

General notes

The Errata provides additional information about viewLinc 5.2 product functionality. For current system specifications, see [viewLinc Enterprise Server 5.2 Datasheet \(B212751EN\)](#).

Important notices

- viewLinc 5.2 enforces the use of Transport Layer Security (TLS) 1.3 in all communications. As a result, all Vaisala VaiNet AP10 Access Points in the installation must operate on firmware version 5.0 or newer. AP10 hardware version F and older must be replaced. For more information, see [viewLinc 5.2 Compatibility Requirements for VaiNet Wireless Access Points AP10 Technical Note](#).
- viewLinc uses a certificate and security key to establish a secure connection between network PCs and the viewLinc Enterprise Server. During upgrade, you will be asked to confirm the exact list of URLs and aliases to allow users to connect to the viewLinc webserver. Users will only be able to connect to viewLinc using the names contained in the certificate, even if they were able to connect in earlier versions.
- Ensure that you clear all active missing historical data alarms before upgrading to viewLinc version 5.2. If there are any unacknowledged missing historical data alarms when the upgrade occurs, they will still exist in your 5.2 system, but it will require the help of Support to remove them.
- For a complete list of all feature changes, see [viewLinc Enterprise Server 5.2 User Guide \(M212933EN\)](#), “What’s New for Upgrade Users”.

System

- It is recommended that you stop viewLinc services before running Windows Updates, taking backups, or making any other changes to the Operating System hosting viewLinc. Use the start/stop application commands included with your viewLinc installation at **Start > Vaisala > viewLinc - Stop Services**.
- The email server connection when using SMTP only supports ASCII usernames and passwords.
- viewLinc Aware functionality cannot be enabled from the viewLinc UI; to start/stop viewLinc Aware, use Windows **Services**.
- 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.
- 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.

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.
 - Backfill from offline HMT140 series data loggers may be unpredictable. Irrecoverable loss of data samples may occur if the offline time period exceeds the memory capacity of the device (e.g., 30 days with 15 minute samples or 10 days with 5 minute samples). To avoid this issue, do not allow these devices to be disconnected for time periods that exceed the memory capacity.

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 a sample interval 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 Downloads** 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).
- 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.

UI functionality

- The **Events Locations** filter does not identify all Location-related events generated when editing the **Locations Manager** tree. To filter these events, use the text filter.
- The Google Chrome browser is recommended for devices accessing the viewLinc Display feature.
- 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.

Other notices

- Microsoft deprecated Basic Authentication in its Microsoft 365 email services. If you are currently using Microsoft 365 for viewLinc email notifications, viewLinc will be unable to receive alarm acknowledgments, or send alarm notifications via email after this change. viewLinc Enterprise Server has implemented Open Authentication 2.0 (OAuth2) support for email authentication to enable continued use of Microsoft 365 with viewLinc.
- viewLinc will automatically unlink a channel from a location if the units for the channel change. When this happens, viewLinc generates an event, but not a Device Configuration alarm.

5.2 Known issues and fixes

Table 1 Known Issues

Area	Description	Fix Version
Alarms	If you are using the web-relay script SetWebRelay.bat with your quad relays, do not enable repeat notifications or acknowledgments, as this can cause your system's alarms to fail to turn on or off.	
	If the system has a historical data is unrecoverable alarm that is still in Active status, the alarm has to be acknowledged twice before it is cleared.	
	Notifications (email, SMS, and voice) for the new <i>provisional</i> threshold alarms do not indicate that the alarm is, in fact, a potential alarm condition and not an actual alarm.	
	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.	
	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 is can be by editing the System Preferences or the Location properties.	
	When HMT140 loggers are used with viewLinc, the External configuration changed alarm may incorrectly be raised. The false alarm may be sent multiple times.	
	The original host's Host Configuration Alarm and Host Communication Alarm will be missing from the Alarm report if the logger moves to a different host (DL logger with physical Host PC, and RFL logger with AP10 host).	
	When using Windows 365 for email authentication, the "send from" report always shows the verification was done via SMTP method and not Windows 365.	

Area	Description	Fix Version
System	It's possible that comments, if they are set to "required" , will not appear after a user makes a change to the viewLinc system.	
	When using the REST API interface, setting a date duration (for example, 6 days or 7 hours 15 minutes) for the /rest/v1/locations_history date_from parameter causes an exception. Only an epoch value (seconds) can be used with the parameter.	
	When a user unsuccessfully attempts to login to a deactivated user account, the event log incorrectly indicates that the login was successful.	
	It is possible that viewLinc will display a 1-day discrepancy for device calibration dates; that is the calibration date may be displayed as 1 day earlier than expected. This can occur in areas where the local time zone is behind UTC, for example North America.	
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.	

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