WIN-911/Enterprise Edition Release Notes

All notable changes to WIN-911 Enterprise are documented in this file.

Product Release: 3.16.9
Release Date: 2016-06-06

Release Highlights

- Improved Database Performance

    o Improved workspace performance and load time for larger data sets, especially alarms and connections.
    o Improved runtime performance.
    o Improved database performance across all modules.

- Added Custom Formats

    o Added a user defined custom format definition workspace to all notification modules.
    o Customized notification templates are now available where company logos and alarm/report attributes can be added, reordered, or removed.
    o This functionality allows creation and/or edits using raw XSL for description and body for alarms and reports for all notification methods.

- New Documentation

    o User instructions for backing up, restoring and moving the configuration.
    o Source module alarm event mapping.
    o Quick Start Guide.

- Windows 10 Support

    o Enterprise now supports the latest version of Windows 10 OS
    o WIN-911/TAPI/USB modem not supported* (check website for future updates)

- Localization for Other Languages

    o Enterprise now supports the following languages/cultures:
        - *English*
        - *Arabic*
        - *French*
        - *German*
        - *Italian*
        - *Chinese*
        - *Hebrew*
        - *Portuguese*
        - *Spanish*

Additional Changes

All Modules

- Updated Enterprise Install Environment
- Corrections and modifications that implement Application Pool thread safety at the core level and in each module.
- Save operations are now prohibited while other save operations are pending to ensure data integrity.
- Improved validation in GUI to better indicate which tab an invalidation error is occurring on.
- Optimized sizes of all child dialogs.

Installation Executable

- Modification made to include latest copy of CodeMeter licensing install in the Enterprise Support folder.
- Three new prerequisites were added to the main install to support the Log Viewer
- Improved database initialization logging.
- Install Upgrade: Change made to prohibit warning from showing up for FactoryTalk Alarm & Events without OPC-DA.
- Change ownership of WIN-911 log database to facilitate sharing as any user
- Fixed item to increase memory for WIN-911 Event Logger in applications and services
- Added message informing user that Windows user requires SQL system administration rights.
- Improvement made to installer to require entry of domain\username and prohibit user@domain syntax
- Reporting module is now installed by default.
- Improved installer guidance in Enterprise upgrades; user is now required to upgrade all installed modules when upgrading to a new major version.
- Improved user validation in Enterprise Edition install.

Voice Module

- Voice gateway workspace; cancelation of initial edit no longer results in blank workspace.
- Corrected voice preview for Alarm Format under Contact -> Voice -> Connections, only the Microsoft voices and the WIN-911 English (US) voices were appearing in preview mode. All available premium voices are now able to be previewed under voice connections tab.
- VOIP requirement removed when using authentication.
- Prefix field added in the voice gateway settings.
- Voice during Verbalization of Report Items, previously by pressing digit 1 or 9 would return user to main menu. Change made to for return to main menu command by pressing 0.
- Added dialing prefix in Voice gateway settings.
- Fixed item that was causing reports to be omitted when certain reports numbers were requested.
- Voice module now utilizes SQL database to prevent redialing after a restart is executed. This will allow for improved functionality with Enterprise restarts.

Dispatcher Module

- Fixed item for a Basic Tactics where a delay was not disabled when Retries set to "0"
- Cosmetic fix made to long report names on advanced tactic screen.
- Fixed column widths on Basic Tactic Screen.
- Fixed item where numerous Dispatcher Logger warnings were showing up in Event Viewer.

Email Module

- Fix made to Email Diagnostic Alarm Format to prevent missing values.
- Fixed item in Email acknowledgement which sometimes prevented acknowledgement request.

Reporting Module

- Added tool tips to Reporting screen.

Mobile-911 Module

- Fixed Format "Text Short Condition" fields to align properly.
- Fixed item in Mobile-911 where alarm format list was not auto refreshing upon request.

SMS Module

- Change made if an active SMS modem disappears from Enterprise GUI a notification failure will now be generated.

Log Viewer

- WIN-911 Log Viewer can now be executed under any local Windows user session.
- Dispatcher shutdown now logged to log viewer as strategy event.
- Modification made to include Strategy Name on strategy tab of Log Viewer.
- Log viewer will now show all failed acknowledged attempts in log database.
- Fixed item where active unacknowledged alarms were disappearing from Log Viewer window
- Fixed item in the Log Viewer where auto acknowledged alarms have no entry in the Acknowledgement tab.

OPC-DA Module

- OPC-DA: Remove Strategy Name from Condition Properties Entities.
- Improved functionality with multiple remote OPC-DA servers.
- OPCDA module: Alarms workspace was modified to allow search on items without alarm conditions.

GE iFIX Module

- Fixed item for queue read alarms, where Labels were not being shown.
- Checkbox added to ignore COMM Alarms from data source.
- Modification made for WIN-911 Priority Mappings for iFIX;
  "1-1000" match iFIX definition of High to Low. If severity "1" is High,
  WIN-911 should see "1" as the highest priority.
- Field modifications made to prevent WCF errors from occurring in the Event Viewer.
- iFIX Import Modification: Fixed item for Imported Blocks that were not showing until refresh was executed.

- iFIX Watchdog field added to explain the definition of a "watchdog" and how a "watchdog" is defined.
- Fixed item for GE iFIX setup where Import screen was not showing message about default strategy on a new install.
- Modification made to search bar to correct issue where search was staying populated when leaving and returning to import screen.
- Modification created to notify users about iFIX nodes not being detected.
- Modification created when loading screen stops during a large block import.
- Modification made to support mass deletion of Blocks.
- Fixed item to correct email format where limit operator was "&gt" and should have displayed ">"
- Modification made to fix Import screen from deactivating after navigating back to add a new Strategy.
- Improved content for "learn more" section.
- Improvements made to keep WIN-911 in sync with iFIX when blocks go in and out of scan.
- Modification change made to iFIX import workplace text.
- Correction made to prevent error when fetching available strategies; I.E. "Error fetching available strategies. The import cannot continue."
- Dispatcher will now allow labels to change over the lifetime of an alarm. This is especially useful for iFIX alarm Condition Labels e.g. COMM Alarms.
- Improved iFIX Alarm Import with large alarm databases/sets.
- Correction to stay in sync with iFIX if communication was lost and reconnect was made.
- Correction made to Watchdogs; made iFIX alarm lifetimes unique to improve logging.

GE CIMPLICITY Module

- Automatically refresh the project associated point workspace upon project delete.
- Added new CIMPLICITY Resource Filter and the ability to filter CIMPLICITY alarms on resource attribute
- CIMPLICITY Points now log invalidation on reconnect.

<u>Rockwell Automation FactoryTalk Alarm & Events Module</u>

- Added checkbox to globally ignore COMM alarms.
- Modification made to fix a service crash with Watchdog & no class defined in watchdog.
- Made alarm lifetimes unique to improve logging for Watchdogs.
- Watchdog class field now required by Enterprise GUI. A watchdog without a class would have previously stopped the runtime.
- Fixed Item in where a watchdog strategy list was not refreshing.
- Fixed issue where FactoryTalk Alarm & Events digital alarms appeared to be orphaned in WIN-911 Log Viewer.
- Fixed item where "Seconds" was repeated for Watchdog alarms received via a voice notification with a TAPI modem and an analog phone line.
- Removed extraneous error logging.

Product Release 2.16.1
Release Date: 2016-02-08

Release Highlights

- Support added for new Multi-Tech SMS modems which support Ethernet and Serial protocols.
- Basic tactic and strategy work space added for simple escalation instances. This allows the user to configure a simple call-out list for notification.

Additional Changes

<u>Dispatcher Module</u>

- Added Retries to Notification Blocks.

<u>WIN-911 Log Viewer</u>

- Includes Live and History view modes.
- WIN-911 Diagnostic Viewer, now WIN-911 Log Viewer

- Modification made to fix a service crash with Watchdog & no class defined in watchdog.
- Information auto updates on all screens.
- DB moved to LocalDB.
- Added ability to acknowledge alarms.

Email Module

- Added Retries to Notification Blocks.
- Acknowledgement mechanism changed to use ticket numbers in place of matching message IDs.
- Added support for some Email to SMS cellular gateways.
- Removed authentication requirement.
- Fixed format alignment and date/time stamp issues.
- Fixed "Report Descriptor" Subject Format which contained invalid XSL.
- Resolved incoming IMAP issue.

Voice Module

- Voice calls are now considered complete when the call terminates rather than when a message is heard.
- Added logic to reinitialize TAPI modem if connection is lost.
- Added logic to continuously retry connection to VoIP server.

CIMPLICITY Module

- Added support for CIMPLCITY 9.
- Added support for longer Point IDs.
- Resolved issue where Watchdog alarms could not be acknowledged.
- Resolved issue where all timestamps were in CST.