



EXPERION PKS

R501.6 SERVER PATCH 4

Software Change Notice

March 2021



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1 About this guide

1.1 Scope

The Software Change Notice describes the prerequisites, resolved PARs, applicable nodes, and steps to install/uninstall the patch. Additionally, the SCN contains information about the change impact and additional information for this patch. The latest version of this SCN is always available on the Honeywell Process Solutions website.

1.2 Revision history

Revision	Supported Release	Date	Description
A	R501.6	March 2021	Initial version

1.3 Intended audience

This guide is primarily intended for Honeywell field personnel who install and configure the product.

1.4 Related documents

Not applicable.

2 Introduction

2.1 About the patch

This patch addresses problems and offers improvements requested since the release of Experion PKS R501.6.

2.1.1 Problems resolved

This patch resolves the following PARs.

PAR	Subsystem	Description of problem
1-DCJI333	DSPLY Subsystem	After migrating from Experion R431.x to R501.x you may not be able to add points to the history assignment display being prompted that a higher security level is required despite having the required security level
1-DEPFNIF	Eng - Server DB Config Utility	Server database configuration (Databld) utility displays 'Error in def file' message on command prompt on exporting server wide settings
1-DGUK007	History - Periodic	Backfilled history is not transferred to the backup server until the history is archived.
1-DENC1HV	IEC 61850 Interface	Memory increases gradually for IEC61850 drivers that leads to restart of drivers over a period of time
1-6WM9PV1	IEC 61850 Interface	IEC61850 SCADA state descriptor shows wrong symbols in alarm summary when in Russian language
1-CK3OJNF	ODBC Data Exchange	Application error occurs randomly while exporting Experion tags through ODBC data exchange
1-DHN7PAV	OPC HDA Server	History recovery via PHD-Experion Link can occasionally fail when requesting a large number of point parameters for a large time period that spans sparse data for some tags
1-BYHVGZR	Redundancy - Server	Server synchronization lost due to backup inconsistency detected with 'out-of-order' log message recorded
1-DI5LDYH	Server Scripting	Some applications are unable to access the Experion Server Automation Model

PAR	Subsystem	Description of problem
1-DDVFCJD	TPS Interface	When the ELCN System Management dashboards are automatically created on a system with lots of HPM and IOP nodes, they will continuously create and delete system points degrading system performance on the primary ESVT
1-D3AX03J	TPS Interface	PHD reading engineering units for several TPS points at a time causes Experion to incorrectly return blank or incorrect engineering units

2.1.2 Known Issues

PAR	Subsystem	Description
1-DN1WYJ9	TPS Interface	<p>Description: The "ES-T for Flex Station ELCN Dashboards" drop down box on the TPS configuration display doesn't work on a console station</p> <p>Workaround/Recovery: Use a Flex Station to configure the "ES-T for Flex Station ELCN Dashboards" drop down box on the TPS configuration display.</p>

2.1.3 Limitations

Patch removal

<input checked="" type="checkbox"/> Automatic	<input type="checkbox"/> Can be done manually during next upgrade	<input type="checkbox"/> Must be done manually before next upgrade
-----------------------------------------------	-------------------------------------------------------------------	--------------------------------------------------------------------

Patch distribution

<input checked="" type="checkbox"/> Not Limited	<input type="checkbox"/> Limited for:
-------------------------------------------------	---------------------------------------

Localization

<input type="checkbox"/> Not impacted	<input checked="" type="checkbox"/> Patch may contain strings in English. A Localization version to be included in the next release.
---------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------

Cumulative patch

<input checked="" type="checkbox"/> Yes. See Prerequisites	<input type="checkbox"/> No
---------------------------------------------------------------	-----------------------------

2.2 Before you begin

2.2.1 Prerequisites

The patch must be installed on a node on which the following updates are installed.

Experion PKS R501.6

2.2.2 Patch installation or migration checklist

Task Order	Task	Reference
1	Prerequisites	See section Prerequisites
2	Applicable nodes	See section Applicable nodes
3	Installing the patch	See section Patch installation

2.2.3 Applicable nodes

This patch is applicable for the following nodes.

Node	Is this patch applicable
Server (ESV)	Yes
Server TPN Connected (ESVT)	Yes
eServer	No
Application Control Environment (ACE)	No
Application Control Environment TPN Connected (ACE-T)	No
Simulation Control Environment (SCE)	No
Console Station (ES-C)	Yes
Console Station TPN Connected (ES-T)	Yes
Console Extension Station (ES-CE)	No
Flex Station (ES-F)*	No
Experion Hiway Gateway (EHG)	No
APP Node (E-APP)	No

Node	Is this patch applicable
Application Server (EAS)	Yes
Collaboration Station	No
* Includes Remote Engineering and Station Server (RESS) / Augmented Remote Operations Server (AROS)	

2.2.4 Applicable modules

Module	Is this patch applicable
C200 controller	No
C200E controller	No
C300 controller	No
Fieldbus Interface Module	No
Fieldbus Interface Module 4	No
Fieldbus Interface Module 8	No
Fault Tolerant Ethernet Bridge Module (FTEB)	No
Serial I/O Module (IOM)	No
Legacy I/O Module (LIOM)	No
PROFIBUS Gateway Module (PGM)	No
SeriesC IO Module	No

2.2.5 Supported controller migration paths

Not Applicable

2.2.6 Verify the present version on the node

To verify the present version on the node, perform the following steps.

1. Using Notepad, open the ProductVersion.txt file located in the following path.
<install folder>\Honeywell\Experion PKS\ProductVersion.txt.

2. Verify the ProductVersion.txt for the following:
If the following line is present, the node has the appropriate product version to install this patch.
+Experion PKS R501.6 Install completed on MM/DD/YYYY HH:MM:SS

Note: <install folder> is the location where Experion is installed. For default installations this is C:\Program Files (x86).

2.2.7 Copying and extracting the patch

Perform the following steps to copy and extract the patch.

1. For each node that needs to be updated, copy Experion-PKS-R501-6-Server-Patch-4.zip to a temporary folder on your hard disk.
2. Extract files to a temporary folder on your hard disk. Note down the location of folder for installation.
3. Zip file contains:
 1. Experion PKS R501.6 Server Patch 4.exe
 2. Experion PKS R501.6 Server Patch 4.xml
 3. Experion-PKS-R501-6-Server-Patch-4-SCN.pdf

2.3 Change impact

2.3.1 Control change impact

Not Applicable



2.3.2 Operational change impact

Not Applicable

2.3.3 Infrastructure change impact

Not Applicable

3 Patch installation

 ATTENTION	Please ensure the order in which the patch is applied to each node, follows the order as documented in the below patch installation instructions.
 ATTENTION	Please take note of the downloaded patch location before starting the installation steps below.

3.1 Installing the patch on Redundant Experion Server (ESV) & Redundant Server TPN Connected (ESVT)

3.1.1 To install the patch

1. Ensure the Primary and Backup Server databases are synchronized and there is no alarm indicating that the event replication has failed before proceeding.
2. On Backup Server log in using an account that is a member of both the Windows Administrators and Product Administrators group.
3. Ensure no instances of Station, Display Builder, Configuration Studio, Quick Builder, HMIWeb Display Builder, the Diagnostic Capture Tool or Microsoft Excel are running.
4. On the Backup Server, start the Experion PKS Services Control Panel program (from Start -> Honeywell Experion Tools -> Experion PKS Services Control Panel). Once started, select "Stop All services" and click OK to stop all Experion services.
5. Click Exit to exit the Experion PKS Services Control Panel program.
6. Navigate to the software patch package, Experion PKS R501.6 Server Patch 4.exe, in Windows Explorer and double-click the software patch package icon.
7. Click Yes when prompt asked if you want to allow the patch to run. The patch will begin to extract.
8. Click OK when asked if you want to install the following update. A Command Prompt window with the text "Installing patch..." and a few windows installer dialogs will appear.
9. Once the patch installation is finished, a message " Experion PKS R501.6 Server Patch 4 is installed successfully." will appear.
10. Click Ok to close the dialog.
11. Using the Server Experion PKS Services Control Panel program to restart all services.
12. Synchronize Primary and Backup Server databases.
13. Fail over the Primary Server to the Backup Server.

14. Repeat steps 2. to 12. on the new Backup Server.

Notes:

If the software patch installer reports that some programs must be closed before installing, click “OK” to accept this and let the installer to terminate these programs. Otherwise, click “Cancel” to abort installation.

3.1.2 To validate the patch installation

To verify the successful installation of the patch:

1. Using Notepad, open the ProductVersion.txt file located in the following path:

<install folder>\Honeywell\Experion PKS\ProductVersion.txt


2. Verify that the file contains an entry starting with:

“++ Patch Experion PKS R501.6 Server Patch 4 installed on <install date & time>”

After successful installation, the files extracted for installation are no longer needed. Delete the temporary folder and its files.

3.2 Installing the patch on Non-Redundant Experion Server (ESV) , Non-Redundant Server TPN Connected (ESVT) , and Application Server (EAS)

3.2.1 To install the patch

 ATTENTION	<p>Installation of this patch requires the Experion Server to be stopped, therefore no view or control of the process is available during the installation.</p>
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1. Log in using an account that is a member of both the Windows Administrators and Product Administrators group.
2. Ensure no instances of Station, Display Builder, Configuration Studio, Quick Builder, HMIWeb Display Builder, the Diagnostic Capture Tool or Microsoft Excel are running.
3. Start the Experion PKS Services Control Panel program (from Start -> Honeywell Experion Tools -> Experion PKS Services Control Panel). Once started, select “Stop All services” and click OK to stop all Experion services.
4. Click Exit to exit the Experion PKS Services Control Panel program.
5. Navigate to the software patch package, Experion PKS R501.6 Server Patch 4.exe, in Windows Explorer and double-click the software patch package icon.
6. Click Yes when prompt asked if you want to allow the patch to run. The patch will begin to extract.
7. Click OK when asked if you want to install the following update. A Command Prompt window with the text “Installing patch...” and a few windows installer dialogs will appear.

-
8. Once the patch installation is finished, a message “Experion PKS R501.6 Server Patch 4 is installed successfully.” will appear.
 9. Click Ok to close the dialog.
 10. Restart the machine

Notes:

If the software patch installer reports that some programs must be closed before installing, click “OK” to accept this and let the installer to terminate these programs. Otherwise, click “Cancel” to abort installation.

3.2.2 To validate the patch installation

To verify the successful installation of the patch:

1. Using Notepad, open the ProductVersion.txt file located in the following path:

<install folder>\Honeywell\Experion PKS\ProductVersion.txt

2. Verify that the file contains an entry starting with:

“++ Patch Experion PKS R501.6 Server Patch 4 installed on <install date & time>”

After successful installation, the files extracted for installation are no longer needed. Delete the temporary folder and its files.

3.3 Installing the patch on Console Station (ES-C) and Console Station TPN Connected (ES-T)

3.3.1 To install the patch

1. Log in using an account that is a member of both the Windows Administrators and Product Administrators group.
2. Ensure no instances of Station, Display Builder, Configuration Studio, Quick Builder, HMIWeb Display Builder, the Diagnostic Capture Tool or Microsoft Excel are running.
3. Start the Experion PKS Services Control Panel program (from Start -> Honeywell Experion Tools -> Experion PKS Services Control Panel). Once started, select “Stop All services” and click OK to stop all Experion services.
4. Click Exit to exit the Experion PKS Services Control Panel program.
5. Navigate to the software patch package, Experion PKS R501.6 Server Patch 4.exe, in Windows Explorer and double-click the software patch package icon.
6. Click Yes when prompt asked if you want to allow the patch to run. The patch will begin to extract.
7. Click OK when asked if you want to install the following update. A Command Prompt window with the text “Installing patch...” and a few windows installer dialogs will appear.

8. Once the patch installation is finished, a message “ Experion PKS R501.6 Server Patch 4 is installed successfully.” will appear.
9. Click Ok to close the dialog.
10. Using the Server Experion PKS Services Control Panel program to restart all services.

Notes:

If the software patch installer reports that some programs must be closed before installing, click “OK” to accept this and let the installer to terminate these programs. Otherwise, click “Cancel” to abort installation.

3.3.2 To validate the patch installation

To verify the successful installation of the patch:

1. Using Notepad, open the ProductVersion.txt file located in the following path:

<install folder>\Honeywell\Experion PKS\ProductVersion.txt

2. Verify that the file contains an entry starting with:

“++ Patch Experion PKS R501.6 Server Patch 4 installed on <install date & time>”

After successful installation, the files extracted for installation are no longer needed. Delete the temporary folder and its files.

3.4 Migrating controllers

Not Applicable

4 Patch removal

4.1 Removing the patch on Redundant Experion Server (ESV) & Redundant Server TPN Connected (ESVT)


4.1.1 To remove the patch

1. On the Backup Server, Close and exit all Experion PKS application.
2. In Window, click on Start menu-> Honeywell Experion Tools -> Experion PKS Services Control Panel
3. Click Yes in the User Account Control dialog to launch the utility.
4. Select "Stop All Services" and click OK.
5. Click on exit to exit the tool once all services have been stopped.
6. In Windows, right click on Start menu-> Honeywell Experion Tools -> All Honeywell Tools -> Maintenance Tool and select "Run as administrator".
7. Click Yes when prompted to run the program.
8. Click on "View/Modify Experion PKS Product".
9. Click on "View/Uninstall Experion PKS Updates".
10. Locate the patch to remove and click on the "Remove" button.
11. Follow the prompts on screen to uninstall the patch.
12. Once the uninstallation completed, an uninstallation successfully completed dialog box will popup.
13. Restart the machine.
14. Synchronize primary and backup server databases.
15. Fail over the primary server to the backup server. The backup server will become primary and the primary server become backup.
16. Repeat Steps 1-14 on the new backup.
17. Synchronize primary and backup server databases.
18. Uninstall is completed.

4.1.2 To validate the patch removal

1. Using Notepad, open the ProductVersion.txt file located in the following path:
<install folder>\Honeywell\Experion PKS\ProductVersion.txt
2. Verify that the file contains an entry starting with:
"- - Patch Experion PKS R501.6 Server Patch 4 Un-Installed on <install date & time>"

4.2 Removing the patch on Non-Redundant Experion Server (ESV), Non-Redundant Server TPN Connected (ESVT), and Application Server (EAS)

 ATTENTION	Uninstallation of this patch requires the Experion Server to be stopped, therefore no view or control of the process is available during the uninstallation
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4.2.1 To stop the services

1. Close and exit all Experion PKS application.
2. In Window, click on Start menu-> Honeywell Experion Tools -> Experion PKS Services Control Panel
3. Click Yes in the User Account Control dialog to launch the utility.
4. Select "Stop All Services" and click OK.
5. Click on exit to exit the tool once all services have been stopped.

4.2.2 To remove the patch

1. In Windows, right click on Start menu-> Honeywell Experion Tools -> All Honeywell Tools -> Maintenance Tool and select "Run as administrator".
2. Click Yes when prompted to run the program.
3. Click on "View/Modify Experion PKS Product".
4. Click on "View/Uninstall Experion PKS Updates".
5. Locate the patch to remove and click on the "Remove" button.
6. Follow the prompts on screen to uninstall the patch.
7. Once the uninstallation completed, an uninstallation successfully completed dialog box will popup.
8. If prompted, restart the machine.
9. In Windows, click on Start menu-> Honeywell Experion Tools -> Experion PKS Services Control Panel.
10. Select "Start All Services" and click OK.
11. Uninstall is completed.

4.2.3 To validate the patch removal

1. Using Notepad, open the ProductVersion.txt file located in the following path:
<install folder>\Honeywell\Experion PKS\ProductVersion.txt
2. Verify that the file contains an entry starting with:
"-- Patch Experion PKS R501.6 Server Patch 4 Un-Installed on <install date & time>"

4.3 Removing the patch on Console Station (ES-C) and Console Station TPN Connected (ES-T)

4.3.1 To stop the services

1. Close and exit all Experion PKS application.
2. In Window, click on Start menu-> Honeywell Experion Tools -> Experion PKS Services Control Panel
3. Click Yes in the User Account Control dialog to launch the utility.
4. Select "Stop All Services" and click OK.
5. Click on exit to exit the tool once all services have been stopped.

4.3.2 To remove the patch

1. In Windows, right click on Start menu-> Honeywell Experion Tools -> All Honeywell Tools ->Maintenance Tool and select "Run as administrator".
2. Click Yes when prompted to run the program.
3. Click on "View/Modify Experion PKS Product".
4. Click on "View/Uninstall Experion PKS Updates".
5. Locate the patch to remove and click on the "Remove" button.
6. Follow the prompts on screen to uninstall the patch.
7. Once the uninstallation completed, an uninstallation successfully completed dialog box will popup.
8. If prompted, restart the machine.
9. In Windows, click on Start menu-> Honeywell Experion Tools -> Experion PKS Services Control Panel.
10. Select "Start All Services" and click OK.
11. Uninstall is completed.

4.3.3 To validate the patch removal

1. Using Notepad, open the ProductVersion.txt file located in the following path:
<install folder>\Honeywell\Experion PKS\ProductVersion.txt
2. Verify that the file contains an entry starting with:
"- - Patch Experion PKS R501.6 Server Patch 4 Un-Installed on <install date & time>"

5 Additional information

5.1 Additional information to validate patch installation

5.1.1 Firmware revision

Not Applicable

5.2 PARs Included from previous patches

PAR	Subsystem	Description of problem
1-BUQMC19	DNP3 - Interface	Loss of view to data on DNP3 channel when channel is configured as redundant
1-BUOPORJ	GDA - Points	In rare cases, values may stop updating after changing pages if displays have more than 500 remote parameters (either DSA or SCADA viewed on console station)
1-BX3SLT1	IEC 61850 Interface	IED connection is not stable between Experion PKS and RTU RC500
1-A6J56T1	Notification Management	Alarm shelving does not take in account the maximum priority when selecting the default reason and therefore selects an invalid default reason
1-BO2FFNB	Notification Management	Network load between Primary server location and backup server location servers in a Backup Control Center topology can increase during alarm flood scenarios causing missing alarms on backup servers
1-BVXG9D3	ODBC Driver	Events can be missed for collection by Dynamo reports if there are any Experion event archives that are restored on the system
1-B4T7RE9	OPC UA Data Client (Scan Task)	Include value in log messages for OPC UA Client SCADA channel to aid in troubleshooting
1-BVZ9I89	TPS Interface	The ELCN NG node does not show a composite menu

PAR	Subsystem	Description of problem
1-BVXQ1F9	TPS Interface	The redundant ELCN AM faceplate shows an incorrect device index
1-BCCK2WR	Notification Presentation	Alarm Table in custom display floods the server event log when live value is shown
1-BV8RGAL	Notification Presentation	When a column is filtered in the alarm summary, there is not enough indication that the column is filtered
1-C2E0BEN	Operational Applications	The pipelinegraphics shape in the equipment display banner area is partially obscured (Note: This fix requires Experion PKS R501.6 HMIWeb Patch 2 installed in the system)
1-B4RUE9L	Operational Applications	Script error occurs when viewing some pipeline graphic shapes
1-CO23RG7	Operator Security	Slow authentication against the domain controller for one user can slow down authentication for other users
1-CBLMBHH	Reports	The OPC DA Server Usage report may fail if there are a large number of OPC items being read from the Experion OPC Server
1-CVVRXW9	Scanning Subsystem	If the A3 and A4 parameters for an analog point are set to the alarm limit parameters and are read from a different point parameter, an excessive number of events may be seen in the Event Summary
1-BXRIKHZ	Scanning Subsystem	Status points with non-consecutive bits can occasionally show incorrect values
1-BPIXM3T	Scanning Subsystem	On a SCADA channel that uses a serial connection via a terminal server, if it has a B link, then that link stops when A link is placed out of service
1-C8YVT1B	Scanning Subsystem	On changing the Unreasonable Value Alarm Priority of a point, the priority of any existing Unreasonable Value Alarm is not changed

PAR	Subsystem	Description of problem
1-CJK60ZJ	DNP3 - Interface	Loss of view to data on DNP3 channel may occasionally occur after performing a server failover.
1-DBWDU1B	DNP3 - Interface	In rare circumstances, point values on a DNP3 controller may not update for several seconds after performing a server failover
1-CW11S11	Eng - Server DB Config Utility	Databld import fails if trend range is greater than 1000000
1-D8HDXJX	Notification Presentation	Alarm Counts are always reported as 0 on the Alarm Summary
1-D1UKH7D	OPC Data Server	An OPC client connected to the Experion OPC Server is unable to browse parameters for a remote point where the item name and the tag name of the point are different
1-CPZUKDB	Operational Applications	Unable to automatically trigger pipeline batch creation
1-CT3EOV3	Reports	When there is a large number of items subscribed from OPC clients, the Performance Statistics Report may remain in generating state and fail after an indeterminate time
1-DOT4IBL	Scanning Subsystem	After a migration trying to build an OMNI Channel will fail with the error "OMNI interface option not licensed"

6 GTAC Support

Subscribe for Automated Email Alerts:

Honeywell advises all users to subscribe for alerts on HoneywellProcess.com to receive an email alert every time a new Notification or patch is posted. A tutorial is available (“Learn to Subscribe” link at the bottom right hand side of any page of HoneywellProcess.com) to help guide you through the subscription process and to tailor subscriptions to be appropriate to your system and needs. In addition you may also Subscribe to the GTAC Knowledge Sharing Mails which provide users on a regular basis with valuable tips & tricks, lessons learned and recommendations.

Further support required?

If you have any questions concerning this notification, please contact your local Honeywell office or the Global Technical Assistance Centre (GTAC). Visit HoneywellProcess.Com and select “Contact Us” for country-specific Customer Contact Numbers. After you log on to HoneywellProcess.Com you may also Search our Knowledge Base or Submit a Support Request to request help.

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Honeywell investigates all reports of security vulnerabilities affecting Honeywell products and services.

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<https://honeywell.com/pages/vulnerabilityreporting.aspx>

Submit the requested information to Honeywell using one of the following methods:

- Send an email to security@honeywell.com; or.
- Contact your local Honeywell Process Solutions Customer Contact Center (CCC) or Honeywell Technical Assistance Center (TAC).

Support

For support, contact your local Honeywell Process Solutions Customer Contact Center (CCC). To find your local CCC visit the website, <https://www.honeywellprocess.com/en-US/contact-us/customer-support-contacts/Pages/default.aspx>.

Training classes

Honeywell holds technical training classes that are taught by process control systems experts. For more information about these classes, contact your Honeywell representative, or see <http://www.automationcollege.com>.

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