



The most widely used alarm notification platform in Industry and IIoT

WIN-911 Enterprise Edition Release Notes

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

Product Release: 3.17.5

Release Date: 2017-03-14

Release Highlights

- Human Translations for Chinese, French, and Spanish.
- Navigation Module Improvements
 - New System Info Workspace allows users to view their Serial Number and edit their Support Code
- FactoryTalk Source Module Improvements
 - Replaced Filters with Subscriptions, which are reusable across multiple FactoryTalk Source objects.
 - Added "Contains/Does Not Contain" to filter types to complement Regex and Wildcard
 - Added support for multiple licensed Source objects
 - Corrected an issue which could cause terminal alarms to be passed to Dispatcher as new events
 - Corrected an issue which caused alarm events to be visible only in history mode after configuration changes
 - Corrected an issue which caused watchdog alarms to repeatedly activate with each connection attempt
- Dispatcher Module Improvements
 - Corrected validation of Strategies to prevent saving objects without a stop strategy policy
 - Corrected a localization issue which caused Strategy Policy Actions to not be visible in Chinese
- Voice Notifier Module
 - Corrected a race condition which could cause multiple concurrent call attempts to the same phone number when using VOIP with multiple channels
- InTouch Source Module
 - Corrected initialization failures and shutdown errors for configurations with only discrete tags
- Improved Installer



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- Application Initialization conflict with KB3125574 now detected and relayed to user
- Improved SQL browse to prepopulate with value selected in a previous install or the recently installed SQL Express

Additional Changes

Mobile-911 Notifier Module Improvements

- Minor improvements and changes for compatibility with future releases.
- Corrected an issue which would cause newly created formats not to preview correctly on the Connection workspace
- Improved Test Busy Indicator

Installer

- Improved prompt offering SQL Express installation
- Installer now requires entered WIN-911 User to be fully qualified to avoid ambiguity
- Improved module selection validation
- Next Button now disabled on WIN-911 User entry step while Password field is empty
- Improved SQL Installation failure handling
- Installer now handles Windows usernames with spaces
- Corrected an issue which could cause OPC to fail to start with an error indicating it was unable to load 'x86_OpcLabs.EasyOpcClassicRaw_5.21.101.1.dll'
- Provided busy indicator while enabling XPS viewer

FactoryTalk Source Module

- Updated navigation link icon
- Corrected a localization issue which caused the Test Connection button text to appear untranslated.
- Corrected an issue which caused the validation warning "The field Lower-Bound must be between 1 and 1000" to be displayed erroneously
- Corrected an issue which caused application changes not to be saved as expected

OPC-DA Source Module

- Corrected an issue in installer which could cause OPC to fail to start with an error indicating it was unable to load 'x86_OpcLabs.EasyOpcClassicRaw_5.21.101.1.dll'



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Product Release: 3.16.23

Release Date: 2017-01-04

Release Highlights

- **Improved Installer**
 - Windows features now enabled automatically
 - Improved SQL detection, with more flexibility
 - Improved performance for faster installs
 - More accurate environment validation ensures install stops immediately if OS or hardware is unsupported
 - Improved environment validation to communicate all aspects of environment which do not meet requirements
 - Streamlined launcher UI for faster installs and upgrades with fewer clicks
 - Application Initialization now installed to Windows 7 Enterprise
- **InTouch Source Module Improvements**
 - Corrected an issue which caused alarm items contained in reports to be incorrectly reported as inactive and acknowledged.
 - Corrected an issue which caused alarm requests from Mobile-911 to time out against InTouch.
 - Corrected an issue which affected the import of Analog tags – deviation and rate of change alarms now honor the strategy specified in the Import UI.
 - Improved Dynamic Runtime handling of tag/filter deletion
 - Improved Dynamic Runtime handling of Imported tags
- **Dispatcher Module Improvements**
 - Corrected validation of Strategies to prevent saving objects without a stop strategy policy

Additional Changes

Installation Executable

- HTTP Activation no longer required feature in Windows 7 and Server 2008R2
- Improved error and warning messages
- Cosmetic improvements



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Dispatcher Module Improvements

- Improved behavior of strategy execution during license violation

Navigation Module Improvements

- Help now context sensitive for the following workspaces:
 - System/Standby
 - Notification/Tactics/Basic
 - Alarming/InTouch
 - Contact/Email/Formats
 - Contact/SMS/Formats
 - Contact/Voice/Formats
 - Contact/Mobile-911/Formats
- Improved Help for System workspaces

Product Release: 3.16.20

Release Date: 2016-11-14

Release Highlights

- WIN-911 now provides a direct connect Source module for Wonderware InTouch 10.1, 2012, 2012 R2, 2014, and 2014 R2.
 - Network Access to InTouch Application allows WIN 911 to be installed on a separate machine.
 - Access multiple InTouch Applications from a single WIN 911 system.
 - Subscription-based alarm eliminates need for import and maintenance of tag definitions.
 - Filter alarms based on Tagname, Group, and Priority.
 - Support for labels for advanced notification.
 - Share subscriptions across applications.
 - Support for all alarm types: Discrete, Level, Rate of Change, and Deviation.
 - Support for all data types: Analog, Discrete, and Message.
 - Support for Watchdog alarms on changing data or alarms.
 - Dynamic alarm details including descriptions, priority, and groups are configured only in SCADA.
 - Ack Requests forwarded to SCADA (Actor/Comment are WIN 911 only).



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- **OPC Source Module Improvements:**
 - Added multi-delete to Tags workspace.
 - Import workspace now refreshes to reflect changes made to Server tag configuration.
- **SMS Notifier Module Improvements:**
 - Added login support for more secure communication with Ethernet modems.
 - Improved error logging and recovery for Ethernet modems.
 - Corrected issue which caused gateway initialization to fail.

Additional Changes

Installation Executable

- Improved User Credential Validation to restrict invalid entries.
- Improved SQL Validation.
- Added support for remote SQL Server in workgroups.
- Added InTouch Source module installer.
- Corrected OPC Source module installer issue which left residual registry values upon uninstall.

OPC-DA Module

- Disabled multi-selection on host machine, server name, and item name browse dialogs.
- Corrected an issue which prevented quality alarms from being saved in Chinese localization.
- Corrected View-mode display of long Source descriptions.

Navigation Module

- Corrected identity of Runtime in Windows event viewer



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Product Release: 3.16.15

Release Date: 2016-08-23

Release Highlights

- WIN-911 now supports hot backup with scripting
 - Standby/Activate/IsActive behavior matches v7 for easy porting of existing scripts.
 - Previous Activate behavior preserved as new "Reset" option
- Voice now reconnects in the event that a connection to your SIP server is lost
- Enhanced synchronization with iFIX data sources
- Improved default file and folder permissions for enhanced security
- Improved installation and setup documentation
- Localization Improvements

Additional Changes

Installation Executable

- Modification made to uninstall leftover objects in Windows 7 Pro
- Visual C++ 2015 redistributable no longer installed if compatible version is already present on system.
- Improved text for .NET Framework 3.5.1 requirement message.
- Improved "Read install Guide" message when no PDF reader exists.

Voice Module

- Corrected a serious issue preventing callout in user systems with more than 100 voice connections due to an SQL Query being too long.
- Modified TAPI modem discovery logic to prevent modem setting from becoming lost on change to COM port, server restart, server sleep, or virtual server reconfiguration.



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OPC-DA Module

- Selection of multiple items no longer allowed in browsing for OPC server or host.

GE iFIX Data Source

- Corrected an issue in which edits to the iFIX block configuration while running resulted in orphaned alarm events.
- Watchdogs/Filters can be deleted in iFix without restarting WIN-911
- Dramatically improved speed of large imports.
- Clarified error message where "No nodes are defined on the iFIX runtime" was appearing.
- FIX import workspace allows users to import from specific iFIX nodes rather than all nodes.
- Corrected a race condition which sometimes prevented blocks from appearing in the iFIX import workspace and made the refresh of this collection unreliable.
- Subscription filters now function with Chinese and Arabic (wide character) tag names.
- Correction made to prevent duplicated alarms from subscription filters
- Acknowledgement request for already acknowledged, non-terminal alarms will now be rejected by WIN-911.
- iFIX import warning clarified
- Improved visual styling of scrollbars in GUI.
- Improved control tooltips in GUI.

Dispatcher Module

- Selection of multiple items no longer allowed in child dialogs where a single item should be selected from a collection (e.g. single notification block of advanced tactics).
- Improved localization of Strategy and Tactics workspaces for non-English speakers.
- Corrected an issue which caused the save button to be incorrectly enabled on the Strategy workspace.



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Log Viewer

- Data store access modified to allow writing to the log by different windows credential sets.
- Improved feedback when attempting acknowledgement.

SMS Module

- Corrected a race condition in the SMS module which could rarely cause module failure (unhandled null reference) upon startup, modem configuration changes, or GUI modem tests.

Email Module

- Default SSL port for IMAP changed to 993.
- Improved localization of email interaction for non-English speakers.
- Modified included formats to better present report errors.

Reporting Module

- Improved error response when requesting non-existing report

Mobile-911 Module

- Improved control tooltips in GUI.

Product Release: 3.16.9

Release Date: 2016-06-06

Release Highlights

- Improved Database Performance
 - Improved workspace performance and load time for larger data sets, especially alarms and connections.
 - Improved runtime performance.
 - Improved database performance across all modules.
- Added Custom Formats



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- Added a user defined custom format definition workspace to all notification modules.
- Customized notification templates are now available where company logos and alarm/report attributes can be added, reordered, or removed.
- This functionality allows creation and/or edits using raw XSL for description and body for alarms and reports for all notification methods.
- **New Documentation**
 - User instructions for backing up, restoring and moving the configuration.
 - Source module alarm event mapping.
 - Quick Start Guide.
- **Windows 10 Support**
 - Enterprise now supports the latest version of Windows 10 OS
 - WIN-911/TAPI/USB modem not supported* (check website for future updates)
- **Localization for Other Languages**
 - Enterprise now supports the following languages/cultures:

▪ <i>English</i>	▪ <i>German</i>	▪ <i>Hebrew</i>
▪ <i>Arabic</i>	▪ <i>Italian</i>	▪ <i>Portuguese</i>
▪ <i>French</i>	▪ <i>Chinese</i>	▪ <i>Spanish</i>

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.



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- 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.



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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.



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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 ">" 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."



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- 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.

Rockwell Automation FactoryTalk Alarm & Events Module

- 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.



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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

Dispatcher Module

- Added Retries to Notification Blocks.

WIN-911 Log Viewer

- 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.



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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.



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