TelevisGo v10 DP (v.10.3.3)

Release Notes

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Safety Information

Important Information

NOTICE

Read these instructions carefully and visually inspect the equipment to familiarize yourself with the controller before attempting to install it and/or put it into operation, or before servicing it. The following warning messages may appear anywhere in this documentation or on the equipment to warn of potential dangers or to call attention to information that can clarify or simplify a procedure.

The addition of this symbol to a “Danger” or “Warning” safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.

This is the safety warning symbol. It is used to warn the user of the potential dangers of personal injury. Observe all the safety warnings that follow this symbol to avoid the risk of serious injury or death.

⚠ DANGER

DANGER indicates a dangerous situation which, if not avoided, **will result in** death or serious injury.

⚠ WARNING

WARNING indicates a dangerous situation which, if not avoided, **could result in** death or serious injury.

⚠ CAUTION

CAUTION indicates a potentially dangerous situation which, if not avoided, **could result in** minor or moderate injury.

NOTICE

NOTICE used in reference to procedures not associated with physical injuries.

Please Note

Electrical equipment must only be installed, used and repaired by qualified technicians. Schneider Electric and Eliwell do not accept any liability for any consequences arising from the use of this material.

An authorized person is someone in possession of the skills and knowledge applicable to the structure, to the operation of the electrical equipment and to its installation, and who has received safety training in order to recognize and avoid the risks involved.

About the book

At a Glance

Document Scope

This document contains important information about the software delivery of product Televis**Go**. Read the complete document before you use the product or products described herein.

Validity Note

The information in this Release Notes document is applicable only for Televis**Go** product family.

The characteristics of the products described in this document are intended to match the characteristics that are available on www.eliwell.com. As part of our corporate strategy for constant improvement, we may revise the content over time to enhance clarity and accuracy. If you see a difference between the characteristics in this document and the characteristics on www.eliwell.com, consider www.eliwell.com to contain the latest information.

General Cybersecurity Information

In recent years, the growing number of networked machines and production plants has seen a corresponding increase in the potential for cyber threats, such as unauthorized access, data breaches, and operational disruptions. You must, therefore, consider all possible cybersecurity measures to help protect assets and systems against such threats.

To help keep your Schneider Electric products secure and protected, it is in your best interest to implement the cybersecurity best practices as described in the Recommended Cybersecurity Best Practices (English document).

Schneider Electric provides additional information and assistance:

- Subscribe to the Schneider Electric security newsletter.
- Visit the Cybersecurity Support Portal to:
  - Find Security Notifications
  - Report vulnerabilities and incidents
- Visit the Schneider Electric Cybersecurity and Data Protection Posture to:
  - Access the “cybersecurity posture”
  - Learn more about cybersecurity in the cybersecurity academy
  - Explore the cybersecurity services from Schneider Electric.

Information on Non-Inclusive or Insensitive Terminology

As a responsible, inclusive company, Schneider Electric is constantly updating its communications and products that contain non-inclusive or insensitive terminology. However, despite these efforts, our content may still contain terms that are deemed inappropriate by some customers.

CHAPTER 1
Product Information

Overview

Maintenance release of Televis**Go**, with implementation of new features and/or issue correction.

Product Identification

Reference	Description	Production Date
TGODQE●●●●●●●	Televis**Go** W10-64	after 03/10/2022
TGODXE●●●●●●●	Televis**Go** v10	after 22/09/2023
TGOEXE●●●●●●●	Televis**Go** v10 DP	after 08/07/2024

Release History

Document Version	Software Release	Release Date	Description
6.0	10.03.03	11/12/2024	Improvements and issues fix
5.0	10.03.02	25/09/2024	Performance improvements and issues fix
4.0	10.03.00	08/07/2024	Televis**Go** v10 DP
3.0	10.02.01	20/05/2024	Improvements and issues fix
2.0	10.02.00	27/03/2024	EcoStruxure Web Services for IMP (Integrated Management Platform), vulnerability fix and issues fix
1.0	10.01.09	22/12/2023	Solutions for vulnerability and issues fix
0.0	10.01.07	22/09/2023	Televis**Go** v10

System Requirements

Preferred Microsoft Windows Security Updates.

Compatibility

Televis**Go** systems (with a production date after 03/10/2022).
Use controller drivers that are compatible with Televis**Go** v10 / Televis**Go** v10 DP.

Installation Instructions

Follow the setup procedure and refer to Televis**Go** User Manual.

CHAPTER 2
Hardware/Software/Firmware Information

New Features v6.0

- Removed the ‘restart service’ icon in the Backup/Restore page, as restoring driver files no longer requires a service restart.

Mitigated Anomalies v6.0

- Restore is not completed if the communication network identifier does not match the one in the backup file. Fixed by using the network name (COM port or IP address) instead of the network identifier when there is a mismatch.
- From version 10.1.8, time stamp in alarm notification messages is not correctly represented. Fixed
- In Alarm History, the alarm icon does not represents the final state of the alarm instance; it shows as active with a red icon. Fixed: the icon now represents the state at the end of the selected period: a red icon if the alarm is active, a gray icon if the alarm is delayed, and a green icon if the alarm ended within the period.
- After adding or removing a fieldbus Network Interface on the Physical Networks page, the list of network interfaces is not updated. Fixed.
- When restoring a file on the Backup/Restore page, the system does not consider the selection of specific categories of settings made with the checkboxes. Fixed.

Known Operational Anomalies v6.0

- In cases of high disturbance levels on the serial network, equipment may occasionally trigger a ‘Mismatch’ status alarm.
- After recovering from a no-link condition, the system may not be able to restore communication, persisting in the no-link condition. To restore communication and data-logging functionality, restart the system.

Security Updates v6.0

NONE

CHAPTER 3
Additional Information

Other Important External Information

None.

Release Notes History

Release Notes TelevisGo v10 DP - v5.0
5th Release (06.09.2024)

Release Notes TelevisGo v10 DP - v4.0
5th Release (25.09.2024)

Release Notes TelevisGo v10 DP - v3.0
4th Release (08.07.2024)

Release Notes TelevisGo v10 - v2.0
3rd Release (27.03.2024)

Release Notes TelevisGo v10 - v1.0
2nd Release (22.12.2023)

Release Notes TelevisGo v10 - v0.0
1st Release (22.09.2023)

New Features v5.0

- Performance improvements
  - Faster start-up
  - Faster response when retrieving historical data for reports (charts and tables)
  - Faster response when retrieving alarm history
  - Faster response of “Settings > Archive management” page
  - Increased user interface responsiveness
- Improved write parameters to multiple equipment dialogue and execution report presentation

Mitigated Anomalies v5.0

- Alarm actions and notifications are still executed when the equipment is set to maintenance mode with the previously active alarm, has been fixed.
- Writing a parameter with a Boolean value (true / false) or enumerated (list of options) does not perform when importing a parameter map, has been fixed.
- Writing a parameter with a Boolean value (true / false) does not perform when writing to multiple equipment, has been fixed.
- Sporadic Televis**Go** service restart, has been fixed.
- The user is logged out due to a time-out when performing a historical report with a large amount of data, has been fixed.
- The user is logged out due to a time-out when operating a parameter write to multiple equipment that is taking too long, has been fixed.
- Parameter write does not performs or performs erroneous writings when operating a parameter write to multiple equipment, and the equipment has multiple parameters with the same label, has been fixed.
- Parameter write does not performs when operating a parameter write to multiple equipment for a subset of parameters and out-of-bound checks depends on other parameters, has been fixed.
- The parameters table functionality displays the parameters in an unexpected order. The presentation has been fixed to display in the same order as defined in the controller driver.

Known Operational Anomalies v5.0

- An “Device Changed” alarm might be randomly activated by the system. As a workaround, set a delay value for the alarm to help prevent notifications and actions for false positives.
- Executing a command to multiple equipment may exceed the user session timeout, redirecting the user to the login page before the command execution has been completed, resulting in loss of feedback. Nonetheless, the system completes the operation for the required set of equipment. It is recommended to wait a few minutes and let the system complete the queued operations before initiating new commands. As a workaround, send commands to fewer than 20 equipment at a time and wait for the execution feedback.

Security Updates v5.0

NONE

New Features v4.0

- Compatibility with PC platform with Intel® Celeron® J6412, HDMI and DP display ports.
- Enhanced startup and data acquisition polling time in the event of no link.
- Default set of pinned resources now provided with controller system profiles.

Mitigated Anomalies v4.0

- Fixed an issue that caused equipment to display a controller mismatch condition at startup.
- Fixed an issue that caused an error when writing a parameter map including parameters with values transcoded with labels. It is necessary to clean the browser cache after the application of the patch.
- Fixed a vulnerability that allowed an unauthenticated user to upload an arbitrary file in any location of the server filesystem.

Known Operational Anomalies v4.0

NONE

Security Updates v4.0

NONE

New Features v3.0

NONE

Mitigated Anomalies v3.0

- Fixed an issue that prevented saving a new or modified time slot in Alarm Categories.
- Fixed an issue that caused the system to reset when the user configures the “scheduled action timeout” value to be less than or equal to zero.
- Fixed the default of “defrost latency” parameter value, from 30 seconds to 30 minutes, impacting the defrost representation in the HACCP reports. The parameter is now manually modifiable in the Generic Settings file.

Known Operational Anomalies v3.0

NONE

Security Updates v3.0

NONE

New Features v2.0

- To enhance cybersecurity, the system requires the setup of a secure Windows 10 Administrator password during the initial startup.
- New EWS (EcoStruxure Web Services) for IMP protocol for EcoStruxure Integrated Management Platform integration.
- Enhanced the speed of historical data retrieval.
- Historical table aggregates data with variation in less than 15 seconds. The aggregation interval is user-configurable with values: 1s; 15s; 30s; 60s.
- Increased the resolution of timestamps in CSV historical reports to 1 second.
- The file “AutomaticBackupNetworkNamingSnapshot.xml” includes all added equipment, even in “pending” status, allowing full pre-configuration of layout and Modbus TCP mapping.
- Uploading a new Device Driver no longer requires restarting the Televis**Go** application.
- Removed the option to stop data acquisition. The Start/Stop data acquisition page reports the current status and timestamp of the next restart in case acquisitions are stopped for any reason.
- Added visual progress indication during file uploads.
- Reduced the upgrade package size.
- Enabled an experimental option for up to 50 Modbus TCP devices. Requires unlock and support from Eliwell Expert Center.
- In Add Equipment, when choosing Modbus Detection or Eliwell Detection as an equipment model, the system will check both protocols in sequence (where applicable). After 2 cycles or a 1-hour timeout, all equipment still in Modbus Detection or Eliwell Detection are automatically removed from the configuration.

Mitigated Anomalies v2.0

- Fixed the email recipient validation pop-up behavior. It is now possible to close the pop-up without waiting for the message to be sent.
- Fixed an anomaly that made some of the lines of the CSV exported file to be written out of order.
- Fixed an anomaly that prevented the user from customizing the PDF reports.
- Fixed an anomaly that prevented some synchronous records from being stored in the history and quick data.
- Fixed an anomaly that prevented numerical values greater than 999,999.99 from being stored in the history and quick data.
- Fixed an anomaly that prevented some historical and quick data from being correctly shown.
- Fixed an anomaly during the migration from a Televis**Go** v09 or earlier network configuration.
- Fixed an anomaly that left some resource descriptions not correctly translated.
- Fixed an anomaly that prevented the user from writing a large number of parameters on multiple devices.
- Fixed an anomaly that forced the user to stop acquisitions to edit the alarm intervals.
- Fixed an anomaly that prevented alarms with a custom description identifier (starting with CUS40000) from being properly managed.
- Fixed an anomaly that prevented a user from properly setting their home page.
- Fixed an anomaly that left the old system-generated equipment profiles in the profile library when a Device Driver was replaced or removed.
- Fixed an anomaly that prevented, in rare cases, a proper application upgrade.
- Fixed an anomaly that prevented, in some cases, the computation of the defrost asterisk flag in HACCP reports.
- Fixed an anomaly that might prevent alarm notifications to a TelevisTwin recipient when another TelevisTwin is configured but unreachable.
- Fixed an anomaly that might prevent the routing of notification messages if the user had set up a virtual Ethernet adapter (a VPN) along with the physical one.
- To avoid equipment going to NoLink immediately after being added to the configuration, one or more resources are disabled by default. Resources can be then enabled anytime from Equipment configuration. Affected equipment models are:
  - Msk 11: EWCM 809/S, EWCM 840/S, EWCM 860/S, EWCM 890/S, EWCM 900/S
  - Msk 12: EWCM 809/S NH3/NTC, EWCM 840/S, EWCM 860/S, EWCM 890/S, EWCM 900/S
  - Msk 21: EWCM 809/S NH3P, EWCM 840/S, EWCM 860/S, EWCM 890/S, EWCM 900/S
  - Msk 504: EWCM 8900 eo, EWCM 9100 eo, EWCM 9900 eo
  - Msk 509: RTD 600/V, RTN 600, RTX 600, RTX 600 LVD, RTX 600/V, RTX 600/V PID
  - Msk 614: EWCM 8900 eo, EWCM 9100 eo
- To avoid incorrect decimal digits visualization for analog resources, an updated Controller driver has been released (available on www.eliwell.com) for the following equipment model:
  - TCDF0004 - Msk 4:
    - EWCM 809/S
    - EWCM 840/S
    - EWCM 860/S
    - EWCM 890/S
    - EWCM 900/S

Known Operational Anomalies v2.0

- When editing an equipment and removing an existing “group”, the group is still displayed after removal. To work around the issue, move to another tab or page and return to the original tab and the group will disappear.
- Obsolete devices might display and record data in a incorrect scale factor for some of their analog inputs. As those controllers are out of support, report the case to Eliwel Customer Support for a work-around option.

Security Updates v2.0

NONE

New Features v1.0

NONE

Mitigated Anomalies v1.0

NONE

Known Operational Anomalies v1.0

NONE

Security Updates v1.0

The following third-party components have been updated to address cybersecurity vulnerabilities:

Component	ID
libWebp	CVE-2023-4863

New Features v0.0

- Cybersecurity & Performances
  - HTTPS secure web access - Televis**Go** operates in HTTPS only (port 443)
    NOTE: upgrading an installed system operating in HTTP (port 80) may require reconfiguration of the network configuration (firewall or NAT translation rules)
  - Improved security with UEFI BIOS
  - Microsoft SQL server 2019
  - Microsoft IIS (Internet Information Services) web server
  - Operating System Microsoft Windows 10 64-bit IoT Enterprise LTSC 2019
- Redesigned web user experience in line with Schneider Electric web design standard
  - Responsive web pages for PC, tablet and smartphone and quick access to configuration.
  - Equipment summary page with equipment cards, grid or compact view; configurable resources and images.
  - Equipment detail page with quick access to available resources and functions for a specific equipment / controller.
  - Equipment detail page includes MyEliwell APP code to access the controller user manual when available.
- Up to 16 **Ethernet**Adapter or Modbus/TCP enabled controllers can be connected to the fieldbus.
  - Compatibility with **Ethernet**Adapter, Modbus/TCP – Modbus/RTU gateway, for multiple serial network through Ethernet fieldbus.
  - Compatibility with controllers equipped with Ethernet port and Modbus/TCP protocol.
  - Each serial and Ethernet/Serial network is managed in parallel allowing faster and parallel data acquisition.
- Easier, faster configuration
  - One click access to configuration of networks, equipment, alarms, notifications.
  - Unstoppable operation. All configuration can be performed without stopping and restarting data acquisition and data logging.
  - Network and controllers configuration with manual addition of controllers. Enable offline configuration specifying the controller model (from the list of compatible ones). Enable resources configuration from a system or user profile.
  - Virtual alarms are configurable for both analog and digital resources directly from the Resources configuration panel.
  - Resources are Enabled / Disabled based on the system profile and are configurable

independently from the current configuration of the physical controller.
    - Resources Measurement Units are now freely configurable by the user. Default value is stored in the system profile and not read from the physical controller.
    - Additional information useful for service can be added to each equipment: model, serial number, a link (to a web page, to a Televis**Go** page, to a telephone number, to an email) including an attachment file.
    - Each Equipment can be tagged with multiple Categories allowing flexible visualization in the main page.
    - Televis**Go** supervisor is now represented as an Equipment with one resource for each Serial network acquisition cycle; can configure virtual alarms and can be placed in Maintenance mode.
    - Equipment, resources and alarms configuration can be edited, saved in reusable Profile files and applied to multiple controllers.
- Quick access to information and maintenance operations
    - Equipment “maintenance mode” feature activable from web user interface allows to temporarily disable alarm notification for up to 24 hours.
    - Controllers associated to equipment can be easily replaced without loss of equipment historical data and with self-adaptation of existing configuration to the replacement controller.
    - Quick access to equipment trend history chart, or table, with user configurable groups of resources and line colors .
    - Quick access to a redesigned Parameters page operation with real time parameter reading and direct update of controller parameters.
- Users management.
    - Only 1 pre-configured user (Administrator) and requirement to set a strong password before first use. Compliance with “California Law” SB 327
    - Ability to set password expiration for each user. Users can now change their own password independently from the Administrator.
    - Added password validation for Users management and enforced strong password policy
    - New user permissions to allow/prevent: maintenance mode operation; alarms confirmation.
- Upgrade from Televis**Go** v9.
    - The upgrade to v10 is limited to Televis**Go** Windows 10 64bit hardware with references that start with “TGODQE”.

Mitigated Anomalies v0.0

- Unable to send email notification using Office 365 or Aruba.it hosted SMTP mail server, has been fixed.
- Execution of applications from removable media connected to Televis**Go** hardware has been locked.
- Cybersecurity improvements.

Known Operational Anomalies v0.0

- Notification error is missing when attempting to write an out-of-range value to a parameter and the same value is already set in the physical controller.
- In page Settings>Alarms>Actions and in page Settings>General Settings>Alarms, the pop-up window for recipient validation may display the log-in page after some minutes of inactivity and cannot be closed. As a work-around, reload the browser page.
- In Settings>Alarms>Time intervals>Details it is missing the graphical visualization of the time interval. It is only visible as a pop-up in page Settings>Alarms>View when the mouse-over the Alarm category name.
- The “Show advanced settings” on the “Add equipment” page displays the baud rate and data format of the driver in read-only mode.
- After upgrading to Televis**Go** v10, equipment are not recognize and operative if their driver are not compatible with Televis**Go** v10.
- On the “Add equipment” page, if the controller driver is not compatible with Televis**Go** v10 or of the driver was not loaded using the feature COMPUTER>Upgrade>Device drivers, the equipment model will not be displayed in the model drop-down list.

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