

Pro-face Connect 11.2

Release Notes

PFCNT-RN_03

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Safety Information

Important Information

Read these instructions carefully, and look at the equipment to become familiar with the device before trying to install, operate, service, or maintain it. The following special messages may appear throughout this documentation or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies 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 alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

DANGER

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

WARNING

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

CAUTION

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

NOTICE

NOTICE is used to address practices not related to physical injury.

Please Note

Electrical equipment should be installed, operated, serviced, and maintained only by qualified personnel. No responsibility is assumed by Schneider Electric for any consequences arising out of the use of this material.

A qualified person is one who has skills and knowledge related to the construction and operation of electrical equipment and its installation, and has received safety training to recognize and avoid the hazards involved.

About the Book

Document Scope

This document contains important information about Pro-face Connect 11.2. Read the complete document and the Pro-face Connect Quick Start Guide, before you use the product or products that are described herein.

Validity Note

The information in this release notes document is applicable only for Pro-face Connect compatible products.

This document has been updated for the release of Pro-face Connect 11.2.

Restrictions about this product are available at <https://www.pro-face.com/trans/en/manual/1072.html>

Related Documents

Title of documentation	Reference number
Pro-face Connect Quick Start Guide	PFCNT-QSG (Eng)
	PFCNT-QSG (Jap)

You can download the manuals related to this product, such as the software manual, from the Pro-face download page <https://www.pro-face.com/trans/en/manual/1085.html>

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Product Information

Pro-face Connect allows technicians and programmers to remotely monitor, diagnose, control, and program devices.

System Requirements

Pro-face Connect LinkManager can be installed on a personal computer with the following system requirements:

- Windows 10 or 11, 64-bit edition and with Administrator privileges
- Internet browser — Google Chrome, any recent version of Mozilla Firefox or Microsoft Edge can also be used.

Installation Instructions

Launch the Pro-face Connect and follow the instructions. For more details, refer to the Pro-face Connect Quick Start Guide.

Current Version — Pro-face Connect 11.2 Updates

SiteManager and SiteManager Embedded

New Features and Enhancements

- RD-6342: Bihl+Wiedemann agent: UDP broadcast did not work.
Optional UDP broadcast port 57 has been added to Bihl+Wiedemann agent.
- RD-6346: Priva agent needs an update.
The Priva Ethernet agent has been updated with ports used by newer models: TCP 502,9093 and UDP 47808-47817.
- RD-6607: New Agent: Stäubli Robot.
New Stäubli Robot agent has been added.
- RD-6638: New SiteManager Embedded.
For SiteManager Embedded products: v6157 (SP5B10, SP5B00), v6159 (ST6000, STM6000).
- RD-6711: Update ports in Keyence Ethernet agent.
TCP port 63000 has been added to Keyence Ethernet agent.

Mitigated Anomalies

- RD-6480: Distorted utf-8 characters in SMS alerts sent through GateManager gateway.
SMS message text containing UTF-8 characters sometimes could appear corrupted. This has been fixed (partly in 11.1, fully in 11.2).
- RD-6639: Fixed semaphore issue.
For SiteManager Embedded products: v6120 (SP5B10, SP5B00), v6146 (GP4000).

History — Pro-face Connect 11.1 Hotfix 1.0

GateManager 8250 Server

Mitigated Anomalies

- RD-6608: Audit process infinite loop.
In very rare case, one of the GateManager processes could go into an infinite loop with high CPU usage. This has been fixed.
- RD-6690: The following security vulnerability has been addressed in this release:
CWE-335: Incorrect Usage of Seeds in Pseudo-Random Number Generator (PRNG)
For more information, refer to <https://cwe.mitre.org/data/definitions/335.html>
- RD-6712: GateManager stops responding on heavy use of **in-browser GTA**.
GateManager could stop responding in cases where **in-browser GTA** connection errors were detected, typically due to many simultaneous GTA users. This has been fixed.
- RD-6718: The following security vulnerability has been addressed in this release:
CWE-120: Buffer Copy without Checking Size of Input ('Classic Buffer Overflow')
For more information, refer to <https://cwe.mitre.org/data/definitions/120.html>

History — Pro-face Connect 11.1

GateManager 8250 Server

New Features and Enhancements

- RD-6350: Add **Request for Access** management to CRM API
The **Request for Access** can now be managed via the CRM API v11.1
- RD-6548: Show advanced logging status on **Server > Status**.
Advanced logging connections are now included in **Server > Status**.
- RD-6589: Support public and shared files larger than 255 MB.
In previous releases, uploading and downloading of public and shared files was limited to 255 MB. This limit can now be raised up to 1 TB, only limited by available disk space and network bandwidth. In addition, web server memory usage has been optimized, so that uploading a file uses only a small amount of memory for any size of file.

Mitigated Anomalies

- RD-6438: Login not possible when username has symbols.
It was not possible to login with user names containing brackets, braces, parentheses, or ampersand characters. This has been fixed.
- RD-6461: The **tunnel** reference is missing on **Connect Reason** audit records.
The **Connect Reason** was not logged consistently in the audit log, and was not shown in some situations in the **Usage** tab. These issues have been fixed.
- RD-6466: CSR for wildcard certificates is incorrectly generated.
The auto-generated CSR request for a wildcard certificate was not acceptable to some certificate providers. This has been fixed.
- RD-6481: Some Domain Relay settings may be lost after GateManager is restarted.
The **Use Local Relays** setting (and associated local Domain Relays configuration) could be lost in a domain after a server is restarted. This happened if the domain's **Domain Settings** had been changed after setting up the local relay configuration. This has been fixed.
- RD-6501: SiteManager **Attached date** is incorrect.
The appliance **attached date** information was mostly inconsistent and incomplete. Since attach events are recorded more reliably in the Audit log, this information has been removed from Appliance Details.
- RD-6510: Audit for **Disconnect LM** event is sometimes incomplete.
In some cases, a zero **tunnel number** was logged for **Disconnect LM** events. This has been fixed. In addition, some audit log event names have been changed for clarity and consistency.
- RD-6534: GateManager installer does not detect that sendmail is already installed. The installer does not in some cases detect that sendmail was actually already installed.
This would happen if switching from ordinary user account to root user by issuing the `su` command without - (dash) argument, leading to `/usr/sbin` being absent from PATH environment variable. This has been fixed.
- RD-6542: Some audit log messages are incomplete.
The audit log events **move <object>**, **attach appliance**, and **lm connect** had incomplete or inconsistent information. This has been fixed.

- RD-6574: Once in a while clicking items in the domain tree does not properly move focus.
Once in a while clicking items in the domain tree did not move the focus properly and going forward or back in the history cycled through more items than set in the **history size**. This has been fixed.
- RD-6578: Clicking **Open LinkManager GUI** on LinkManager in tree does not work.
The **Open LinkManager GUI** function did not work since 11.0. This has been fixed.
- RD-6584: The **Disconnect** button is not shown in some cases.
The **Disconnect** button was sometimes missing on a connected agent when opening the agent's **Details** view. This has been fixed.
- RD-6592: View-only VNC, Device Busy.
Connecting to the View-only VNC agent from LinkManager Mobile did not work in 11.0. This has been fixed.
- RD-6603: Opening VNC service in LinkManager Mobile is interrupted with **Device Busy**.
Clicking on a **VNC** button in LinkManager Mobile did not work with a **Device Busy** message in some cases. Also, opening an external VNC viewer in GateManager portal did not respond in some cases. These issues have been fixed.

SiteManager and SiteManager Embedded

New Features and Enhancements

- RD-6361: Updated default ports for agent Exor.
The Exor Ethernet HMI agent has been updated with new TCP ports (8000, 18756-18759).
- RD-6403: New Omron agents.
More fine-grained agents have been created for Omron PLCs and HMIs to be used in favor of the old all-in-one **Ethernet PLC** and **Ethernet HMI** agents. The old agents will no longer be available in the GUI unless they are used already.
- RD-6520: Passive FTP support on LogTunnels.
Passive FTP through a LogTunnel is now supported for the following setup: **FTP Client > LogTunnel Master (pull) > LogTunnel Client > FTP Server**. To utilize this, the Master must be configured to forward all relevant FTP ports, for example, tcp=21,6000-6999 and the custom + FTP setting must be added to all Clients.
- RD-6543: Update ports on ABB agent.
The ABB CP600 HMI agent has been updated with new TCP ports (8000, 18756-18759).

Mitigated Anomalies

- RD-6419: SiteManager Embedded for Windows does not recognize secondary IP subnets.
SiteManager Embedded for Windows did not recognize when secondary IP subnets were configured for a network interface, and subnet agents defined for them did not start. This has been fixed.

- RD-6468: The **search** button proposes the wrong agent type.
Since release 11.0, the **Search** function on **GateManager > Agents** page would propose the **In-browser GTA** agent by default, even if a specific vendor agent (which is probably what the user wants) is implemented for the MAC address in question.
The specific vendor agent could still be selected in the dropdown box. It is now proposed by default.
- RD-6480: Distorted utf-8 characters in SMS Alerts sent via GateManager gateway.
SMS message text containing UTF-8 characters could appear corrupted. This has been fixed.
- RD-6482: Socket leak in VxWorks SiteManager Embedded (DKM).
Applies to: SiteManager Embedded for VxWorks.
A socket was leaked after stopping the SiteManager Embedded module.
This has been fixed.
- RD-6538: Inconsistent SiteManager Embedded state on network disconnection.
If network connection was interrupted while a LinkManager or GTA user was connected, the SiteManager Embedded would sometimes still report its state as **Connected to GateManager**, even after detecting that the connection was lost (which may take some time, depending on the configured heartbeat or keepalive interval).
This has been fixed.
- RD-6549: FTP Server relays from SiteManager to LinkManager broken in 10.1.
Since SiteManager 10.1 device FTP clients could no longer access an FTP server running on a connected LinkManager PC. This has been fixed.
- RD-6551: SiteManager Embedded for VxWorks does not respond correctly to ping.
ICMP (ping) support in SiteManager Embedded for VxWorks did not work correctly in some cases, depending on kernel version and configuration.
The SiteManager Embedded will now detect whether ICMP is supported by the kernel at startup and act accordingly: if ICMP is not supported, it will not attempt to ping devices to check for online status, and replies to ping from LinkManager will be simulated.
- RD-6564: SiteManager Embedded/VxWorks: incorrect serial number generated.
Normally, the SiteManager Embedded serial number is generated from the MAC address of one of the Ethernet interfaces. However, on VxWorks, the MAC address was not read correctly, so the resulting serial number would always have the first 4 digits as 0. This could make it hard to find the SiteManager Embedded in the GateManager portal by using the search function.
This has been fixed; the full MAC address will now be used to generate the serial number.
Note that this will not affect SiteManager Embedded instances that are already configured.
- RD-6581: International characters corrupted in log messages.
In some cases, international characters were not shown correctly in log messages. This has been fixed.

LinkManager Windows Client

Mitigated Anomalies

- RD-6471: LinkManager connection is not established when Alternative LinkManager Hostname is specified.

Using the **alternative LM hostname** feature in GateManager did not work as intended, making LinkManager connections to GateManager not responding consistently in some environments. This has been fixed.

History — Pro-face Connect 11.0

GateManager 8250 Server

New Features and Enhancements

- RD-6391: Show last-login on **Group > Accounts** tab.
A **last login** column has been added to the **Group > Accounts** table.
- RD-6399: Simplify handling of option toggles through **gm** command.
Certain advanced settings can now be enabled and disabled through the **gm** command line tool.
Use **gm options** to see these settings and **gm enable/disable** to edit them.
Use **gm help** to view all commands of the **gm** line tool.
- RD-6428: Improve user feedback on when auto-disable is enabled.
When an account is set to auto-disable at a given date and time, the user is now informed (through an **Expires** message at the top menu bar in the GateManager and LinkManager portals). Also, if user logs into a disabled account (with proper credentials), the user is now informed that the login did not work because the account is disabled.
Related to this, if an administrator account (which is set to auto-disable at a given date and time) creates or modifies another account, that other account will automatically be set to auto-disable at the same time as the administrator account (unless it is already set to auto-disable at an earlier date or time).
- RD-6429: Use free ClamAV for scanning public and shared files.
GateManager now has built-in support for installing and running the free ClamAV malware detection software when uploading and downloading files to and from the server. The feature is enabled via the new **Miscellaneous > Enable ClamAV virus scanners** setting. Using this feature may impact server performance and reliability, so please read the associated online help before enabling the feature. notably, 3 GB RAM is required by the ClamAV software.
- RD-6433: Stop offering deprecated elliptic curves on web server.
Some of the elliptic curves for key exchange previously offered by GateManager's web server have been deprecated (RFC 8422). These are no longer offered. All contemporary browsers support at least one of the remaining (stronger) curves offered, so this should not affect interoperability.
- RD-6434: Enhance information available via CRM API.
The creation date for accounts, appliances, and agents is now available through CRM API version 1.9.
- RD-6435: Manage advanced groups via CRM API.
The CRM API now has support for managing advanced groups, as well as a new `/all/` request type which returns a flat array of all objects of a given type (rather than a tree structure).

Mitigated Anomalies

- RD-6134: SiteManager Embedded 6322 is not recognized in Domain Content summary.
The v6322 SiteManager Embedded product was not listed correctly in domain content summary. This has been fixed.
- RD-6369: Insufficient verification of new WS certificate and private key.
In some rare cases, GateManager did not recognize a broken web server x509 certificate or private key, and would install it on the server, causing it to become unresponsive. This has been fixed.

- RD-6372: GateManager firmware update script reports server timed out for all detected errors.
GateManager uses cURL to connect to the firmware portal, but if connection is interrupted, all detected errors were logged as a server timeout in the firmware update log. This has been fixed by logging the inoperational cURL process' exit code which indicates the detected failure (run *man curl* for details).
- RD-6375: Audit log from SiteManager is not stored correctly.
GateManager 10.1 changed the way some events (like Remote Attach) are stored in the audit log, but the printing of these entries were not updated accordingly, so some information was missing in the **Audit** tab. This has been fixed.
- RD-6377: GTA buttons are shown for offline appliances and agents.
Since GateManager 10.0, **Go To Appliance** and **Connect** buttons are shown also for offline appliances and agents, but that should only happen when **Request for Access** is enabled. This has been fixed.
- RD-6379: AD script did not work for domain names with periods '.'
When automatically creating GateManager accounts on first SSO login, the target domain can now be specified using a domain token prefixed by a @-character.
- RD-6396: In-browser GTA did not work for devices accessed via Advanced Groups.
Starting the in-browser VNC viewer is not connected if the device agent is accessible to the user through an Advanced Group. This has been fixed.
- RD-6398: Some GateManager settings block various CRM API requests.
Certain CRM API requests did not work in some rather obscure situations. This has been fixed.
- RD-6412: Obsolete javascript and css files do not get deleted on upgrade.
Old .js and .css files did not get deleted when upgrading GateManager. This has been fixed.
- RD-6422: Extra new line is added to scripts on each save.
When editing scripts or templates through the related Files menus, a blank line was added to the end of the script on each save. This has been fixed.
- RD-6439: Joined objects cannot be (un)joining to an advanced group.
It was not possible to join or unjoin objects to a group if those objects were joined to the current account. This has been fixed.

SiteManager and SiteManager Embedded

New Features and Enhancements

- RD-6368: Add device search to UPLINK interface.
The Search function on the GateManager→ **Agents** page now searches for devices on both UPLINK and DEV networks.
- RD-6384: New JTM2M APN for nextm2m.
JTM2M has been added to the list of APNs to automatically try for SIM cards from NextM2M / Jersey Things (MCC/MNC 234/50).

Mitigated Anomalies

- RD-6312: DEV ports may be blocked by BPDU protection of external switch.
When multiple DEV ports in separation mode are connected to the same external switch, the switch may block the ports due to BPDU protection.
This happens because all DEV ports use the same MAC address, so the switch might think that a loop exists and block the ports.
This has been fixed by using unique MAC addresses on DEV ports that are in separation mode. Note that this was actually fixed in release 10.1, but was by mistake not included in the 10.1 release notes.
- RD-6381: Connection to GateManager port 11444 via proxy does not work.
In release 10.1, support was added for also trying to reach GateManager on port 11444 through web proxy (configured or auto-detected) - RD-6212.
However, this did not work as intended, so the connection would not actually get established if ports 80 and 443 were blocked on the GateManager. This has now been fixed.
- RD-6382: Proxy authentication using Digest method did not work.
Applies to: LinkManager and SiteManager Embedded 6110 for Windows.
Connections to GateManager through a proxy that required (or offered) Digest authentication could not get established. This has been fixed.
- RD-6389: SiteManager **Fix** button leads to incorrect menu.
Since SiteManager release 10.1, if the Setup Assistant showed a **Need Reboot** warning, the associated **Fix** button navigated to the wrong subpage. This has been fixed.
- RD-6401: The following security vulnerability has been addressed in this release:
SiteManager Embedded: CWE-416: Use After Free.
For more information please refer to <https://cwe.mitre.org/data/definitions/416.html>

LinkManager Windows Client

Mitigated Anomalies

- RD-6382: Proxy authentication using Digest method did not work.
- Applies to: LinkManager and SiteManager Embedded 6110 for Windows.
- Connections to GateManager through a proxy that required (or offered) Digest authentication could not get established. This has been fixed.

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