

The Errata provides you with information about viewLinc 4.3 product functionality, and a description of issues that have been fixed with Service Updates.

Minimum System Specifications

Small	Medium	Large
Up to 5 Devices / less than 20 Channels: <ul style="list-style-type: none">• CPU: 1.6 GHz Dual Core• RAM (Host or Server): 4 GB	Up to 100 Devices / up to 400 Channels: <ul style="list-style-type: none">• CPU: 1.6 GHz Dual Core• RAM (Host or Server): 8 GB	More than 100 Devices / up to 5000 Channels: <ul style="list-style-type: none">• CPU: 3.2 GHz Quad Core• RAM (Host or Server): 12 GB

General Notes for viewLinc 4.3

- Between October 1, 2022 and January 31, 2023 Microsoft is removing the ability to use Basic authentication in Office365 email services. If you are currently using Office365 for viewLinc email notifications, verify that Basic authentication over Authenticated SMTP remains enabled in your Office365 account to ensure that notifications can still be sent. Once Microsoft disables Basic authentication viewLinc will be unable to receive alarm acknowledgments via email.
- To ensure data timestamp accuracy, verify that the viewLinc Server time is set accurately before installing the viewLinc software. Synchronize the viewLinc Server and Device Host with an accurate source at least once a day.
- When using SSL, if you encounter a security certificate warning, install the certificate according to your IT department's preferred method.
- Typical average update periods based on system size: Small: 1 minute / 10 users; Medium: 3 minutes / 20 users; Large: 6 minutes / 50 users.

End of Support Information

viewLinc 4.3 uses TLS 1.0 for communication with email servers. TLS 1.0 is currently being deprecated in many email servers, which affects viewLinc 4.3 operation.

CAUTION: TLS 1.0 deprecation prevents viewLinc 4.3 from sending emails to servers that no longer support TLS 1.0, Rejected emails cause issues in viewLinc, including system restarts. Vaisala recommends updating from viewLinc 4.3 to viewLinc 5.1

System

- If your email server uses TLS 1.2 OpenSSL secure communications layer or higher, email messages from viewLinc may be blocked. Please contact Customer Care for assistance.
- No error message displays when starting a transfer for a Device with an active Communication alarm.
- Email format uses RFC-2047 encoding.
- There is no way to disable Events triggered by change to the Windows OS clock.
- Only the first 70 characters of SMS messages are delivered.
- By default, unlinking a channel from one Location and linking to another results in both Locations showing the same data. To start recording on link start date, modify the configuration file. Please contact Customer Care if you require assistance.
- Minor translation errors for different locales.
- Attachments sent by email may arrive as .dat files. To open a .dat file, first save the file as .pdf.
- High network traffic may disable communication with 300 series transmitters.
- On large systems, use the **Alarms** window for bulk alarm acknowledgements. The **Locations | Location Alarms** tab may timeout while bulk acknowledgement completes.

- An Event Validation Alarm may be triggered when a new year starts and the first event of the year is logged to the new yearly event database (v4.3.6 only).
- If Location alarming is paused by a threshold alarm schedule, deleting the schedule may interrupt viewLinc restart operation.
- When a user pauses an alarm in a Location, all existing alarms in that Location are auto-acknowledged.

Loggers

- When swapping data loggers it is important to allow the new data logger to come to equilibrium before placing it on the COM port. This will ensure that data recorded from outside of the environment is not included on reports.
- To prevent Location threshold alarming during a data logger 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/SP data loggers; force 4 beacons for HMT140) before linking the channel to the Location.
- Before removing a probe on a DL data logger, deactivate the data logger. This will prevent a battery anomaly configuration alarm.
- When using teaming redundancy products, HMT140 data loggers require a dedicated Network Interface Card (NIC) and IP address to avoid communication interruptions.
- During a logger swap, the alias, transfer path, and device alarm settings are not automatically copied to the new logger.
- To add or move a DL or HMT140 logger from one Device Host to another Device Host, use the function, Discover Devices, not Add Device.
- Missing Historical Data Configuration Alarm may be generated if there is clock drift on an HMT140.
- On large systems with excessive Configuration Alarms, set the required device sample rates longer than the actual viewLinc update period.

300 Series Transmitters

- The Firmware version must be 5.04 or later.
- Upgrade to Firmware version 5.10 where it is possible (please contact customer 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.
- When using a 300 Series Transmitter's front panel to change the displayed units, the viewLinc UI does not automatically update the Location. The Device must be unlinked and linked again. It is not recommended to change device units without creating a new Location.

Reports

- Manually generated and scheduled reports are processed in a queue displayed in the Reports Progress window, in the Queue Status field. Since non-admin users can only see the progress of their own reports, the Queue Status 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.
- If you have issues exporting report data to Excel, remove any double quotes (") entered in a device's Unit field (use your device-specific software to modify the Unit field).
- When downloading reports using an IE browser, non-ascii filenames may not display correctly
- Maximum header .jpg image size: 154 x 48 px to prevent distortion. The filename must not contain ascii characters.
- When generating a Location History report which includes a trend graph, enter both Low and High values on the Source Data tab (or leave both blank) to ensure data displays in the graph.

POS

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

UI functionality

- Internet Explorer 8 has a memory leak that may require that the browser be closed/re-opened on a daily basis. This only occurs on systems with large (>500) Location counts.
- 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.

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- When upgrading from viewLinc 3.X.X, the threshold lines on a Trend or a Report graph may not display properly when an old Channel is linked to a new Location.
- On a slow single CPU system, occasionally UI commands may not appear to complete properly, even though they are working.

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.
- When the Mobile Trend Pop-up is opened for the first time it is blank.
- The RH unit does not display correctly in pop-up on the iOS Safari.
- The Trend window opens directly if opened from a previously created bookmark.
- The Confirm Identity pop-up does not appear completely on the mobile screen.
- User password displays in the address bar in mobile interface. To fix this issue, please contact technical support.

Documentation

- The installation instructions in the viewLinc User's Guide incorrectly state that you can upgrade directly to viewLinc 4.3 from 3.5.1. You first need to upgrade to 3.6.1. Please contact customer support for assistance.
- IE8 Users may encounter javascript errors on links to external websites. To disable javascript errors, open the IE browser, go to **Tools | Internet Options | Security tab | Custom Level**. In the Security Settings window, scroll down to Scripting, click **Disable** and save the setting.
- If some icons do not appear in an online Help topic, upgrade to IE10 or IE11.

Known issues fixed with Service Updates

	4.3.0	SU1	SU2	SU3	SU4	SU5	SU6
System							
When upgrading from older systems an exception may occur due to a blank email list in a notification.	•						
When deactivating a Veriteq Logger Channel, the Channel is not deactivated in viewLinc.	•						
When transferring Logger data, Device description and Channel descriptions are lost in the SPL file.	•						
When upgrading from viewLinc version 3.6.1 to 4.3.0, viewLinc may not start. If this occurs, uninstall version 3.6.1 and reinstall 4.3.2.	•						
Watchdog connection to 'localhost' occasionally fails.	•						
The report subsystem may fail to start if the historical data exceeds 5 years.	•						
It is recommended to restart viewLinc once per month to avoid possible database corruption.	•	•					
When upgrading from a pre-3.5.0 system to 3.6.1, and then upgrading to 4.3, the upgrade may fail.	•	•	•				
SMS notifications do not succeed when a Group name is specified.	•	•	•				
SMS notifications are not sent for System alarms.	•	•	•				

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Known issues fixed with Service Updates	4.3.0	SU1	SU2	SU3	SU4	SU5	SU6
No SMS notification is sent for Configuration changed alarms.	•	•	•	•			
No SMS notification is sent to Groups added to alarm templates.	•	•	•	•			
The viewLinc service may not start if an alternative Python version is installed on the server.	•	•	•	•			
When upgrading from viewLinc 3.X.X, the threshold lines on a Trend or a Report graph may not display properly when an old Channel is linked to a new Location.	•	•	•	•			
The Device Host does not always reconnect after network errors.	•	•	•	•			
If the Enterprise Server Service is restarted, the Device Host service may require a manual restart (Control Panel Administrative Tools Computer Management Services & Applications , select viewLinc Device Host Restart).	•	•	•	•			
Multiple Event file corruptions may not be handled correctly.	•	•	•	•			
System issues may interrupt delivery of notifications.	•	•	•	•	•		
To ensure system security, upgrade to OpenSSL v1.0.2.c.	•	•	•	•	•		
Quad Relay or other Command Event detail not clearly described.	•	•	•	•	•		
viewLinc system won't restart if non-ascii characters are used in the hostname.	•	•	•	•	•	•	
During an upgrade from 3.6.1, the import of historical event log files may stop if a month is missing.	•	•	•	•	•	•	
viewLinc start up speed may be reduced if a system is configured with more than five device hosts.	•	•	•	•	•	•	
Significant processing slowdowns may occur on large installations operating with over 10 logged-in users.	•	•	•	•	•	•	
Alarms							
When editing the Alarm Settings of a Multi-Threshold template, the template could become corrupted.	•						
When an Alarm template is edited and there are existing alarms, the deactivation record may be missing in alarm reports.	•						
Alarm notifications are not run when an alarm is paused, or a template edited.	•	•					
Acknowledging a Configuration alarm for a missing Channel does not correctly deactivate the Channel.	•	•					
Configuration alarm error definition not included in Email notifications.	•	•					
HMT140 short Communication alarms may generate when viewLinc restarts.	•	•					
Closing or opening COM ports too quickly may cause Communication alarms.	•	•					

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Known issues fixed with Service Updates	4.3.0	SU1	SU2	SU3	SU4	SU5	SU6
Email alarm acknowledgment may not work in all languages.	•	•	•				
There was a difference between active alarms and number of alarms in the Alarms window when a Location was deactivated.	•	•	•	•			
When the server ran out of storage space an event may not have been saved. This did not create an alarm.	•	•	•	•			
It was not possible to set negative limits for Pressure Thresholds.	•	•	•	•			
An Event Validation alarm could occur when the year changes at midnight, December 31st.	•	•	•	•			
Invalid Configuration changed alarms could occur when a report is run by the scheduler.	•	•	•	•			
Invalid Threshold alarms may be raised due to floating point accuracy differences.	•	•	•	•			
Negative time drifts in the Logger clock do not trigger Configuration alarms (only positive time change will trigger an alarm).	•	•	•	•			
User names in Alarm reports do not show the User's full name.	•	•	•	•			
When disabling a multi-level Threshold, the Event details may not list the Threshold levels that have been disabled.	•	•	•	•	•		
If an alarm condition is present, Threshold Alarm may not trigger if Logger battery depleted.	•	•	•	•	•		
Users may be able to acknowledge alarms even when user authentication preference is set to required.	•	•	•	•	•	•	
Command notifications using non-ascii characters (curly quotes) are not sent.	•	•	•	•	•	•	
If using email SMTP authentication, generated email alarm notifications are sometimes stuck in send queue until viewLinc is restarted (4.3.5 only).							•
Devices							
Moving an existing Device from one Host to another may result in an unnecessary backfill (data history retrieval).	•	•					
During Device discovery, viewLinc attempts to backfill data history for all Devices at one time.	•	•					
HMT140 sample times are occasionally inaccurate.	•	•					
If the device MAC address is NULL (legacy from earlier systems) the system report may fail.	•	•	•				
If the device MAC address is not available, it shows as blank or all 00's. It should say 'Not available'.	•	•	•				
Invalid thresholds may appear on a graph for Channels upgraded from viewLinc version 3.6.1 or earlier.	•	•	•				

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Known issues fixed with Service Updates

	4.3.0	SU1	SU2	SU3	SU4	SU5	SU6
Occasional scanning failure may require a viewLinc restart.	•	•	•	•	•		
Veriteq battery Logger status not always updated when Logger battery replaced.	•	•	•	•	•		
Threshold alarms may be generated by backfill data when linking a new channel to an existing Location.	•	•	•	•	•	•	
An HMT330 Adapter connected to a PTU may not be accessible when using a Digi Realport Adapter.	•	•	•	•	•	•	
If passwords are used on an HMT 140 device, changes to the calibration date may appear to fail.	•	•	•	•	•	•	
WiFi interference may interrupt backfill of HMT 140 historical samples.	•	•	•	•	•	•	
DL data loggers using Type T thermocouple channels may incorrectly generate a battery anomaly alarm during normal operation (4.3.5 only).							•
After a server shutdown, device hosts may require a manual restart (4.3.5 only).							•

Reports

Email notification of Device and System alarm reports may include incorrect recipient entries.	•						
Validation is not performed on Low and High graph scales entered into the Locations History report.	•						
Threshold line search for trends and reports does not always fetch all available historical thresholds.	•						
Email notification of Device and System alarm reports may include incorrect recipient entries.	•	•					
Graph axis may not display correctly when Low and High values were changed from 'Auto' (option available on the Source Data tab of Location History report).	•	•					
Threshold line search for trends and reports does not always fetch all available historical thresholds.	•	•					
Statistical rounding errors in a report can produce apparently inconsistent results.	•	•					
viewLinc may stop responding (freeze) when a system report is run on a very large system.	•	•					
A database resource leak may be caused by the report generating process.	•	•					
Generating system reports on a large system, including all user details, may encounter significant processing delays.	•	•					
When scheduling reports in a time zone different from the server time zone, viewLinc may stop responding (lock up).	•	•	•				
If a User schedule is set to 'Always' or 'Never' and contains time periods, the system report will fail.	•	•	•	•			

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Known issues fixed with Service Updates	4.3.0	SU1	SU2	SU3	SU4	SU5	SU6
If a Location Alarm Report includes device alarms, it only reports alarm data for the currently linked device.	•	•	•	•	•		
Detailed Alarm Report only includes Alarm Event Comments made in the Current Year.	•	•	•	•	•		
Report generation size may cause a memory issue.	•	•	•	•	•		
Events							
Comments cannot be added to Events which occurred in a previous year.	•	•	•	•	•		
UI							
When creating or removing a Dashboard image, changes are not automatically updated on a remote display terminal.	•	•					
Not all Events show the full user name.	•	•					
Accessing viewLinc with Chrome Web Browser version 39 fails.	•	•	•	•			
When adding Dashboard images, .bmp files may not be visible in the Internet browser. Use .png, .jpeg, or gifs instead.	•	•	•	•			
When upgrading from viewLinc 3.X.X, the threshold lines on a Trend or a Report graph may not display properly when an old Channel is linked to a new Location.	•	•	•	•			
Documentation							
In revision A of the viewLinc User's Guide page 177, Step 4 is missing cross-reference to step 6.	•	•					
In Help release #4.3.0.56, the online Help topic, FAQs & Troubleshooting Alarms , Step 4 is missing cross-reference to step 6.	•	•					
Translation							
Japanese UI - minor translation errors.	•	•	•	•	•		

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