.

6 Documentation Updates/Additional Information

User Documentation for the NetObjects component is now included in the *Operational Insight Administrator's Guide*.

7 Problems Resolved

This section provides an overview of the problems resolved in this release.

7.1 Operational Insight

	Description of Problem Solved	ID(s)
1	On some systems, the OperationalInsight application pool cannot run as OIUser.	24324
2	Using NetDac2.WebDataSet.FieldByName causes IIS to fail to respond.	25576 1211-8316749
3	Max Records not working when using URL to get raw data.	34465 1211-8324679
4	After assigning a content page a new owner, the new owner is not added as an authorized user, and cannot see the file.	26282
5	On some systems, logging into Operation Insight is not completed successfully, and error messages are displayed.	34487 1211-8322557 1211-8319246
6	When using the ADO format in a NetPortal query, memory is not released as expected, and memory errors occur.	25451 1211-8316176
7	Moving the mouse over links in the profile tree while a page is loading sometimes results in an error message.	32372 1211-8321819

7.2 Operational Insight/NetSchedule

	Description of Problem Solved	ID(s)
1	NetSchedule sends exception reports as the default timeout setting is too low.	22699
2	NetTrend trends cannot be used in NetSchedule reports when SSL is enabled. Attempting to view the report results in an error.	34950
3	NetSchedule sends reports with 0kb PNG files for some trends. See Knowledge Base article 1211-1793: http://support.matrikon.com/ics/support/default.asp?deptID=1394&task=knowledge&questionID=1793	23312

7.3 Operational Insight/NetEvent

	Description of Problem Solved	ID(s)
1	In NetEvent reports, spaces in the message body are displayed as %20.	33545
2	The NetEvent Log button is not working after an upgrade to 3.5.0.	27392
3	Unable to configure hourly schedule in NetEvent.	27391
4	The ProcessNet Database grows excessively when events are configured.	28600 22713
5	The **Last Run** column does not update after an even is triggered.	27373

7.4 Operational Insight/NetDraw

	Description of Problem Solved	ID(s)
1	NetDraw pages saved in the previous version cannot be opened after upgrade, and their NetDraw tree links are missing.	27394
2	A NetDraw page with a large number of displayed tags can cause Java to fail to respond if left open.	33044 1211-8319798
3	On pages with a large number of objects, grouped objects are sometimes assigned the wrong object ID, and animation.	32999 1211-8321056
4	When ODBC tags are used on a NetDraw page, if any of the tags are invalid, none of the tags display.	32733 1211-8321270

7.5 Operational Insight/NetObjects

	Description of Problem Solved	ID(s)
1	When SSL/HTTPS is configured, attempting to view PDF files from the server, such as the NetObjects Help manuals, results in an error.	34924
2	After upgrading a previous version of NetObjects, the noadmin and noquery users are not configured, and NetObjects no longer functions.	32325

7.6 Operational Insight/NetManage

	Description of Problem Solved	ID(s)
1	On some systems, when using Active Directory, NetManage does not display accurately display the Active Directory hierarchy.	32732 1211-8320155
2	When an OPC data source configured to run as a data source login instead of the current Operational Insight user, the driver does not run as the configured user.	32719 1211-8321905
3	Copying a folder with saved views from one user tree to another causes a "no parent" error.	26385 1211-8316793

7.7 Miscellaneous

	Description of Problem Solved	ID(s)
1	If tags with no data are retrieved using the IP21 Driver, an EAccessViolation results.	33652 1211-8323227
2	Using the Export button fails to download data on client systems.	27464
3	NetKPI and NetCalc function settings are not retained after an upgrade.	34414
4	NetCalc does not function without a user logged into the console.	9893
5	NetChart cannot use a NetQuery file with spaces in the name.	25691 1211-8316787
6	On some systems, a NetOffice error appears when opening Microsoft Excel	26228 1211-8316437

8 Installation and Migration

For a list of prerequisites as well as installation and upgrade instructions, see the *Operational Insight Installation Guide*.

9 Un-Install Instructions

For un-install instructions, see the *Operational Insight Installation Guide*.

10 Issues

Based on information and data available to us to date, this section describes some currently identified issues related to this release.

10.1 Operational Insight

	Description	Workaround	ID(s)
1	If additional browser windows are loading data when the user logs out of the main window, errors will occur in the additional windows.	Ensure all additional windows are closed or have completed loading before logging out of Operational Insight	19280
2	After Operational Insight is uninstalled, some files and IIS entries remain on the system.	Remove the files manually: • Navigate to the Operational Insight installation folder and delete it. By default, this is found at the following location: `C:\Program Files\Matrikon\ProcessSuite\ProcessNet` • Open the **Internet Information Services (IIS) Manager**, navigate to **Default Web Site**, and then delete the **ProcessNet** directory.	27376
3	IP21 version 7.3 cannot be used with the Operational Insight IP21 driver if any tags have names more than 24 characters in length.	No solution at this time.	35763 1211-8326890
4	When multiple users are connected to Operational Insight, the page load times are greater than expected.	Reduce the number of concurrent users accessing the system.	35691
5	If a user enters a long password, the password is changed, but results in an error at log on.	Use a maximum of 15 characters in user passwords.	34960
6	When opening a file in a folder that has been copied to a user folder from another user's folder, access is denied.	Open NetManage, navigate to the content database, and edit the file to add permissions for the user.	34954
7	When upgrading from an existing version of Operational Insight, if an invalid profile name is provided the installation cannot succeed. If a valid profile name is provided, not all the available links appear under the public profile.	No solution at this time.	34329

	8	If a page contains the percent % symbol in the display name, an error appears when attempting to open the page from the Tree.	Open the page from the **Open** menu in the related Operational Component.	34342
	9	The ampersand & symbol is not supported in user names.	Do not include an ampersand in the user name when creating new users.	36744
	10	When opening Operational Insight or one of the components, a "Session Manager Error" sometimes appears.	Close the error dialog box, log out and log in again to reload the portal.	36708
	11	On Windows Server 2003 SP2, once Integrated Logins are configured, Operational Insight fails to open on the server computer.	See the following Microsoft KB article: http://support.microsoft.com/kb/960077	36813
	12	When opening Operational Insight on the server computer, if the Windows user is not the one used to install Operation Insight, the tree and components do not load as expected.	When logged in as a user other than the one used to install Operational Insight, do *all* of the following: 1. Open the Java control panel, and click the **Advanced** tab. 2. Clear the **Enable next generation Java** check box, and close the control panel. 3. Re-open the Java control panel, and click the **Advanced** tab. 4. Select the **Enable next generation Java** check box, and close the control panel. 5. Open Operational Insight.	36883
	13	On some computers, when viewing the trial license details in the License Viewer, the time remaining shown in the display is incorrect,	Restart the computer, and view the trial license details again.	37113

10.2 Operational Insight/NetManage

	Description	Workaround	ID(s)
1	When reloading NetManage (press F5) after a session has expired, if Event Sources is selected, NetManage will fail to respond.	Close NetManage and reopen to continue.	32414
2	After changing Global Variable settings, closing NetManage can result in an error.	Close NetManage and reopen to continue.	35697

		3	Comments added to Users and Groups in NetManage do not appear in the comments section.	Close NetManage and reopen. The comments will be displayed.	33543

10.3 Operational Insight/NetSchedule

	Description	Workaround	ID(s)
1	NetSchedule can experience the error "Illegal operation attempted on a registry key that has been marked for deletion".	Using an administrator account, do *all* of the following on the server computer: 1. Open the **Group Policy Editor**. On the Windows **Start** menu, click **Run**, type `gpedit.msc`, and then press ENTER. 2. Navigate to the **User Profiles** settings. Under **Computer Configuration**, expand **Administrative Templates**, expand **System**, and then select **User Profiles**. 3. Double-click **Do not forcefully unload the user registry at user logoff**. 4. On the Setting tab, select **Enabled**, and then click **OK**. 5. Ensure there are no users on the system, and then restart the server computer. **Note:** Once enabled, Windows Server 2008 does not forcefully unload the registry, and waits until no other processes are using the user registry before unloading it.	35847
2	Pre-configured NetSchedule tasks cannot be imported.	No solution at this time.	35101
3	Reports that include a NetDraw page are not generated properly, and the resulting file cannot be opened.	No solution at this time.	18803
4	When using Operational Insight on the server computer, if multiple NetSchedule reports are opened within a single browser instance, Operational Insight will fail to respond, and the browser must be restarted.	To view multiple NetSchedule reports at the same time, open a separate instance of Internet Explorer for each report.	17834

	5	When viewing the browser in a language other than English, the File and Series submenus in NetTrend and the Tree context menus are not displayed in the set language.	No solution at this time.	34928
	6	An error appears when attempting to save a file with the word "Select" in the name.	Do not use "Select" as part of the file name.	32202
	7	When loading the Tree, a 404 error is sometimes encountered.	Restart the ProcessNet Dataserver service.	30962
	8	On a Windows Server 2008 R2 system, an Interactive Services Detection dialog box is repeatedly shown when NetSchedule is configured.	Open Windows **Services** and do all of the following for both the ProcessNetDatserver service, and the ProcessNet Scheduler service: 1. Right-click the service name, and click **Properties**. 2. Select the **Log on** tab. 3. Clear the **Allow service to interact with desktop** check box. 4. Click **OK**.	35951

10.4   Operational Insight/NetEvent

	Description	Workaround	ID(s)
1	After an upgrade from version 3.5.0, viewing a report for an event created with the previous version may result in an xml error.	On the NetEvent toolbar, click the Refresh button.	27393
2	If a NetEvent e-mail contains the percent % symbol in the e-mail body, NetEvent will fail to respond.	Do not use the percent % symbol in NetEvent e-mails.	26681

10.5   Operational Insight/NetDraw

	Description	Workaround	ID(s)
1	An error is displayed when a NetDraw page with a parameterized NetQuery object is run.	Create the report in NetQuery and then embed the report in NetDraw page.	35104
2	When a NetDraw page created on a Windows 2003 x86 system is imported into a Windows 2008 R2 x64 system, a "DoWaitAppletAsync" error appears when the page is run.	Open and resave the page in NetDraw.	35099

3	After upgrading from Operational Insight 3.5.0, the calendar cannot be used to change the date range in a trend embedded on a NetDraw page.	Open and resave the page in NetDraw.	35019
4	If a NetDraw page contains a NetKPI object that was imported from Operational Insight 3.5.0, an error appears when opening the NetDraw page.	No solution at this time.	34912
5	When OPC tags are used on a NetDraw page, if any of the tags are invalid, none of the tags display.	Reconfigure the invalid tag.	34910
6	On some occasions, attempting to open NetDraw results in a Framelaod.JS error.	Close and reopen NetDraw.	36709

10.6   Operational Insight/NetTrend

	Description	Workaround	ID(s)
1	When NetTrend is configured to use the format `m/d HH:MM`, the year appears as 1970.	No solution at this time.	30961
2	When exporting trend data to Microsoft Excel, if a maximum record limit is set for the data source the export file will contain the maximum +1 number of records.	No solution at this time.	34920
3	When configuring a Fill Plot, if a non-existent tag is added, a script error appears.	Ensure all tags added to a Fill Plot are valid.	34604

10.7   Operational Insight/NetQuery

	Description	Workaround	ID(s)
1	When using Internet Explorer 9, when attempting to join two tables, the error "Could not commit the join position[0]" appears.	Download and install Microsoft Security Update 2647516. For more information, see http://support.microsoft.com/kb/2647516	34743

10.8   Operational Insight/NetKPI

	Description	Workaround	ID(s)
1	On the server computer, when opening NetKPI for the first time in a session, the workspace does not load as expected, and the properties panel is inactive.	Minimize and then maximize the Internet Explorer window. The NetKPI workspace and properties panel should then function as expected.	27377
2	After a system restart, or restarting IIS and the ProcessNet DataServer service, a configuration error is displayed when modifying the properties of a NetKPI visualization.	Click **OK** in the warning dialog box. The settings should then update as expected.	27374
3	If NetKPI is opened in a browser that is not maximized, it will not automatically display properly when the browser is maximized.	Reload the NetKPI page after the browser has been maximized.	19893
4	On Windows Server 2008 R2 and in Internet Explorer 8, the NetKPI Property Panel is not editable.	Press TAB. The Property Panel is then editable.	17585 34946

10.9   Operational Insight/NetCalc

	Description	Workaround	ID(s)
1	If at least one valid name is included in a formula, no error message or warning is shown when an invalid name is also included.	No solution at this time.	27743
2	If a copy is made of an inactive calculation, the copy is activated on creation.	Manually inactivate the calculation after copying.	27741
3	After updating a constant, then **Update** button will remain active, even though no constant is selected. If the button is clicked without a constant selected, an error appears.	No solution at this time.	20725
4	When using German language settings, if you attempt to add a constant in NetCalc, decimal values will not be saved correctly or will result in an error.	No solution at this time.	12825

10.10   Operational Insight/NetOffice

	Description	Workaround	ID(s)
1	If tags from more than one data source are added in the **Current Values Table**, an error appears.	No solution at this time.	34525

2	On Windows 7 SP1, when using Microsoft Office 2010 SP1, an **Exception:EAccessViolation** error appears when performing a tag search.	Configure Excel to open in Windows 7 compatibility mode. 1. On the Windows Start menu, click **All Programs**, click **Microsoft Office**, right-click **Excel**, and then select **Properties**. 2. Select the **Compatibility** tab. 3. Select the **Run this program in compatibility mode** check box. 4. From the list, select **Windows 7**. 5. Click **OK** to close the Properties dialog box.	36889

10.11   Operational Insight/NetObjects

	Description	Workaround	ID(s)
1	If NetObjects is installed over a remote SQL Server, the error message "No user found" appears when opening the Template Designer or Object Hierarchy Designer.	No solution at this time.	34925
2	Entering a description longer than 255 characters in the template Name/Description results in an error.	Use a maximum of 255 characters in a template Name/Description.	34334
3	In the Object Hierarchy Designer, when changing an object's type, the new template type's hierarchy is not added to the object.	Create a new object instead of changing the type of an existing one.	35960
4	On occasion, when opening the Object Hierarchy Designer or the Template Designer, the error "Requested database "NOSQL" does not exist" appears.	Restart the NetObjectsSvc service.	36659