

### General Notes

The Errata provides additional information about viewLinc 5.0 product functionality, a description of known issues, and issues that have been fixed with Service Updates. For current system specifications, see *Vaisala viewLinc 5.0 Datasheet B211708EN*.

### Important Notices

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 acknowledgements via email.

#### TLS 1.0 protocol end of life

viewLinc 5.0 uses TLS 1.0 for communication with email servers. TLS 1.0 is currently being deprecated in many email servers, which causes issues in viewLinc 5.0 email functionalities.



**CAUTION!** TLS 1.0 deprecation prevents viewLinc 5.0 from sending emails to servers that no longer support TLS 1.0. Vaisala recommends updating from viewLinc 5.0 to viewLinc 5.1.

### 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.
- Only 64-bit Windows Operating Systems are supported.
- Alarm Notification Send To fields are limited to viewLinc users and groups. To retain existing non-viewLinc email addresses, save them by creating viewLinc user profiles prior to upgrade.
- Deactivated Private Threshold Settings are not upgraded. To preserve deactivated settings, reactivate them prior to upgrade.
- 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.
- Transfers functionality is no longer supported.
- Views created in earlier version are visible to all users on upgrade.
- Manage Reports right is required to assign report ownership.
- All users are automatically assigned to the Everyone group, which has Manage Events right.



- Installation directory paths have changed. If you use SetPoeRelay batch files to initiate commands: copy the batch file from the old directory path (C:\Program Files (x86)\Vaisala\Vaisala Veriteq viewLinc\...) to the new directory path (C:\Program Files\Vaisala\Vaisala viewLinc\...), update the path inside the batch file to reflect the new installation path, and then update all command notification templates that reference the batch file location.
- For a complete list of all feature changes, see *viewLinc User Guide*, “What’s New for Upgrade Users”.

## System

- There is an issue affecting viewLinc between versions 5.0 and 5.1.2, when device hosts are used. The Host and CA certificates have expired in these versions. This affects connectivity between the Enterprise server and Device Hosts and will interrupt data collection and alarming. Contact Helpdesk for updated certificates. (Versions 5.1.3 and newer are unaffected).
- Typical average update periods based on system size: Small, 1 minute / 10 users; Medium, 3 minutes / 20 users; Large, 6 minutes / 50 users.
- Email format uses RFC-2047 encoding.
- Events triggered by changes to the Windows OS clock cannot be disabled.
- SMS messages can be unlimited in length if your cellular network supports it, otherwise they are limited to 70 characters.
- 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.
- Server scan time on a fresh installation takes longer during the initial backfill period.
- Duplicate “viewLinc Restarted” email and SMS notifications are received when services are restarted from within viewLinc.

## Alarms

- When a user pauses alarming on a Location, all existing alarms in that Location are auto-acknowledged and turned off.
- There may be a delay in refreshing the active alarm list of a time equivalent to the System Update Duration.
- If a user is configured to receive audible alarms, an alarm sound is only heard when the user logs in. Alarms that commence while the user is already logged in do not trigger an audible alarm sound.

## 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).
- 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.
- In Views Manager, avoid creating views when a search filter is active.
- The European number format (decimal separator) may display incorrectly in some parts of the UI.

### 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 a Trend is opened on a mobile device for the first time it may be blank.
- The RH unit may 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 may not appear completely on the mobile screen.
- The option, "Pause device alarming", only applies when selecting individual Locations.

### API

- The viewLinc API user document shows the login URL as:  
`https://nnn.nnn.nnn.nnn:443/__login__?username=xxxx&password=yyyy.`  
It should read as: `https://nnn.nnn.nnn.nnn:443/__login__/noui?username=xxxx&password=yyyy.`

## 5.0.x Known Issues and Fixes

Table 1 Known Issues

Area	Description	Fix Version
System	During an upgrade, if the previously installed viewLinc application data is stored in <i>C:\Program Files (x86)\Veriteq Instruments\viewLinc\db\</i> , Location history data is deleted.	SU1
	License key number may display in the Events Log.	SU1
	If upgrading a system that uses single channel private thresholds, upgrade may not complete.	SU1
	Device discovery does not always work on a fresh system. Services must be restarted.	SU1
	On upgrade, the UI may freeze while opening a previously configured notification template.	SU1
	Alarm Messages and Alarm Comments may not be included during upgrade from v4.3.5	SU1
	If Location alarming is paused by a threshold alarm schedule, deleting the schedule may interrupt viewLinc restart operation.	SU1
	Schedule names that use non-ASCII characters may cause intermittent server restarts. Save schedule names with EN (ASCII) characters only.	SU2
	When a timeout error occurs on a locked Events database, a reboot is required in order to restore Events functionality.	SU2
	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.	
	Unicode characters in certain user fields may cause viewLinc to not start properly after an upgrade.	SU2
	viewLinc may not start after upgrade if the system uses measurement units that are not contained in the units table.	SU2
Alarms	Alarms for "Configuration change failed" and "Configuration changed externally" may be triggered when sending threshold alarm settings to RFL100.	SU1
	Upgraded systems may not be generating Configuration Database Validation alarms.	SU1
	Dew point threshold alarms do not trigger if the Location's default units are set as Fahrenheit.	SU2
	An alarm may remain visible in the active alarm list after it has turned off and been acknowledged.	SU2
	A user without admin rights may not see any alarm templates if the user goes to the alarm templates tab immediately after login.	SU2
	Locations linked to HMT140 RTD channels may experience premature Sensor Failure Alarms.	SU2
	When a threshold alarm is scheduled for the time period 00:00 - 24:00, the alarm incorrectly pauses between 23:00 and 00:00. <b>Workaround:</b> 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 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.	

Area	Description	Fix Version
Devices	A "Description changed externally" event appears when enabling a channel in a DL data logger.	
	Moving a currently existing network DL data logger to a different Device Host may cause communication problems.	SU1
	HMT140 devices are not always cleared from the New Devices window after being accepted.	SU1
	Unlinked channels on HMT140 devices may be deactivated when editing device settings.	SU1
	Logger scan stoppages trigger additional Host Configuration Alarms.	SU1
	Disconnecting RFL100 data loggers may not trigger a Communication Alarm.	SU2
	Communication failure between viewLinc and DL data loggers may result in excessive memory usage. viewLinc Enterprise Server or Device Host may require a restart.	
	HMT330 devices may not get added using a manual file upload.	
	When swapping RFL100 loggers, start timestamp information may get overwritten by last swap timestamp.	
	Probe swapping T+RH probe with T+T probes: Location history displays T on the RH history table.	SU2
	Duplicate AP10 serial numbers may display in viewLinc. If an AP10 is connected to viewLinc using an IP address, and then deactivated, make sure to activate the device in the AP10 web interface using the viewLinc IP address, not the hostname.	
	When using a TMP115 dual probe setup with RFL100, the order of the probes displayed in an Edit Device Properties window can be reversed.	SU2
Reports	Scheduled reports are still generated after the report owner is deactivated.	
	Device information is not shown correctly in Location History reports after a probe is changed.	SU2
	After modifying or creating reports, a viewLinc Enterprise Server restart may generate false Database Validation alarms indicating that report records were modified outside of the viewLinc application.	SU1
	HMT330 probe serial number is not printed in the Location summary table.	
	In exceptionally busy systems, the report generator may fail without notifying the System Administrator.	SU2
	Changing RFL100 loggers twice in quick succession results in the timestamp not being reported correctly in a Location's History Report.	SU2
	Location History Report shows the wrong second probe serial number in the Device History table when a dual probe setup is used.	SU2
	Very large Event queries may lock the Events database and prevent writes to the Events database. When this happens, viewLinc services require a restart. This failure to write events is not logged and the System Administrator is not notified.	SU2
	When a Location History Report is generated, the graph presentation in the report may display the threshold lines and threshold line colors incorrectly.	

Area	Description	Fix Version
UI	Sample counts on a trend graph may display incorrectly.	SU1
	Find in Tree and Trend menu options appear enabled on an unlinked channel.	SU1
	In Views Manager, the UI may need to be refreshed if a user tries to create a view on filtered results.	
	User password displays in the address bar in mobile interface. To fix this issue, please contact technical support.	SU2
	Trend scale does not accept 0°C as a fixed scale setup for a trend	SU2
	When using the viewLinc mobile app with the Chrome browser for iOS or Android, the icons for <b>Sites</b> view, <b>Locations</b> view, and <b>Alarms</b> view, on the top right corner of the screen, are not visible.	SU2
	Removing the Events folder may not generate an Event Validation Alarm.	SU2
	In viewManager, unlinked Locations will move under the root when a new Location is added to the dashboard and moved to a different folder.	SU2
	The backund color of a popup window continues to show an alarm condition after the alarm has cleared from the system.	
	When adding or editing a user in the <b>Users and Groups</b> menu, the Windows authentication method <b>Domain</b> name entry field only accepts alphabetic characters.	
Certificates	<p>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 <b>.csr</b> file.</p> <p><b>Workaround:</b> This issue has been fixed in the latest version of the <b>CreateCSR.exe</b> file that is available at <a href="http://www.vaisala.com/en/support/viewLinc">www.vaisala.com/en/support/viewLinc</a>. Vaisala recommends using one fully qualified domain name.</p>	
Other	Minor UI display and translation errors.	SU1
	In <i>viewLinc 5.0 User Guide (M211975)</i> "Installing viewLinc as an Upgrade", step 13, the correct destination directory for backup data is: <code>C:\Users\Public\Documents\Vaisala\Vaisala viewLinc\</code> .	
	The <b>readme.txt</b> file indicates incorrect system size recommendations. The most current system specifications are available in the <i>Vaisala viewLinc 5.0 Datasheet (B211708)</i> .	
	In <i>viewLinc 5.0 User Guide (M211975)</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).	
	E-learning content will be gradually transferred to a new platform ( <b>MyLearning</b> , <a href="https://mylearning.vaisala.com">https://mylearning.vaisala.com</a> ). The shift to a new platform will make certain training links in the viewLinc Help obsolete.	SU2

## Support Contacts

Vaisala Helpdesk: [helpdesk@vaisala.com](mailto:helpdesk@vaisala.com)

Vaisala Support Portal: [www.vaisala.com/support](http://www.vaisala.com/support)

viewLinc Errata and Service Update Guide: [www.vaisala.com/viewlinc-errata](http://www.vaisala.com/viewlinc-errata)