

General Notes

The Errata provides additional information about viewLinc 5.1.x product functionality. For current system specifications, see *Vaisala viewLinc 5.1 Datasheet B211832EN*.

End of Support Information

3G cellular networks and 3G cellular modems

3G cellular networks are being terminated in the US starting in February 2022 (dates vary for other countries). This will affect customers that use 3G cellular modems for SMS notifications in viewLinc.



A new 4G modem, Multitech MultiConnect Cell 100 Series, has been approved for use with viewLinc in North America and Europe. Contact Vaisala for more information on available 4G modems.

Upgrade Notes



CAUTION! Always back up application data before upgrading.

- viewLinc uses a certificate and security key to establish a secure connection between network PCs and the viewLinc Enterprise Server. Vaisala recommends using a trusted certificate, either from your company's domain certificate authority or a 3rd party. If your system uses a self-signed security certificate you may see a certificate error. To prevent a certificate error message from appearing, set each user's browser to trust the certificate. Replacing the self-signed certificate with a trusted certificate automatically prevents certificate errors from appearing.
- To ensure data timestamp accuracy, verify that the viewLinc Enterprise Server time is set accurately before installing the viewLinc software.
- If communication is interrupted during an upgrade, restart the Enterprise Server (ES) machine after all device hosts are upgraded. If communication does not resume after ES restart, manually enter the ES IP address in the "server_name" entry in the [remote_host] section of the device host config file (Public Documents\Vaisala\Vaisala viewLinc\config\viewLinc.cfg), then restart the viewLinc Device Host Service.
- Views created in earlier versions are visible to all users on upgrade.
- If you used SetPoeRelay batch files to initiate commands in viewLinc 4.3.x or earlier, copy the batch file to the new installation directory path (C:\Program Files\Vaisala\Vaisala viewLinc\...) and update the path inside the batch file to reflect the new path. Update all command notification templates that reference the batch file location.
- On upgrade, any Location that has been assigned group permissions will not be upgraded correctly. Moving the group permission to the parent zone before upgrade will allow this to upgrade correctly.
- The configuration alarm formerly named, "Battery Anomaly"/"Suspicious Behaviour", is now "Data sample inconsistency".
- For a complete list of all feature changes, see *viewLinc User Guide*, "What's New for Upgrade Users".

System

- Twilio voice or SMS web services require that TCP traffic be allowed to access viewLinc Enterprise Server (via incoming TCP port 12500).
- Events triggered by changes to the Windows OS clock cannot be disabled.
- It is recommended to stop all viewLinc services before carrying out Windows Updates.
- Attachments sent by email may arrive as .dat files, depending on the email server type. To open a .dat file, first save the file as .pdf.



- Custom email/SMS messages created in a specific language are only available to users with the same language preference set in their user profile.
- Alarm and notification delays are limited to 23 hours and 59 minutes.
- Duplicate "viewLinc Restarted" email and SMS notifications are received when services are restarted from within viewLinc.
- Security certificates:
 - If the Vaisala OPC UA server finds an invalid CA, it terminates. This issue is caused by multiple certificates being installed in the Trusted Roots.
 - Vaisala OPC UA Server needs the viewLinc certificate installed in the localMachine store, NOT the current user.
- If multiple instances of viewLinc or other systems are accessing a Modbus device, viewLinc may not be able to collect data from the Modbus device.
- viewLinc 5.1 Service Updates (SU) have different domain name format requirements.
 - In viewLinc 5.1 SU7, long domain names and the UPN format are supported.
 - In viewLinc 5.1 SU5, only the NETBIOS format is supported.
 - In viewLinc 5.1 SU4 and earlier, long domain names and the NETBIOS format are supported.

Note that in all releases it is also possible to use locally configured users on the host machine. In this case, the domain would be the machine name.

Alarms

- When a user pauses alarming on a Location, all existing alarms in that Location are auto-acknowledged and turned off.

Data Loggers

- During a data logger swap, device alarm settings are automatically copied to the new data logger.
- When swapping data loggers, it is important to allow the new data logger to come to equilibrium before placing it on the port to ensure that data recorded from outside of the environment is not included on reports.
- To prevent Location threshold alarming after a swap, either clear the data logger before swapping it back into viewLinc, or wait for the automatic backfill to complete (wait 5-10mins for DL data loggers; force 4 beacons for HMT140; wait up to 12+hours for RFLs) before linking the channel to the Location.
- RFL Data Loggers:
 - When swapping a probe on an RFL connected to viewLinc, make sure the new probe has the same number of channels, channel types.
 - Before a probe swap, make sure viewLinc is communicating with the RFL data logger and all backfills are complete (do not power off the RFL).
 - Changing a single-probe RFL data logger to dual-probe (T/RH to T+T): To avoid new probe data being applied to an incorrect Location, first unlink both of the temperature and RH channels from their linked Locations, then remove the probes. Connect the new temperature only probe(s) following the instructions provided with the probe, and then link them to the correct Location(s).
- DL Data Loggers:
 - Before removing a probe on a DL data logger, deactivate the data logger to prevent a configuration alarm.
- HMT140 Series Data Loggers:
 - If you use NIC-teaming redundancy products, HMT140 data loggers require a dedicated Network Interface Card (NIC) and IP address to avoid communication interruptions.
 - HMT140 data loggers can have a device-specific password. If there are multiple HMT140 loggers with different device-specific passwords connected to viewLinc, bulk change actions to all connected HMT140 loggers simultaneously are not possible.

300-Series Transmitters

- The Firmware version must be 5.04 or later.
- Upgrade to Firmware version 5.10 where it is possible (please contact Vaisala Technical Support if you require assistance).
- 300-series transmitters without LOGGER-1 modules do not support the historical data backup retrieval and data restoration process.
- If 300-series transmitters are configured with timeouts greater than the viewLinc scan period, brief configuration alarms may occur.

Reports

- Manually generated and scheduled reports are processed in a queue displayed in the Reports Progress window, in the Progress column. Since non-admin users can only see the progress of their own reports, the Progress column may update periodically to indicate a change in the queue sequence of the report, in relation to all other reports in the queue. This could be a significant period of time depending on the size and quantity of reports already in the queue.
- To resolve issues exporting to Excel, remove double quotes (") entered in a device's Unit field (use device-specific software to modify the Unit field).
- When downloading reports using an IE browser, non-ascii filenames may not display correctly.
- System report has no default content. The report cannot be saved until some content is selected.
- To prevent a previously generated interval statistics table and/or graph from appearing on a Location History report, save the report without the Show graph option selected.

POS

- The viewLinc POS Terminal Service is available, but POS terminal hardware is no longer available from Vaisala. POS terminal functionality is replaced with viewLinc Remote Display (<http://<viewLincIPAddress>/display>).
- POS terminals show alarms when alarms are detected, even if an alarm activation delay is set.

UI functionality

- The Events Location filter does not identify all Location-related events generated when editing the Locations Manager tree. To filter these events, use the text filter.
- A Chrome browser is recommended for remote display terminals.
- The European number format (decimal separator) may display incorrectly in some parts of the UI.
- In Views Manager, avoid creating views when a search filter is active.
- In Views Manager, trends that show historical data cannot be saved.

Mobile UI functionality

- Mobile UI updates are performed on a timer basis and not via server push messages.
- Mobile UI does not reflect changes in the Locations tree structure. Refresh the Locations panel to view the latest changes.
- When the mobile keyboard is visible, orientation changes may cause rendering problems.
- The Trend window opens directly if opened from a previously created bookmark.
- The option, "Pause device alarming", only applies when selecting individual Locations.

5.1.x Known Issues and Fixes

Table 1 Known Issues

Area	Description	Fix Version
Alarms	After upgrade to version 5.x, alarm reports could fail to generate on information collected using viewLinc 4.0 or earlier.	SU2
	If a logger channel is configured with lower case units, threshold alarms generated by the Location that the channel is linked to will not appear in alarm reports. Workaround: use the viewLinc Events page to filter the events for the time period of interest and the Locations that were impacted. Then export the listing to produce the desired output.	SU3
	The alarm report always shows 0 alarms for the dewpoint channel of the VL2000 logger even when there are active or acknowledged alarms for that channel.	SU3
	The Threshold Summary column of an alarm template always shows the temperature in the summary in degrees Celsius even when the temperature unit is set as Fahrenheit in the preferences.	SU3
	If a device with a missing probe is connected to viewLinc and the channels of the device are linked to Locations, viewLinc incorrectly produces a Database Validation alarm at each restart.	SU3
	When using a customized Calibration Alarm Template with delays, calibration alarms are not raised as intended.	SU3
	When a threshold alarm is scheduled for the time period 00:00 - 24:00, the alarm incorrectly pauses between 23:00 and 00:00. Workaround: When the alarm is set for the time period 00:00 - 23:59, the pause affects only the alarms occurring between 23:59 and 24:00.	
	When a Location uses Fahrenheit units with 0 decimal places as its alarm threshold, rounding issues may prevent the threshold alarm from being generated. Workaround: Set Locations that use Fahrenheit units to use 1 decimal place more than the required accuracy. This can be done by editing the System Preferences or the Location properties.	
	Certain device configuration alarms display an empty string in the "Error" column in the alarms grid and email/SMS notifications. The following configuration alarms are affected by this issue: <ul style="list-style-type: none"> Probe changed Battery is low Device clock drift Product recall - see Events for more details Device scanner is slow or stopped The missing error text can be viewed from Events.	SU4
	When a trend is unusually long (for example, it includes multiple locations on one graph and the duration is over a month), the device scan may be delayed. If the delay occurs, a device scanner error alarm is triggered. The scanner recovers gracefully once the requested data has been processed.	SU4
When DL loggers are used in applications involving high increases or decreases in measurement values, the Data sample inconsistency configuration alarm may be triggered incorrectly. The issue is limited to DL loggers.	SU5	
When HMT140 loggers are used with viewLinc, the External configuration changed alarm may incorrectly be raised. The false alarm may be sent multiple times.		

Area	Description	Fix Version
System	On large systems, data retrieval may cause processing errors.	SU1
	Reboot after a timeout error on a locked Events database may cause loss of Events data.	SU1
	If a user belongs to a group with a view permission for a Location or Zone (for example, the "Everyone" group), the user can still view those Locations or Zones even if a different group the user also belongs to is blocked from viewing them (set to "hide").	SU3
	Performing a Windows Update before shutting down viewLinc services may cause database issues in viewLinc.	SU3
	When using the REST API interface, setting a date duration (for example, 6 days or 7 hours 15 minutes) for the <code>/rest/v1/locations_history_date_from</code> parameter causes an exception. Only an epoch value (seconds) can be used with the parameter.	
	When there is a disruption in the display client's network, the display client may fail to reconnect to viewLinc after the network is restored.	SU5
	When a user unsuccessfully attempts to login to a deactivated user account, the event log incorrectly indicates that the login was successful.	
	When a REST API query is made, each query is incorrectly logged as an event. This can cause performance issues in larger systems with a high number of REST API queries.	SU7
	Configuration change records may be incorrectly written multiple times to the database file, causing excessive growth of the configuration file in the historical database.	SU7
Devices	Data logger backfill and realtime data discrepancy in new installation.	SU1
	The default template for adding a HMT330 Modbus connected device contains some errors that may provide erroneous readings. Contact Customer Support for help with correcting this issue.	SU3
	Setting a calibration due date for an RFL device in viewLinc prevents setting the due date back to system default.	SU3
	When Comments on Changes are set to Required in the System Preferences , attempting to link a Patlite tower to a new Location results in an error and the linking fails, if the tower is already linked to a Location.	SU3
	Attempting to deactivate or save a change to a Location or Zone property for Locations or Zones that are nested 5 levels or more may fail. This happens if a new line character (carriage return) is used in the description of a Location or Zone, or in any of the parent or child nodes of those Locations or Zones.	SU4
	If there are multiple instances of a Modbus device being used with the same IP address and port number, it is possible that the device cannot manage multiple concurrent accesses for readings. This can result in missing data.	SU4

Area	Description	Fix Version
UI	When using the viewLinc mobile app with the Chrome browser for iOS or Android, the icons for Sites view, Locations view, and Alarms view, on the top right corner of the screen, are not visible.	
	Customizations to the columns in Locations (for example, reorganized column order or added columns) are discarded at logout. At next login, the view resets back to default.	SU2
	The background color of a popup window continues to show an alarm condition after the alarm has cleared from the system.	SU3
	When a Location's View Trend pop-up window is opened, the pop-up displays the Location temperature in degrees Celsius, also when the temperature unit is set as Fahrenheit.	SU2
	Zero integer values are displayed incorrectly in the viewLinc dashboard.	SU3
	When using viewLinc with Internet Explorer 11, a data logger swap cannot be completed successfully. Using a different browser (for example, Chrome or Edge) resolves the issue.	SU3
	The communication properties (such as IP address or Port and Unit ID) for Modbus devices are not shown in the Edit device properties window if the device was added to viewLinc before viewLinc 5.1 SU3. Workaround: After an upgrade to 5.1 SU3, the properties data displays correctly once it has been re-entered manually and saved.	SU5
	When adding or editing a user in the Users and Groups menu, the Windows authentication method Domain name entry field only accepts alphabetic characters.	SU5
Reports	When a Location History Report is generated, the graph presentation in the report may display the threshold lines and threshold line colors incorrectly.	SU3
	When multiple alarm thresholds within the same alarm template (for example, High and High-High) are active for a Location or multiple Locations, pausing the alarm and entering a comment with non-ASCII characters in an acknowledgement comment causes report generation failure for a report that includes this commented acknowledgment. Workaround: Contact Vaisala Service for support options.	SU5
	When logged in to viewLinc using either the Chinese or Japanese interface language option, reports for a chosen Location cannot be saved if one of the Axis limits of the report has its scaling set to Auto. The issue can be resolved by using one of the following workarounds. Workaround 1: Save the report when logged in using a non-Asian language. Workaround 2: Instead of using Auto scaling, set numeric values for the low and high scale ranges. Workaround 3: Contact Vaisala Service for a hotfix that can be installed.	SU5
Certificates	Multiple domain names and/or IP addresses cannot be entered for the information used to create the certificate request file. The viewLinc install kit only includes the first name entered in the produced .csr file. Workaround: This issue has been fixed in the latest version of the CreateCSR.exe file that is available at www.vaisala.com/en/support/viewLinc . Vaisala recommends using one fully qualified domain name.	

Technical Note

Area	Description	Fix Version
Other	In <i>viewLinc 5.1 User Guide (M212315)</i> , "Installed System Size", a medium system size has been specified as up to 20 devices (400 channels). The correct medium system size is up to 100 devices (400 channels).	
	The information in user documentation related to the Manage Reports right is incorrect. It should state that if a non-administrator user is granted the Manage Reports right, the user can manage all reports in the system, including the possibility to delete reports. Without the Manage Reports right, a user can only manage reports the user owns, or reports that are owned by a group the user belongs to.	SU4

Support Contacts

Vaisala Helpdesk: helpdesk@vaisala.com

Vaisala Support Portal: www.vaisala.com/support

viewLinc Errata and Service Update Guide: www.vaisala.com/viewlinc-errata