

TrendView
R211.2
Software Change Notice

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Symbol Definitions

The following table lists those 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.
	REFERENCE -EXTERNAL: Identifies an additional source of information outside of the bookset.
	REFERENCE - INTERNAL: Identifies an additional source of information within the bookset.
CAUTION	Indicates a situation which, if not avoided, may result in equipment or work (data) on the system being damaged or lost, or may result in the inability to properly operate the process.
	CAUTION: Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury. It may also be used to alert against unsafe practices. CAUTION symbol on the equipment refers the user to the product manual for additional information. The symbol appears next to required information in the manual.
	WARNING: Indicates a potentially hazardous situation, which, if not avoided, could result in serious injury or death. WARNING symbol on the equipment refers the user to the product manual for additional information. The symbol appears next to required information in the manual.
	WARNING, Risk of electrical shock: Potential shock hazard where HAZARDOUS LIVE voltages greater than 30 Vrms, 42.4 Vpeak, or 60 VDC may be accessible.
	ESD HAZARD: Danger of an electro-static discharge to which equipment may be sensitive. Observe precautions for handling electrostatic sensitive devices.
	Protective Earth (PE) terminal: Provided for connection of the protective earth (green or green/yellow) supply system conductor.

Symbol	Definition
	<p>Functional earth terminal: Used for non-safety purposes such as noise immunity improvement. NOTE: This connection shall be bonded to Protective Earth at the source of supply in accordance with national local electrical code requirements.</p>
	<p>Earth Ground: Functional earth connection. NOTE: This connection shall be bonded to Protective Earth at the source of supply in accordance with national and local electrical code requirements.</p>
	<p>Chassis Ground: Identifies a connection to the chassis or frame of the equipment shall be bonded to Protective Earth at the source of supply in accordance with national and local electrical code requirements.</p>

Contents

- 1 Introduction 6**
 - 1.1 About TrendView 6
 - 1.2 About this Document 6
 - 1.3 Limitations..... 6
 - 1.4 Technical Assistance 6
 - For any issue/information reach out to technical assistance at TAC 6

- 2 Contents of Release..... 7**

- 3 Getting Started 7**

- 4 Release Overview..... 7**
 - 4.1 New Feature 7

- 5 Overview of Prior Releases 8**
 - 5.1 Prior Release R211.1 Overview 8

- 6 Software/Hardware/Firmware Compatibility..... 9**

- 7 Documentation Updates/Additional Information 10**

- 8 Resolved..... 10**
 - 8.1 Following are the Anomalies that has been resolved in this release (R211.2) 10
 - 8.2 Following are the Anomalies that has been resolved in R211.1 10

- 9 Installation and Migration..... 11**
 - 9.1 Upgrading Firmware for GR Series Recorders..... 11

- 10 Issues..... 12**
 - 10.1 TrendView Recorder..... 12

- 11 Security-Related Issues..... 12**

- 12 Special Considerations..... 12**

- 13 Third-Party Software Components 13**
 - 13.1 External Certified Software Components 13

1 Introduction

1.1 About TrendView

Honeywell offers TrendView data recorders and an advanced analysis software suite to meet users' data recording needs. Four models are available with screen types that display various combinations of horizontal and vertical charts, digital values and bar graphs. To complement these recorders, Honeywell offers the TrendManager Software Suite.

This package of tools helps in graphing continuous and batch data, analyzing and archiving data, configuring the paperless recorders, setting up scheduled uploads of recorder data or acquiring data in real-time and exporting this to other software packages such as Excel. The software suite includes TrendViewer Pro, TrendManager Pro, TrendServer Pro, TrendServer Pro with an OPC Server, and a database management tool.

1.2 About this Document

This guide describes the functions and features of TrendView R211.2. In addition, this guide consists of the updates that might not be reflected in the user documentation. Additionally, it contains last minute documentation updates and any special considerations for the current release

1.3 Limitations

N/A

1.4 Technical Assistance

For any issue/information reach out to technical assistance at [TAC](#)

2 Contents of Release

Table 1: TrendView

Product	Model Number
Honeywell_Trendview_DVD_RevBC	50019514-001 Firmware Hash: 45a7b3177caff69eafddeec037b2257cc107fdd0672be6437c62b287a174e6ee

3 Getting Started

Refer installation guide for instructions on deploying this application as a fresh instance or an existing TMS Application.

4 Release Overview

The release addresses the issues related to unit lock up issues resulting in SD Card replacement and the Ez Trend *** issue. The SD Card issues were being seen due to low voltage battery and unit was not able to retain the SRAM data. This version of the FW would detect low voltage and recover from fault instead of locking up the device.

User can come across following scenarios while attempting for do a firmware upgrade and advised to replace the battery on low battery indication.

4.1 New Feature

Following two new features have been added in this release

1. Battery replacement procedure added for putting recorder in safe state to ensure critical data is not lost during battery replacement as part of routine maintenance activity
2. Firmware integrity check is introduced to validate the integrity and authenticity of the Recorder FW.
 - a. SHA256 algorithm is being used for performing the integrity checks.
 - b. With each FW release, the HASH code would be published along with the FW which can be used for cross checking the Firmware authenticity and integrity by the end user.
 - c. Unit also would perform the Firmware integrity check on power on
 - i. On failure of integrity check, unit would pop an error message and one should to take corrective action to get a new SD Card with valid Firmware
 - ii. On Success of integrity check, unit would proceed with normal boot up sequence and user can see the integrity hash code in the General status screen

Instructions to View FW Hash code: Go to Menu->Status->System->General.

5 Overview of Prior Releases

5.1 Prior Release R211.1 Overview

The release addresses the following changes

- All customer (external) reported cyber security issues (PSIRT)
- It addresses security threats found internally which are having high risk (CVSS > 7)
- Securing TrendView communications like HDT, password net sync and remote display tool communication with latest security algorithms/cryptography.
- All the application tools are also migrated from legacy VS2008 (no more supported by Microsoft) to latest version VS2017 which will enable easy migration to newer versions and porting in future.
TMS and Remote Display Tool (RDT)
- Improved stability due to critical static code analysis issue (potential software hangs and memory corruptions) fixes done

5.1.1 New Features

This release contains the following enhancements:

- Secure Data transfer between Recorder and TMS
- Support for certificates from Certification Authorities
- Support for certificates with RSA 2048 encryption key
- Support for strong cyphers
- Secure storage of critical information

5.1.2 Changes to Existing Functionality

This release contains the following changes to existing functionality:

- By default, FTP option for data transfer is disabled with the New recorders. For existing recorders, it is recommended to disable the FTP to avoid the security vulnerabilities.

5.1.3 Retired Features

The following Operating Systems are reaching its End of Life (EOL) and are advised not to be used with R211.X release onwards:

Windows 7 32 Bit

Windows 7 64 Bit

Windows 8 32 Bit

Windows 8 64 Bit

Windows Server 2008 32 Bit

Windows Server 2008 64 Bit

6 Software/Hardware/Firmware Compatibility

The new firmware and SW applications are backward compatible to existing released versions.

Operating Systems Compatibility Matrix:

<i>Operating systems</i>	<i>Supported edition</i>	<i>Service Pack / Windows Update</i>	<i>R200.3.3R</i>	<i>R211.1.10R onwards</i>
Windows 7	32 bit	SP1	Yes	Not Recommended
Windows 7	64 bit	SP1	Yes	Not Recommended
windows 8	32 bit	None	Yes	Not Recommended
windows 8	64 bit	None	Yes	Not Recommended
windows 8.1	32 bit	Download and Install the packages in below sequence. Search text as 1) Update for windows 8.1 32-bit (KB2919442-x86). 2) Update for windows 8.1 32-bit (KB2919355-x86).	Yes	Yes
windows 8.1	64 bit	Download and Install the packages in below sequence. Search text as 1) Update for windows 8.1 64-bit (KB2919442-x64). 2) Update for windows 8.1 64-bit (KB2919355-x64).	Yes	Yes
Windows 10	32 bit	None	Yes	Yes
Windows 10	64 bit	None	Yes	Yes
Windows server 2008	32 bit	Download and Install the packages in below sequence. 1) SP2 2) Update windows6.0-kb2999226-x86 is required 3) Update windows6.0-kb4474419-x86 is required	Yes	Not Recommended
Windows server 2008	64 bit	Download and Install the packages in below sequence. 1) SP2 2) Update windows6.0-kb2999226-x64 is required 3) Update windows6.0-kb4474419-x86 is required	Yes	Not Recommended
Windows server 2008 R2	64 bit	SP1	Yes	Not Recommended
Windows server 2012	64 bit	None	Yes	Yes
Windows server 2012 R2	64 bit	Download and Install the packages in below sequence. Search text as 1) Update for windows server 2012 R2 64-bit(KB2919442-x64). 2) Update for windows server 2012 R2 64-bit(KB2919355-x64).	Yes	Yes
Windows server 2016	64 bit	None	Yes	Yes

NOTE: The Windows 7, Windows 8 and Windows Server 2008 Operating Systems has reached its end of life from Microsoft and are not recommended to be used.

7 Documentation Updates/Additional Information

N/A

8 Resolved

This section provides an overview of the problems resolved in this release and prior releases.

8.1 Following are the Anomalies that has been resolved in this release (R211.2)

S. No	Description of Problem Solved	ID(s)
1	The issues related to unit lock up issues during power up with block ID mismatch, integrity error failure messages.	RTVIEW-1803 RTVIEW-310 RTVIEW-2055
2	**** Issue-EZ : Error message on multiple EzTrend, customer wants explanation/definition of error message and how to prevent this issue	RTVIEW-846
3	Not able to detect the WiFi network adapter in the RDT application	Case# 559119

8.2 Following are the Anomalies that has been resolved in R211.1

S. No	Description of Problem Solved	ID(s)
1	Graph not able to populate all 96 pens and TMS reports limit reached as time adjusted pens were considered	RTVIEW-933
2	RDT Tool is crashing after closing of windows from cross sign	RTVIEW-800
3	Locate Device - Locate Device window is taking more time for closing	RTVIEW-310
4	EZ-Browse window in Batch report shows an extra character	RTVIEW-261
5	CSV export issue Pens configured without decimal point (Full Value) but always gets the data with decimal point	RTVIEW-1212
6	New unit from factory has error "Secure WSD Certificate installation failed"	RTVIEW-1062
7	Issue with recorder certificate for DR Graphics recorder	RTVIEW-887
8	LCF files not coming over during and FTP download.	RTVIEW-832

9 Installation and Migration

For TMS installation, refer chapter 3 in 43-TV-25-11_Issue 34_TMS_Software_Manual and for setting up recorder refer Chapter 2 in 43-TV-25-41_iss11_RecorderManual_Honeywell Un-Install Instructions.

Note: Ensure to upgrade the TMS and RDT software applications to the latest available versions as and when recorder FW is upgraded. These software applications would be backward compatible and work with recorders running with older versions as well.

9.1 Upgrading Firmware for GR Series Recorders

Instructions to upgrade the Firmware for GR Series recorders in the following scenarios:

Scenario	Description	Instructions for FW upgrade	Comments
1	When the recorder is in Powered On state	<ol style="list-style-type: none"> 1. Export data 2. Perform FW Upgrade 3. When the recorder indicates “Battery low” warning message, replace the battery as per SOP. 	N/A
2	When the recorder is in Powered Off state	<ol style="list-style-type: none"> 1. Turn on the recorder 	N/A
2.1	Unit is up and running, date is also correct	<ol style="list-style-type: none"> 1. Export data 2. Perform FW Upgrade 3. When the recorder indicates “Battery low” warning message, replace the battery as per SOP. 	Indicates the battery condition is good. User can follow usual FW upgrade procedure.
2.2	Unit is up and running, date is set to 2006	<ol style="list-style-type: none"> 1. Set Date and time 2. Export Data 3. Perform Data Reset 4. Perform FW Upgrade 5. Replace the battery as per the SOP 	Indicates Battery is drained completely and power up sequence would treat it as first time use scenario. All the data on the SD Card would be lost.
2.3	Unit Locked up on Power ON	<ol style="list-style-type: none"> 1. Remove Battery for 30 minutes 2. Replace with new battery 3. Power On the recorder 4. Set date and time 5. Perform Data Reset 6. Perform FW Upgrade 7. Perform battery reset operation to reset the battery life details and power cycle the unit. 	Indicates Battery voltage is low (0.4 to 0.7V) and SRAM data is corrupted causing the unit to lock up.

Note: For Standard Operating Procedure (SOP), refer to “43-TV-33-75” Application Note.

10 Issues

Based on information and data available to us to date, this section describes some currently identified issues related to this release.

10.1 TrendView Recorder

	Description	Workaround	ID(s)
1	New Configuration changes included in Recorder R211 not included in IQOQ Report, Printout report.	The missing information is not critical for the report. No information about the pen configuration is missed	RTVIEW-2056
2	During Pen Data import if any Pop up comes it does not appear and need to go from Task Manager to perform action. During this time user cannot do any other user action on TMS.	Occurrence is very rare, if it come then user has to use task manager to close the application	RTVIEW-2050
3	Pen Data import to SD Card, FTP import does not happen when Network cable is disconnected and connected back with NAS Schedule enabled.	When NAS schedule is enabled ensure network is stable and network cable is not unplugged. Rebooting the recorder would resolve the issue.	RTVIEW-2082

11 Security-Related Issues

Based on information and data available to us to date, this section describes currently identified security issues related to this release.

12 Special Considerations

Not applicable

13 Third-Party Software Components

N/A

13.1 External Certified Software Components

N/A