

Operational Insight

Software Update 1

R360.2

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.

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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 software update. Additionally, the SCN contains information about the change impact and additional information for this patch. The latest version of this SCN is available in the Honeywell Process Solutions website.

1.2 About the patch

This patch addresses problems and offers improvements requested by customers, since the release of Operational Insight 360.1. It can be installed on systems having Operational Insight 360.1 and it requires Java 1.7 Update 45 to work as expected.

1.2.1 Problems resolved

This patch resolves the following issues.

PAR	Subsystem	Description of problem	Ticket Number
CM00040007	NetPortal, NetTrend, NetKPI, NetDraw, NetChart, NetCalc, NetEvent, NetObjects	Session Manager error occurs when launching Operational Insight components. Follow the link for advanced configuration steps.	1211-8331136
CM00040043	Treeview	Right click on context menu options in profile tree to Edit/Copy/Paste/Delete/Refresh throws error when accessed, if client is idle over a period of time (1 hour or more).	NA
CM00040042	NetTrend	In General Tab under Configure when the trend is clicked twice, null is displayed in the title field	NA
CM00040066	NetTrend, NetSchedule, NetChart, TreeView	Java security prompts are seen on computers running JRE 1.7u17 and above.	NA
CM00040047	NetTrend, NetPortal	Data export via Netportal query in ADO format gives data in UTC.	1211-8331255
CM00040039	TreeView	Session Manager error is seen on some computers after login into	NA

PAR	Subsystem	Description of problem	Ticket Number
		Operational Insight.	
CM00040044	All OI component	JWebDataSet encounters certain network issues, JWebDataSet will internally throw a NullPointerException, and JWebRecordSet.getLastError() will return a null	1211-8331418
CM00040049	Treeview	Browser does not respond when menuapp is active and Operational Insight is loading a page	1211-8331121
CM00040244	NetTrend	OIDataService is not working when Integrated login is configured.	

1.2.2 Issues

1.2.2.1 After installation of Honeywell Operational Insight Software Updates R360.2 all splash screen will continue to display R360.1

1.2.2.2 OI R360.2 supports Java 1.7 U45

Users using java update 45 will see the error message *"Could not start the tree"* when they login to OI, and OI will not work with Java update 45 in below two scenarios:

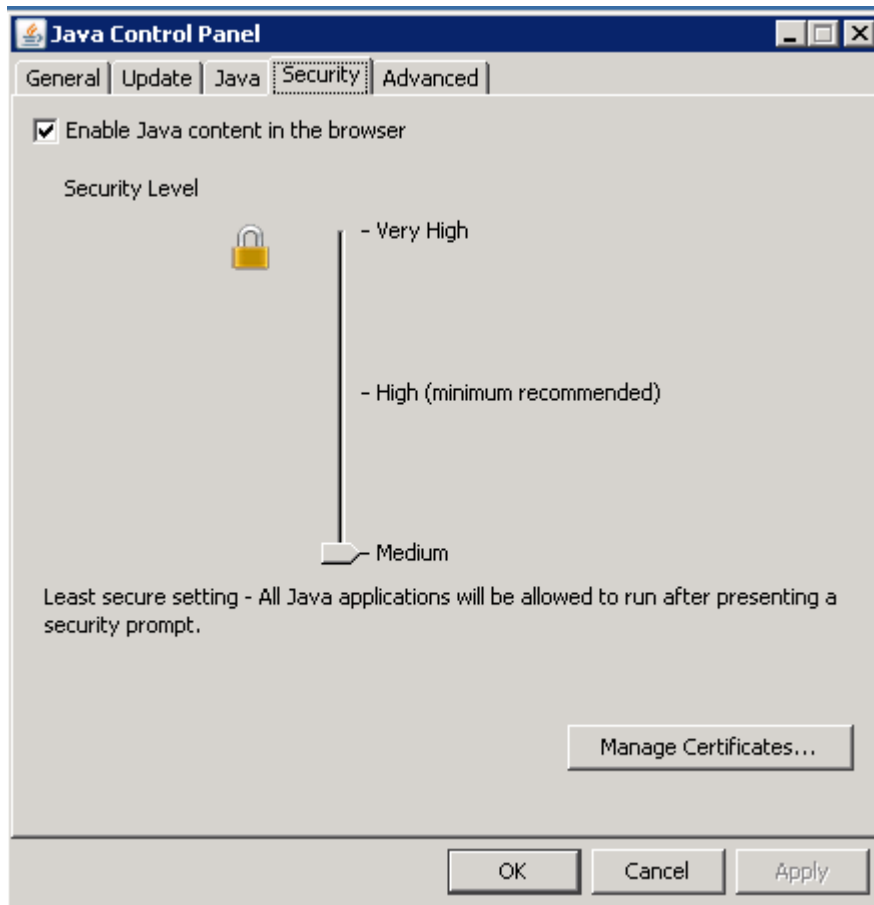
- If system has connection to internet and date is post January 14 2014

OR

- If system doesn't have connection to internet and date is post 14 February 2014

Solution to this problem is to lower java security to Medium. Follow below steps to change java security settings

1. Go to Java Control Panel
2. Navigate to Security tab
3. Point the slider to medium



4. Click Apply

Below is the subscript taken from java update25 release notes:

LiveConnect Blocked under Some Conditions

LiveConnect calls from JavaScript to Java API are blocked when the Java Control Panel security slider is set to Very High level, or when the slider is at the default High level and the JRE has either expired or is below the [security baseline](#).

Refer to the link below for more details:

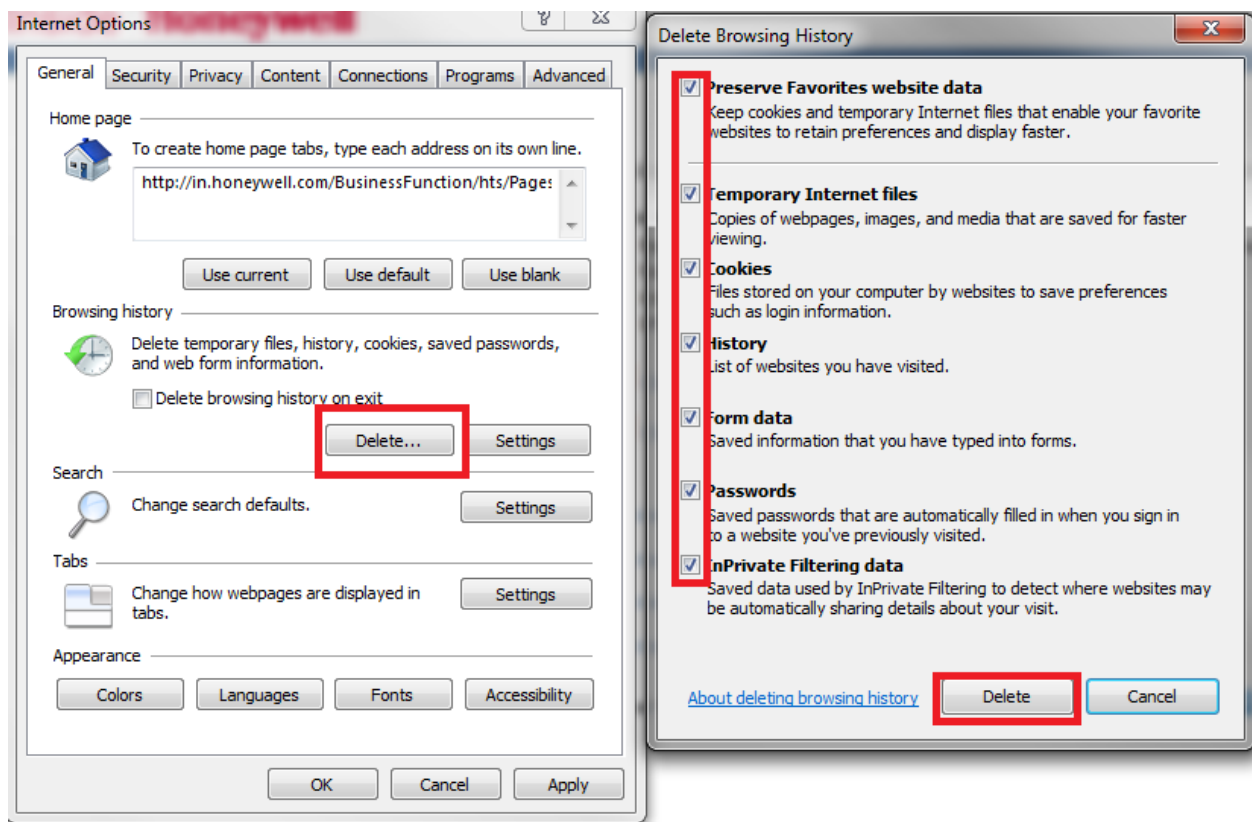
<http://www.oracle.com/technetwork/java/javase/7u25-relnotes-1955741.html#lc-block>

1.2.2.3 Links in Operational Insight opens in new Tab when Operational insight is launched from a link embedded in an html page.

When Operational insight is launched from a link embedded in an html page, all the subsequent links clicked in Operational Insight tree opens in new tab.

Follow below steps to resolve the problem:

1. Check if the post installation step [2.1.2.7](#) has been done.
2. If Issue persists after performing post installation step [2.1.2.7](#), then clear IE cache.
 - a) Go to Internet Explorer Select Tools and then Internet Options
 - b) In General Tab, Under Browsing History select the button Delete and Select all the check boxes and click on Delete. Close the internet Options window.



1.2.3 Prerequisites

Log in with the username that has the administrative privileges, and ensure that no other user is logged in to the machine while you are installing the patch.

Before installing Operational Insight R360.2, do the following:

1. Ensure that there are no pending Windows updates, and the computer is restarted after the Windows updates.
2. On the Windows Start menu, point to Settings, point to Control Panel, point to Administrative Tools, and then click Services.
3. Do one of the following:
 - On Windows Server 2008 Standard Edition **R2** SP1, right-click Windows update Service, and then click **Stop**.
 - On Windows Server 2003 SP2 x86 or x64, right-click Automatic Updates, and then click **Stop**.
4. It is recommended that you temporarily disable any antivirus software on the system prior to beginning the installation, as it can cause the installation to fail on some systems.
5. To install Honeywell Operational Insight software update R360.2 ensures that **Operational Insight R360.1** is installed.
6. It is recommended that you manually stop **IISADMIN** service and its dependent services.
7. **Honeywell Operational Insight Software Updates R360.2** is validated with Java runtime environment 1.7 update 45. Hence, it is recommended to install Oracle Java runtime environment 1.7 update 45
8. To download Oracle Java runtime environment 1.7 update 45,
 - Follow the link <http://www.oracle.com/technetwork/java/javase/downloads/jre7-downloads-1880261.html>
 - Select the file **jre-7u45-windows-i586.exe**



ATTENTION: OI R360.2 Installer will not install java, user has to manually install the supported version of Java

1.2.4 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

1.2.5 Applicable nodes

This patch is applicable for the following nodes.

Node	Is the patch applicable?
Operational Insight Server	Yes

1.2.6 Applicable modules

This patch is applicable for the following modules.

Module	Is the patch applicable?
NetPortal	Yes
NetObject	Yes
NetTrend	Yes
NetKPI	Yes
NetCalc	Yes
NetEvent	Yes
NetChart	Yes
NetDraw	Yes
NetSchedule	Yes
NetQuery	Yes
NetOffice	Yes

2 Patch installation

2.1 Installing the software update on Operational Insight Server Node

- Double-click the **Setup_OI_3.60.2.exe** file, and follow the onscreen prompts to complete the installation.



2.1.1 To validate the patch installation

On the Windows **Start** menu, point to **Settings**, point to **Control Panel**, and then click on

- Uninstall a program in Windows 2008 **R2**.
- Add/Remove program in Windows 2003

The following wizard appears.

Name	Publisher	Install...
Firebird 2.5.1.26351 (Win32)	Firebird Project	5/8/2013
H Honeywell Control Performance Monitor	Honeywell	8/22/2013
Honeywell NetCalc	Honeywell	5/8/2013
Honeywell NetKPI	Honeywell	5/8/2013
Honeywell NetObjects	Honeywell	6/25/2013
Honeywell Operational Insight	Honeywell	5/8/2013
Honeywell Operational Insight Components	Honeywell	5/8/2013
H Honeywell Operational Insight Software Update 360.2	Honeywell	9/5/2013

Ensure that **Honeywell Operational Insight Software Updates R360.2** is listed in **Add/Remove Program** as shown above.

2.1.2 Post-installation tasks

This section contains the following:

- Verify if Operational Insight Services are started
- Configure Profile Tree
- Disable Java certificate check
- Configuration changes for Trend with Event Feature
- Verify if IE Settings are proper in Operational Insight server

2.1.2.1 Verify if Operational Insight Services are started

- Check if Processnet DataServer is started
- Check if ProcessNet Scheduler is started
- Check if IISADMIN service and its dependent services are started.
- Check if World Wide Web Publishing Service is started
- Check if NetObjects service is started

2.1.2.2 Configure Profile Tree

Operational Insight administrator is required for adding and configuring Global Variables.



TIP

You need to follow the steps mentioned in this document only if you are seeing "Session Manager" error frequently while switching between links in Profile tree.

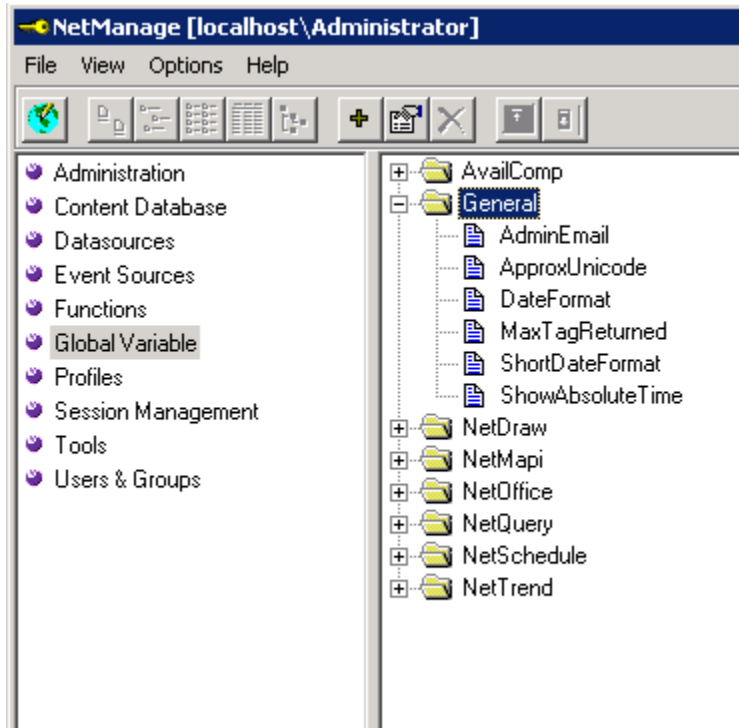
ProfileTreeTimeout and WebSites are two Global variables introduced in Honeywell Operational Insight software updates R360.2.

ProfileTreeTimeout accepts value in milliseconds. Increasing or decreasing the value will have an effect on clicking links in ProfileTree and NetObject Tree. On clicking the link, the page associated with the link starts loading and further clicks are disabled for the duration that is being entered in ProfileTreeTimeout global variable.

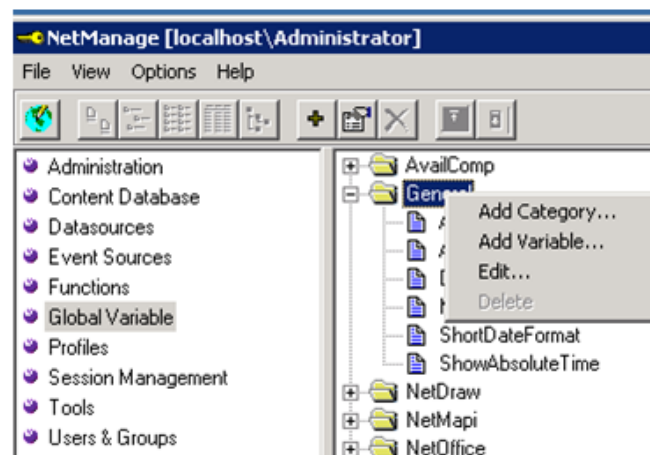
The WebSites global variable can be used to enable/disable the ProfileTreeTimeout functionality for a particular website. Multiple website name can be provided by comma (,) separation.

To add global variable

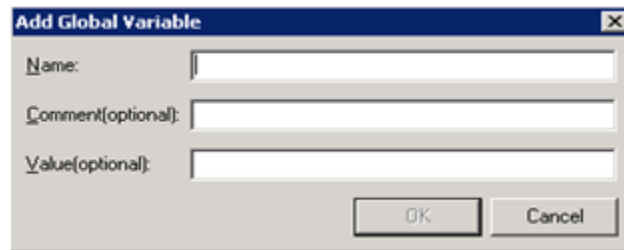
1. Open NetManage.
2. On left pane of NetManage, navigate to **Global Variable**.
3. On right pane, select and expand the node for **General**.



4. Right click **General**, and then click **Add Variable**.



The **Add Global Variable** dialog opens.



5. Do all of the following for adding **ProfileTreeTimeOut** as a global variable:
 - a. In the **Name** box, type **ProfileTreeTimeOut**.
 - b. In the **Comment** box type the comment.
 - c. In the **Value** box, type the value of the global variable.
(Note: ProfileTreeTimeOut accepts value in milliseconds.) For instance, type **5000 to configure for 5 seconds**.
 - d. Click **OK**.

6. Do all of the following for adding **WebSites** as a global variable:
 - a. Follow Steps 3 to 5
 - b. In **Name** box, type **WebSites**.
 - c. Type the comment.
 - d. In **Value** box, type the value for the WebSites global variable.
(Note: Value should be a valid virtual path name excluding "/"

For instance, if virtual path name is **"/PDWebReports"** type **PDWebReports**

If one wishes to enter more than one virtual path then it should be comma separated.
For instance, type **PDWebReports, PGWebGuard**)

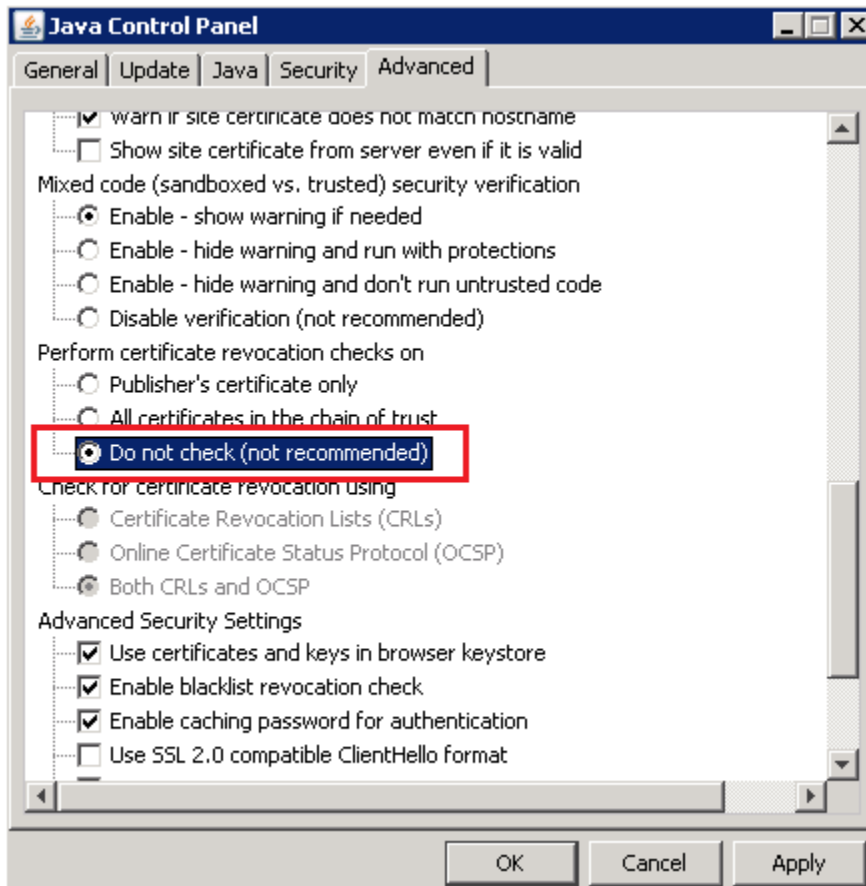
 - e. Click **OK**.

2.1.2.3 Disable Java certificate check

If a client system is not connected to internet then browsing Operational Inisght R360.2 will be very slow. This is because from Java 1.7 update 40 onwards, Java has introduced new security features to check java certificates online. For more details, check this link http://java.com/en/download/help/revocation_options.xml .

Do all of the followings, if a client system is not connected to internet.
(Note: Following steps need to be followed in a system where Operational Insight is browsed.)

1. On the Windows **Start** menu, point to **Settings**, point to **Control Panel**, and then click on **Java (32-bit)** program.
2. Click on “Advanced” tab in “Java Control Panel”.
3. Select “Do not check (not recommended)”.



4. Click **OK**.

2.1.2.4 Configuration changes for Trend with Event feature

If integrated Login was configured prior to installing Honeywell Operational Insight R360.2, then refer to the parature KB 1211-2109 and make the change accordingly.

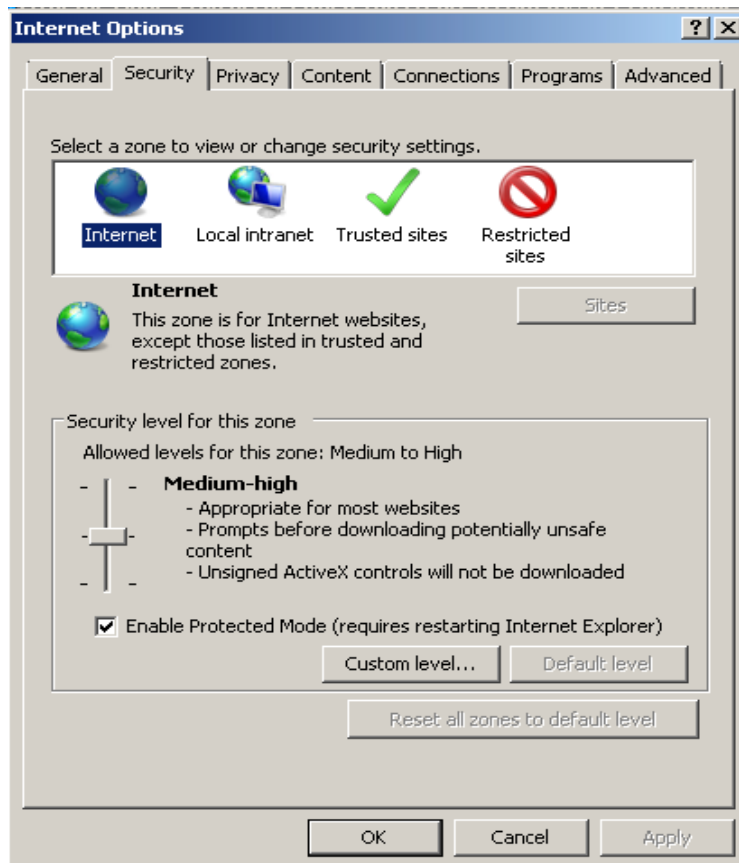
2.1.2.5 Verify if IE Settings are proper

When integrated login is configured, if java login prompt appears on running Operational Insight, then perform following steps on the machine where java prompt is appearing:

- i. Open **Internet Explorer**
- ii. On the **Tools** menu, select **Internet Options**.

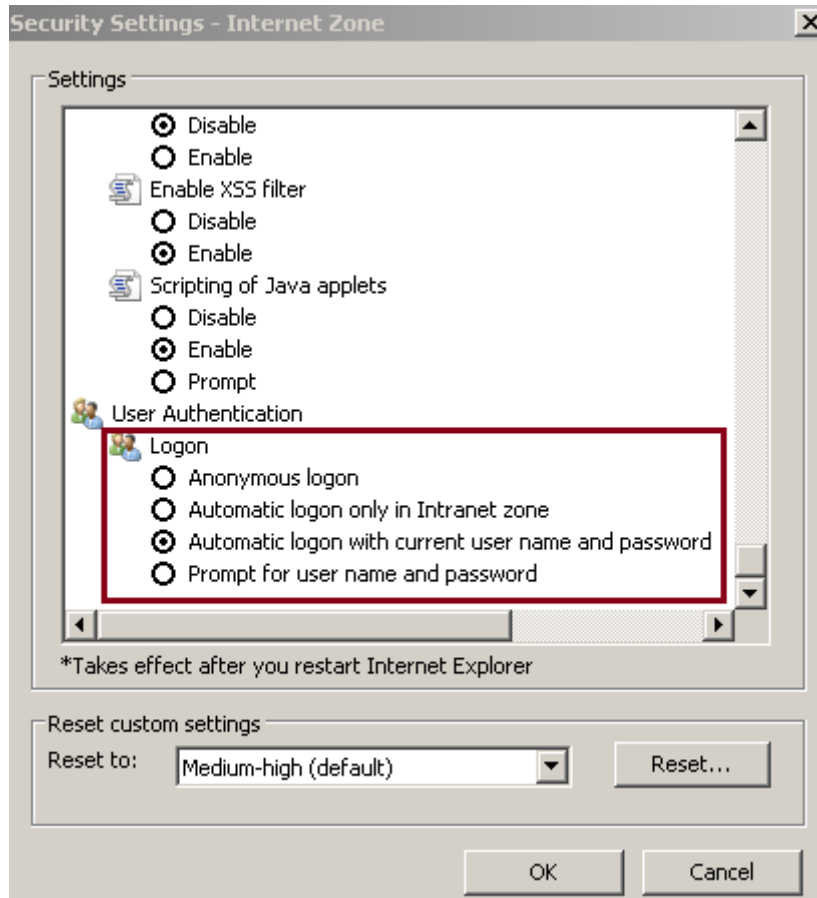
The **Internet Options** page appears.

- iii. Select the Security tab, and then select the **Internet** zone icon.



- iv. Click the button **Custom level...**

The **Security Settings - Internet zone** page appears



- v. In the **Logon** options list, click **Automatic logon with current user name and password**, and then click **OK**.
- vi. Select **Local Intranet** zone, then click the button **Custom level...** The **Security Settings - Intranet zone** page appears.
- vii. Follow the step v
- viii. Select **Trusted Sites**, then click the button **Custom Level...** The **Security Settings - Trusted Sites zone** page appears.
- ix. Follow the step v.

2.1.2.6 Launching ProcessNet on server when Integrated login is configured

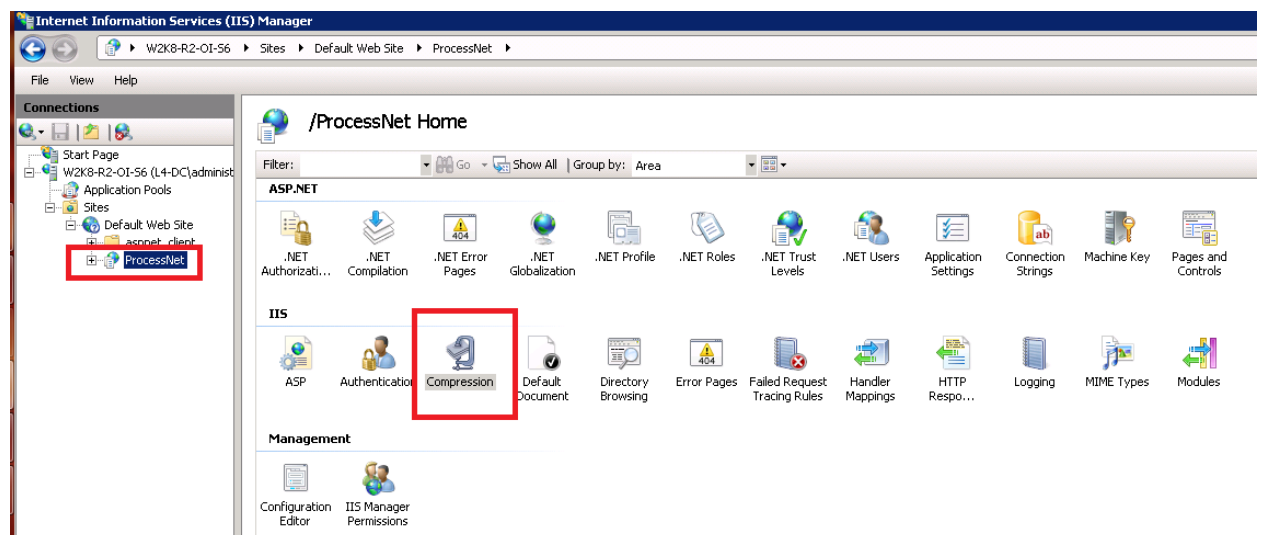
The shortcut "Operational Insight" provided by Operational Insight in Start->All Programs->Honeywell always opens Operational Insight login page. If integrated login is configured, use the url <http://<server name>/ProcessNet> in the IE address bar to launch ProcessNet.

2.1.2.7 Check for Static Content Compression in IIS

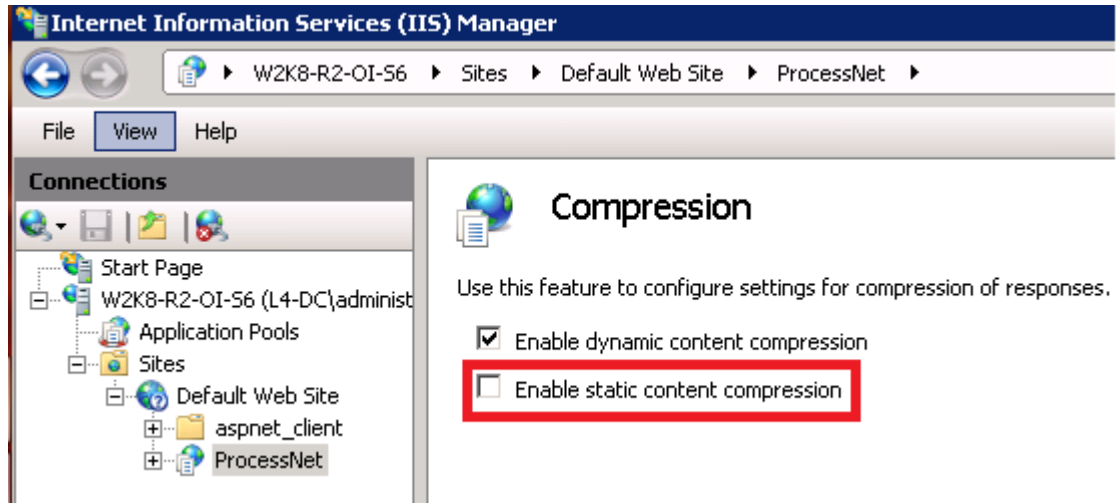
Follow below steps to disable Static compression for ProcessNet.

On Windows 2008 R2

1. On the **Start** menu, click **All Programs**, click **Administrative Tools**, and then click **Internet Information Services Manager**.
The **Internet Information Services** dialog box appears.
2. In the **Internet Information Services** dialog box, on the left pane, click the node of the computer name to expand the list, and then click and expand the **Default Web Site** node.
3. In the **Default Web Site** list, select **ProcessNet**.
The **ProcessNet** options appear in the view pane.
4. If **Compression** is installed, double click on the compression, Compression view will open.
If Compression is not installed then skip Step 5.



5. Uncheck **"Enable static content compression"**, if it is checked.



On windows server 2003

On windows server 2003 it is not possible to disable static compression for individual site from the IIS user Interface, it can be done from command prompt.

Below Transcript is taken from the Microsoft link

<http://www.microsoft.com/technet/prodtechnol/WindowsServer2003/Library/IIS/502ef631-3695-4616-b268-cbe7cf1351ce.mspx?mfr=true> on how to disable Compression for individual sites.

Run below command on the server to disable static compression for Operational Insight website alone:

```
cscript "%SYSTEMDRIVE%\inetpub\adminscripts\adsutil.vbs" set w3svc/1/root/ProcessNet/DoStaticCompression false
```

3 Patch removal

3.1 Removing the patch from Operational Insight Server Node

3.1.1 To remove the patch

You can uninstall Operational Insight R360.2 either by using Add/Remove programs or by using the installer. In this document, we have given instructions to uninstall the patch by using Add/Remove programs.

Do all of the followings:

1. Open Add/Remove program
2. Locate **Honeywell Operational Insight software update R360.2**.
3. Right-click and then click **Uninstall**.



ATTENTION

On uninstall, the state of Operational Insight would revert back to R360.1.

3.1.2 To validate the patch removal

- Select **Start > Settings > Control Panel**, and then click:
 - Uninstall a program in **Windows 2008 R2**.
Check in the list of programs installed whether Honeywell Operational Insight software update R360.2 is present.
 - Add/Remove program in Windows 2003.
Check in the list of programs installed whether Honeywell Operational Insight software update R360.2 is present.

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	Size	Date	Time
NetPortal.dll	1443kb	08/28/2013	9:00PM
ProfileTree.html	4kb	08/28/2013	9:00PM
ProfileTree.js	68kb	09/04/2013	2:38PM
jtreeviewapplet.cab	27kb	08/28/2013	9:00PM
Jtreeviewapplet.jar	55kb	08/28/2013	9:00PM
notreeapplet.jar	51kb	08/28/2013	9:00PM
notreeapplet.cab	29kb	08/28/2013	9:00PM
PNJTrend.jar	383kb	08/28/2013	9:00PM
PNJTrend.cab	249kb	08/28/2013	9:00PM
NetChart.jar	76kb	08/28/2013	9:00PM
GeneralConfiguration.js	27kb	09/03/2013	1:19PM
SessionManager.js	20kb	08/28/2013	9:00PM
NetChart.html	4kb	08/28/2013	9:00PM
NetDraw_Runmode.js	58kb	08/28/2013	9:00PM
runmode.js	42kb	08/28/2013	9:00PM
NetKpi\Default.aspx	4kb	09/04/2013	1:56PM
NetCalc\Default.aspx	2kb	09/04/2013	1:56PM
nq_engine.js	65kb	08/28/2013	9:00PM
NetSchedule.js	32kb	08/28/2013	9:00PM
Reports.pnhtml	10kb	08/28/2013	9:00PM
Welcome.html	2kb	08/28/2013	9:00PM
TrendMenu.js	73kb	08/28/2013	9:00PM
NetObjectsTree.html	10kb	09/04/2013	2:37PM
ObjectHierarchyDesigner.js	87kb	08/28/2013	9:00PM

Filename	Size	Date	Time
ObjectTemplateDesigner.js	72kb	08/28/2013	9:00PM
right.htm	15kb	08/28/2013	9:00PM
Chart.jar	162kb	08/28/2013	9:00PM
netdac.dll	1574kb	08/28/2013	9:00PM
ICU4COM.dll	68kb	08/28/2013	9:00PM
PN_PNCFGDrvEnvLib.dll	2121kb	08/28/2013	9:00PM

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