Operational Insight

Software Update

R360.2.2

Software Change Notice

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Honeywell Process Solutions
1860 West Rose Garden Lane
Phoenix, AZ 85027 USA
1-800 822-7673

Support and Other Contacts

United States and Canada

Contact:	Honeywell Solution Support Center
Phone:	1-800-822-7673
	Calls are answered by dispatcher between 6:00 am and 4:00 pm Mountain Standard Time. Emergency calls outside normal working hours are received by an answering service and returned within one hour.
Facsimile	1-973-455-5000
Mail:	Honeywell TAC, MS L17
	1860 W. Rose Garden Lane
	Phoenix, AZ, 85027 USA

Europe, Middle East, and Africa (EMEA)

Contact:	Honeywell TAC – EMEA
Phone:	+32-2-728-2345
Facsimile	+32-2-728-2696
Mail:	TAC-BE02
	Hermes Plaza
	Hermeslaan, 1H
	B-1831 Diegem, Belgium
Email:	tac-be02@honeywell.com

Pacific

Contact:	Honeywell Global TAC – Pacific
Phone:	1300-364-822 (toll free within Australia)
	+61-8-9362-9559 (outside Australia)
Facsimile	+61-8-9362-9564
Mail:	Honeywell Limited Australia
	5 Kitchener Way
	Burswood, WA, 6100, Australia
Email:	GTAC@honeywell.com

India

Contact:	Honeywell Global TAC – India
Phone:	+91-20- 6603-2718/19
	1800-233-5051
Facsimile	+91-20- 6603-9800
Mail:	Honeywell Automation India Ltd
	56 and 57, Hadapsar Industrial Estate
	Hadapsar, Pune –411 013, India
Email:	Global-TAC-India@honeywell.com

Korea

Contact:	Honeywell Global TAC – Korea
Phone:	+82-80-782-2255 (toll free within Korea)
Facsimile	+82-2-792-9015
Mail:	Honeywell Co., Ltd
	4F, Sangam IT Tower B4-4 Block
	1590, DMC Sangam-dong, Mapo-gu
	Seoul, 121-835, Korea
Email:	Global-TAC-Korea@honeywell.com

People's Republic of China

Contact:	Honeywell Global TAC – China
Phone:	+86- 21-2219-6888
	800-820-0237
	400-820-0386
Mail:	Honeywell (China) Co., Ltd
	33/F, Tower A, City Center, 100 Zunyi Rd.
	Shanghai 200051, People's Republic of China
Email:	Global-TAC-China@honeywell.com

Singapore

Contact:	Honeywell Global TAC – South East Asia
Phone:	+65-6823-2215
Facsimile	+65-6445-3033
Mail:	Honeywell Private Limited
	Honeywell Building
	17, Changi Business Park Central 1
	Singapore 486073
Email:	GTAC-SEA@honeywell.com

Japan

Contact:	Honeywell Global TAC – Japan
Facsimile	+81-3-6730-7228
Mail:	Honeywell K.K
	New Pier Takeshiba, South Tower Building
	20th Floor, 1-16-1 Kaigan, Minato-ku
	Tokyo 105-0022, Japan
Email:	Global-TAC-JapanJA25@honeywell.com

World Wide Web

Honeywell Process Solutions website: https://www.honeywellprocess.com/

Training classes:

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taught by experts in the field of process control systems. For more information about these classes, contact your Honeywell representative, or see http://www.automationcollege.com.

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.

Table of Contents

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 Honeywell Operational Insight Software Update R360.2. It must be installed on systems having Honeywell Operational Insight Software Update R360.2 and it supports Java 1.7 Update 45, Java 1.7 Update 51, Java 1.7 Update 55, and Java 1.7 Update 60.

1.2.1 Problems resolved

This patch resolves the following issue.

PAR	Subsystem	Description of problem
CM00120520	NetPortal, NetTrend,NetKPI, NetDraw, NetChart, NetCalc, NetEvent, NetObjects, NetOffice	JRE 1.7 update 55 and 60 support
CM00116790	NetSchedule	AM reports fail to generate when it is configured in NetSchedule.
CM00117884	NetTrend with Events	If OI is configured to run on a port other than default port(80) then trend with event configuration fails
CM00117635	Profile Tree	Profile Tree flicker on pointing mouse on the OI toolbar.

1.2.2 Issues

1.2.2.1 After installation of Honeywell Operational Insight Software Update R360.2.2 all splash screen will continue to display R360.1

1.2.2.2 OI R360.2.2 supports 1.7 Update 45, Java 1.7 Update 51, Java 1.7 Update 55, and Java 1.7 Update 60

Java update 55 and Java update 60 will expire on below mentioned date:

- If system has connection to internet and date is post July 15, 2014

OR

- If system doesn't have connection to internet and date is post August 15, 2014

Refer link following more details:

http://www.oracle.com/technetwork/java/javase/7u60-relnotes-2200106.html

http://www.oracle.com/technetwork/java/javase/7u55-relnotes-2177812.html

Java 1.7 Update 45 and Java 1.7 Update 51 have already expired.

When JRE expires user will see the error message *"Could not start the tree"* when they login to Operational Insight, and Operational Insight will not work.

To make Operational Insight work when JRE expires, user has to lower java security level 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
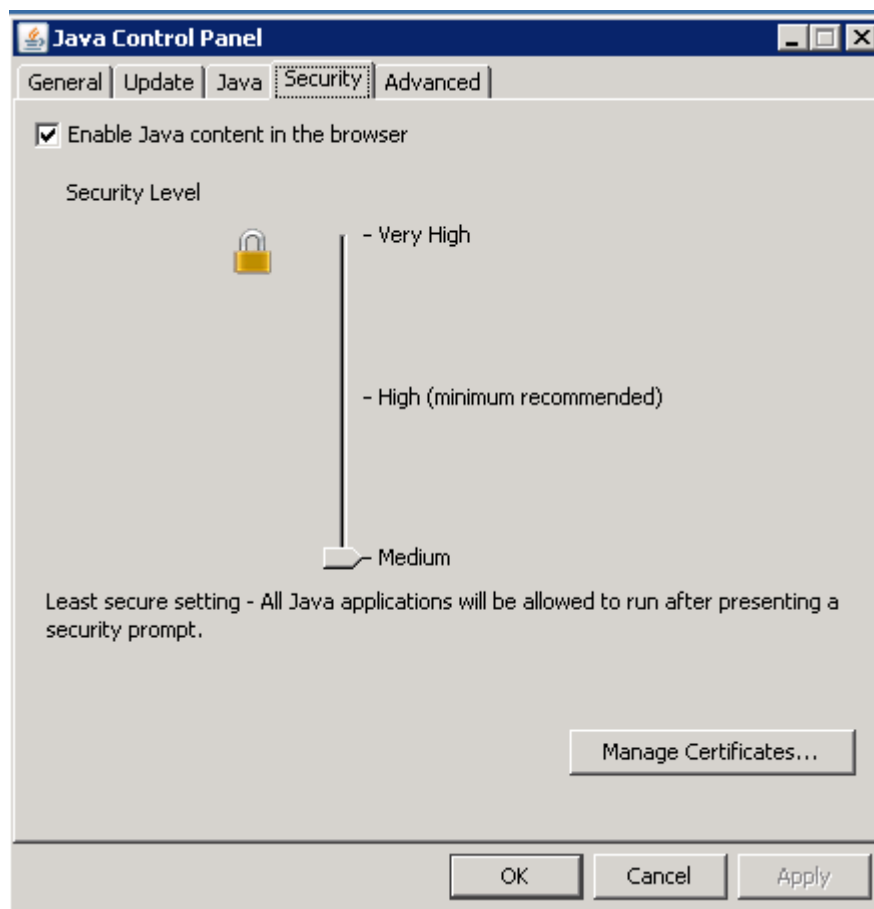
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4. Click Apply

Below is the subscript taken from java update25 release notes:

<u>LiveConnect Blocked under Some Conditions</u>

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 <u>security baseline</u>.

Refer to the link below for more details:

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

1.2.2.3 After installation of Honeywell Operational Insight Software Update R360.2.2 when you access Operational Insight from the client you will get a Java security warning while accessing various Operational Insight components as shown below. To avoid this security warning, check the *Do not show this again for this app and web site check box*, and then click Allow. However, if Operational Insight is accessed on the system on which Honeywell Operational Insight Software Update R360.2.2 is installed then user will not see java security prompts.
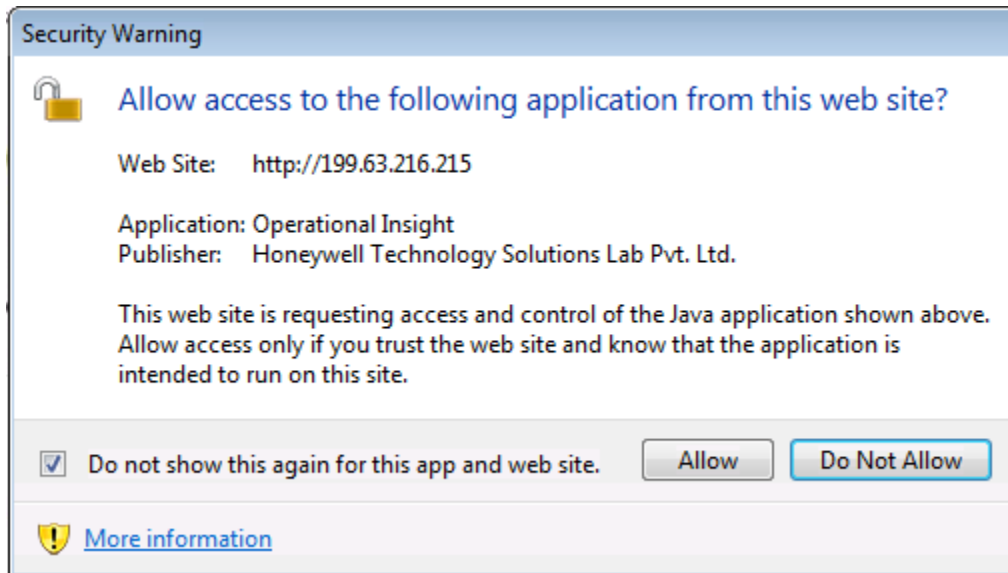
For more information, see <u>JAR File Manifest Attributes for Security</u> documentation.

See <u>8033707</u>

1.2.2.4 If java cache is disabled and when Operational Insight is accessed from the client, user will get different set of Java security warning. Screenshot below shows the prompt where Application and Publisher is UNKNOWN.
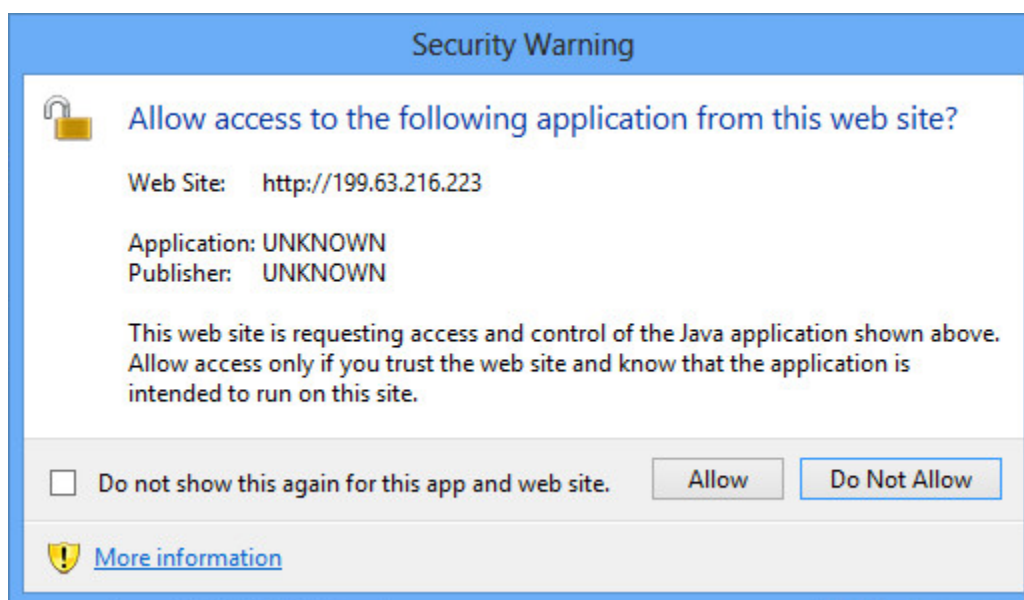
Also, if java cache is disabled then even if user click on checkbox "Do not show this again for apps from the publisher and location above" the security prompts appeared every time on accessing Operational Insight components.

Refer section 2.1.2.3 for solution to above problem.

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 R360.2.2, 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**.

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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 R360.2.2 ensures that **Honeywell Operational Insight Software Updates R360.2** is installed.

6. It is recommended that you manually stop **IISADMIN** service and its dependent services.

7. **Honeywell Operational Insight Software Updates R360.2.2** is validated with Java runtime environment 1.7 update 55 and 60. Though it supports Java 1.7 update 45 and 51 however, it is recommended to install Oracle Java runtime environment 1.7 update 55 or 60.

   Refer section 1.2.2.2

8. To download Oracle Java runtime environment 1.7 update 60,

   - Follow the link http://www.oracle.com/technetwork/java/javase/downloads/jre7-downloads-1880261.html

   - Select the file **jre-7u60-windows-i586.exe**

ATTENTION: OI R360.2.2 Installer will not install java, user has to manually install the supported version of Java

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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

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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

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2 Patch installation

2.1 Installing the software update on Operational Insight Server Node

- Double-click the **Setup_OI_3.60.2.53.exe** file, and follow the onscreen prompts to complete the installation.
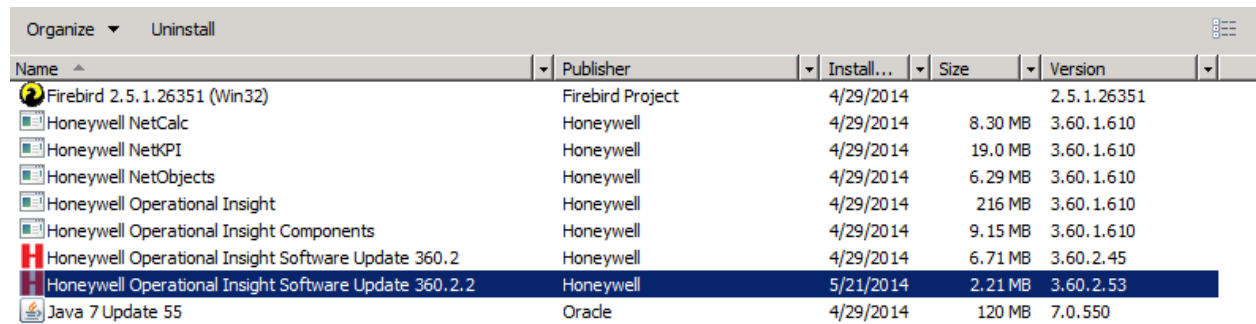

2.1.1 To validate the patch installation

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

- Uninstall a program in Windows Server 2008 **R2**

- Add/Remove program in Windows Server 2003

The following wizard appears.

Name ▲	Publisher	Install...	Size	Version
Firebird 2.5.1.26351 (Win32)	Firebird Project	4/29/2014		2.5.1.26351
Honeywell NetCalc	Honeywell	4/29/2014	8.30 MB	3.60.1.610
Honeywell NetKPI	Honeywell	4/29/2014	19.0 MB	3.60.1.610
Honeywell NetObjects	Honeywell	4/29/2014	6.29 MB	3.60.1.610
Honeywell Operational Insight	Honeywell	4/29/2014	216 MB	3.60.1.610
Honeywell Operational Insight Components	Honeywell	4/29/2014	9.15 MB	3.60.1.610
Honeywell Operational Insight Software Update 360.2	Honeywell	4/29/2014	6.71 MB	3.60.2.45
Honeywell Operational Insight Software Update 360.2.2	Honeywell	5/21/2014	2.21 MB	3.60.2.53
Java 7 Update 55	Oracle	4/29/2014	120 MB	7.0.550

Ensure that **Honeywell Operational Insight Software Update R360.2.2** 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

- Disable Java certificate check

- Keep temporary java cache files on my computer

- Configuring Trend with Events while running OI on a non default port

- Verify if IE Settings are proper in Operational Insight server

- Clear java cache

- Additional logging for ReportGenerator

- Post installation of Operational Insight R360.2 patch

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

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2.1.2.2 Disable Java certificate check

If a client system is not connected to internet then browsing Operational Insight R360.2.2 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)".
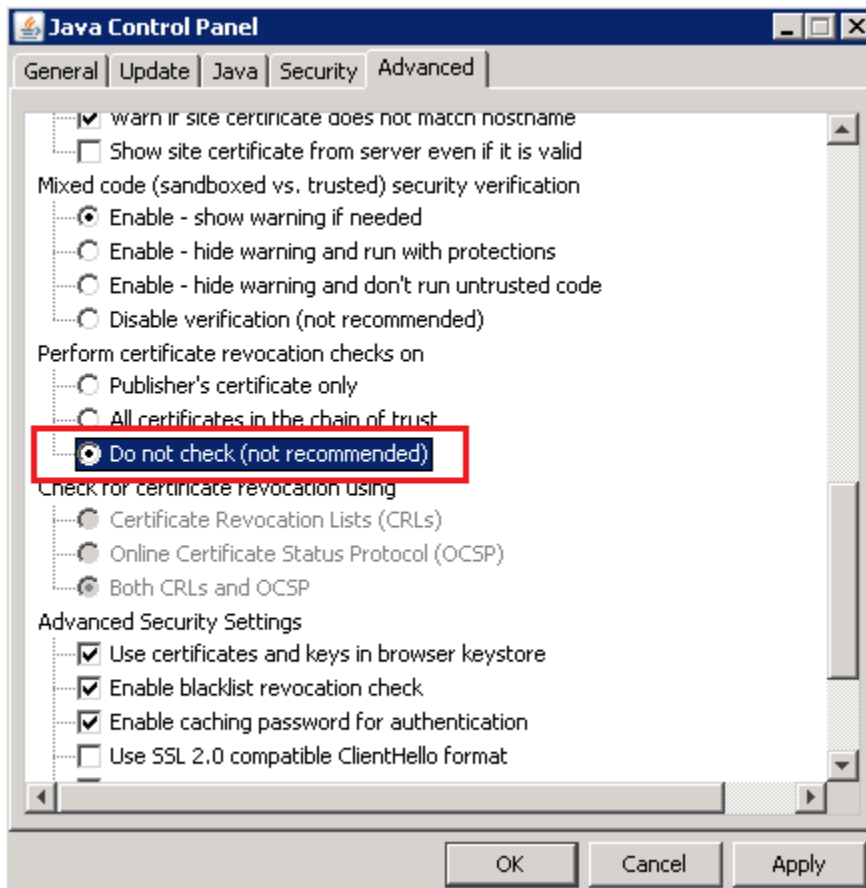
4. Click **OK**.
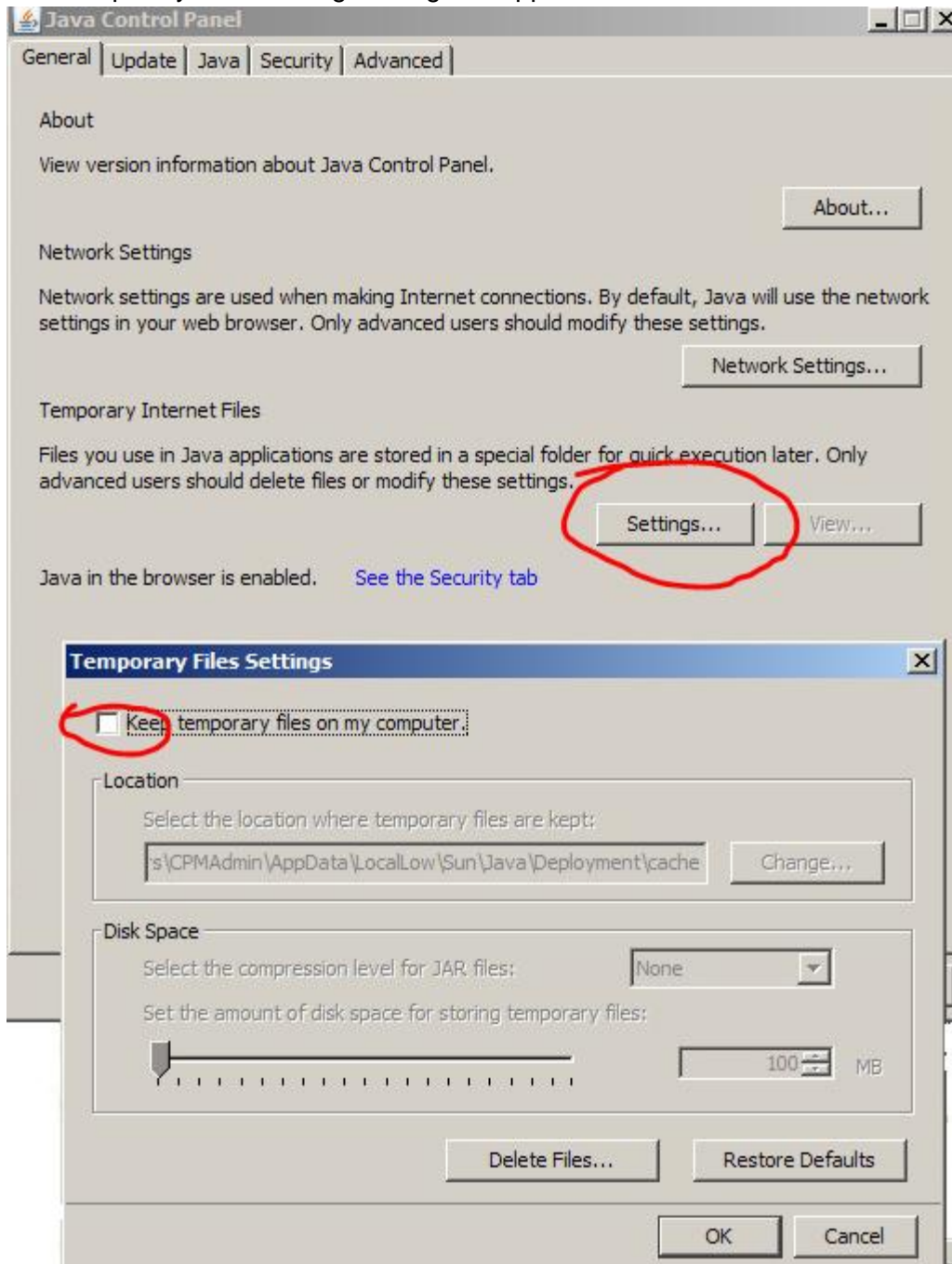
2.1.2.3 Keep temporary java cache files on my computer

To address section 1.2.2.4, make sure that java cache is enabled. To enable java caches do all of the followings:

1. In the Java Control Panel, under the General tab, click Settings under the Temporary Internet Files section.
   The Temporary Files Settings dialog box appears.

2. Select the checkbox "Keep temporary files on my computer".
3. Click Ok.

2.1.2.4 Configuring Trend with Events while running OI on a non default port

If OI is configured to run on a non default port, suffix the port number to the hostname in the following files. By default the hostname would be localhost, after adding the port number it would look like localhost:xyz (where xyz is the port number)

You have to update the following files:

- NetManage.exe.config: <OI Install Directory>\ProcessSuite\ProcessNet\DataServer\

- Web.config: <OI Install Directory>\ProcessSuite\ProcessNet\Web\OIDataService

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**.
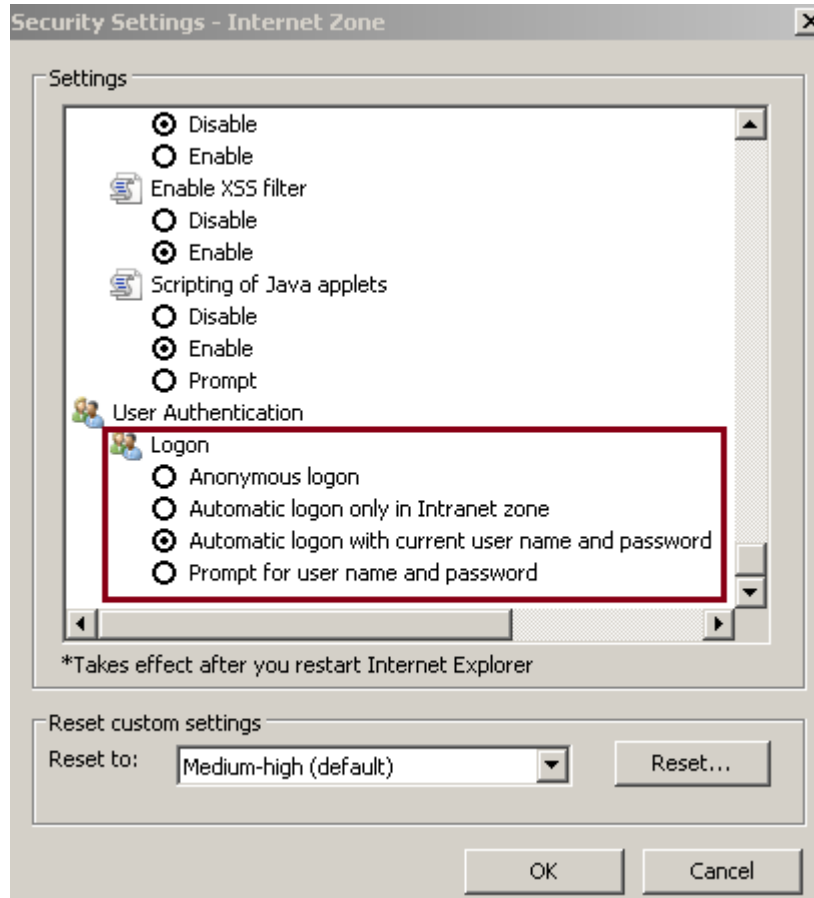
   The **Internet Options** page appears.

iii. Select the Security tab, and then select the **Internet** zone icon.
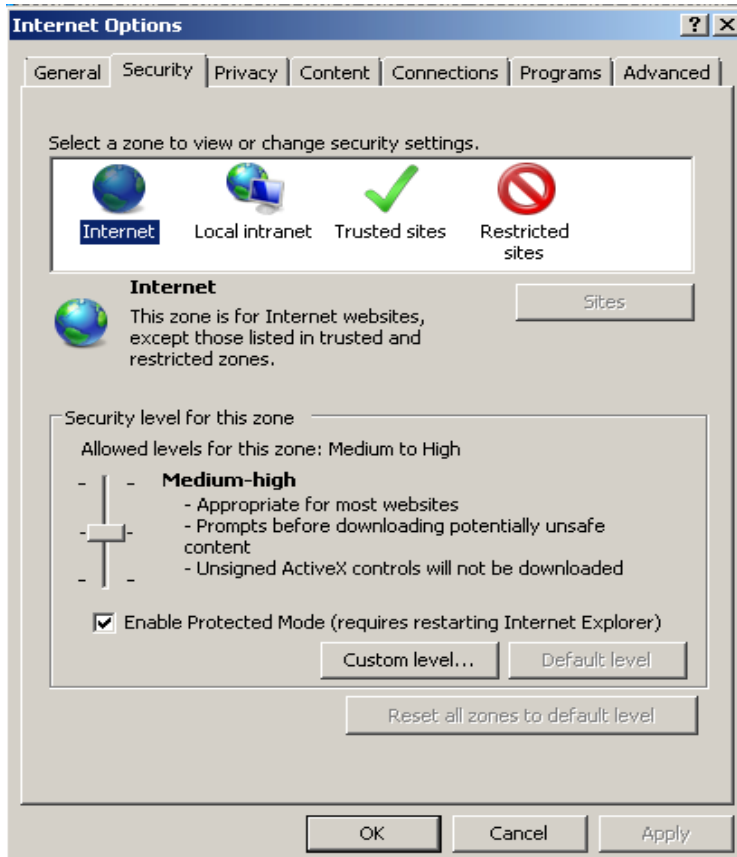
iv.   Click the button **Custom level...**

        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,** and then click the button **Custom Level... The Security Settings - Trusted Sites zone** page appears**.**

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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   Clear Java cache

Before running Operational Insight do all of the following:

i)   Browse the folder

C:\Users\<*Profile folder*>\AppData\LocalLow\Sun\Java\Deployment\

ii)   Delete cache, ext, log, security, SystemCache and tmp

2.1.2.8   Additional logging for ReportGenerator

Following steps are only required if additional logging is required.

i.   If additional logs are required for debugging purpose, the value of LogLevel section in ReportGenerator.ini file should be set to 9. By default this value will be 1.

ii.   The LogFile section in ReportGenerator.ini file mentions the full path for the log file to be created. Ensure that the folder structure mentioned here exists.

iii.   The OverwriteDiagInfo section in ReportGenerator.ini file allows the user to create a new log file every time ReportGenerator.exe is run. Setting the value for this section to 1, will create a new log file as specified in LogFile section but will be suffixed time stamp. The default value for this is 0.When set to 0, the file mentioned in LogFile section will be overwritten every time ReportGenerator.exe is run.

iv.   Restart the "ProcessNet DataServer" service.

v.   Restart the "ProcessNet Scheduler" Service.

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2.1.2.9 Post installation of Operational Insight R360.2 patch

Operational Insight R360.2 installer marks all files installed by it as critical. Hence, if any one of these file is not present then R360.2 installer starts running. If user is configuring integrated login as per Appendix H of OIAdminGuide of Operational Insight R360.1, then following precaution has to be taken.

  i. Web_IL.config is required by R360.2 installer. Hence, this file should not be renamed or deleted.

  ii. Instead of renaming Web_IL.config, make a copy of Web_IL.config and rename the copied file.

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 R360.2.2 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 R360.2.2**.

3. Right-click and then click **Uninstall**.

> **ATTENTION**
>
> On uninstall, the state of Operational Insight would revert back to R360.2.

3.1.2 To validate the patch removal

- Select **Start** > **Settings** > **Control Panel**, and then click:

  - Uninstall a program in **Windows Server 2008 R2**.
    Check in the list of programs installed whether Honeywell Operational Insight software update R360.2.2 is present.

  - Add/Remove program in Windows Server 2003.
    Check in the list of programs installed whether Honeywell Operational Insight software update R360.2.2 is present.

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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
Chart.jar	162kb	05/02/14	5:19 PM
jtreeviewapplet.cab	27kb	05/02/14	5:19 PM
jtreeviewapplet.jar	53kb	05/02/14	5:19 PM
LinkWizard.js	14kb	04/15/14	6:23 PM
LoadFile.html	13kb	04/15/14	6:24 PM
NetChart.jar	76kb	05/02/14	5:20 PM
notreeapplet.cab	29kb	05/02/14	5:20 PM
notreeapplet.jar	51 kb	05/02/14	5:20 PM
PermissionAddDlg.js	6kb	04/15/14	6:23 PM
PNJTrend.cab	250kb	05/02/14	5:19 PM
ReportGenerator.exe	1157kb	05/20/14	10:30 PM
ReportGenerator.ini	1kb	02/18/14	12:58 PM
SaveFile.js	34kb	04/15/14	6:21 PM

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