

**RELEASE NOTES**

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# **VibroSight® software version 4.0**



**REVISION RECORD SHEET**

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## PREFACE

### About these release notes

This document provides important information about the VibroSight® software from Meggitt SA. It is applicable to all VibroSight-based condition monitoring systems using the versions of software described by this document, namely:

- VibroSight software version 4.0.0 (CD part number 609-004-000-046).

This document contains information about changes to the software since the previously released version (VibroSight 3.8.0), such as new features and improvements, solved problems and bug fixes, and hardware and software compatibility.

For more general information on the actual software, or the entire condition monitoring system (CMS), refer to the following Meggitt SA documentation:



*VibroSight® software data sheet*  
(Doc. ref. 660-020-005-220A)



*Getting started with VibroSight® installation guide*  
(Doc. ref. 660-010-006-225A)



*VibroSight® help*



*VM600 XMV16 / XIO16T extended vibration monitoring card pair data sheet*  
(Doc. ref. 660-020-010-208A)










VibroSight application notes and technical notes.

Users who are familiar with VibroSight may also find it useful to refer to the release notes included in earlier versions of the software:

- VibroSight 3.8.0 (Doc. ref. 660-010-013-226A)
- VibroSight 3.7.0 (Doc. ref. 660-010-013-225A)
- VibroSight 3.6.0 (Doc. ref. 660-010-013-224A)
- VibroSight 3.5.0 (Doc. ref. 660-010-013-223A)
- VibroSight 3.4.0 (Doc. ref. 660-010-013-222A)
- VibroSight 3.3.0 (Doc. ref. 660-010-013-221A)
- VibroSight 3.2.0 (Doc. ref. 660-010-013-220A)
- VibroSight 3.1.0 (Doc. ref. 660-010-013-219A)
- VibroSight 3.0.0 (Doc. ref. 660-010-013-218A)
- VibroSight 2.12.7 (Doc. ref. 660-010-013-217A)
- VibroSight 2.12.6 (Doc. ref. 660-010-013-216A)
- VibroSight 2.12.5 (Doc. ref. 660-010-013-215A)

- VibroSight 2.12.4 (Doc. ref. 660-010-013-214A)
- VibroSight 2.12.3 (Doc. ref. 660-010-013-213A)
- VibroSight 2.12.2 (Doc. ref. 660-010-013-212A)
- VibroSight 2.12.1 (Doc. ref. 660-010-013-211A)
- VibroSight 2.12.0 (Doc. ref. 660-010-013-210A)
- VibroSight 2.11.6 (Doc. ref. 660-010-013-209A)
- VibroSight 2.11.5 (Doc. ref. 660-010-013-208A)
- VibroSight 2.11.4 (Doc. ref. 660-010-013-207A)
- VibroSight 2.11.3 (Doc. ref. 660-010-013-206A)
- VibroSight 2.11.2 (Doc. ref. 660-010-013-205A)
- VibroSight 2.11.1 (Doc. ref. 660-010-013-204A)
- VibroSight 2.11.0 (Doc. ref. 660-010-013-203A)
- VibroSight 2.10.1 (Doc. ref. 660-010-013-201A)
- VibroSight 2.10.0 (Doc. ref. VIBROSIGHT-RN/E)
- VibroSight 2.9.7 (Doc. ref. VIBROSIGHT-RN/E)
- VibroSight 2.9.6 (Doc. ref. VIBROSIGHT-RN/E)
- VibroSight 2.9.5 (Doc. ref. VIBROSIGHT-RN/E)
- VibroSight 2.9.4 (Doc. ref. VIBROSIGHT-RN/E)
- VibroSight 2.9.2 (Doc. ref. VIBROSIGHT-RN/E)
- VibroSight 2.9.1 (Doc. ref. VIBROSIGHT-RN/E)
- VibroSight 2.9.0 (Doc. ref. VIBROSIGHT-RN/E).

## Structure of the release notes

This document presents information in the following order: general items first, then in terms of the software modules that constitute VibroSight, such as  Configurator,  Event Viewer,  Mimic,  Scope,  Server,  System Manager and  Vision.

You should read those sections that are most relevant to you and then keep the document for future reference.

## Version identifiers

A complete VibroSight software version number has four components that provide the following information:

- **x.x.x.x**, major release identifier – typically incremented once per year.
- **x.x.x.x**, minor release identifier – incremented for each release with typically four scheduled releases per year.
- **x.x.x.x**, “hotfix” release identifier – 0 for a normally scheduled release and incremented for each hotfix release.
- **x.x.x.x**, software build number – for internal use.

For each scheduled release of VibroSight, at least one of the first two digits changes (**x.x.x.x**).

For unscheduled “hotfix” releases, which are occasionally required to solve urgent problems, the third digit changes (**x.x.x.x**).

The version identifiers for installed software appear in the Help About box (obtained using **Help > About ...** in any VibroSight software module).

## Terminology

To distinguish between the different Meggitt SA products that can be used with the VibroSight® software, the following terminology is used in this document:

- **VM600 card** – to refer to the VibroSight-software compatible cards that are installed in a VM600 rack. The currently available VM600 cards that are designed for operation with the VibroSight software are the XMx16 card pairs (XMC16 / XIO16T, XMV16 / XIO16T and XMVS16 / XIO16T) and the CPUx card pairs (CPUR/IOCR and CPUR2/IOCR2).

Where XMx16 card is used in this document, it refers to XMC16 / XIO16T, XMV16 / XIO16T and XMVS16 / XIO16T cards, unless otherwise stated.

Where CPUx card is used in this document, it refers to CPUR/IOCR and CPUR2/IOCR2 cards, unless otherwise stated.

- **VibroSmart® module or VibroSmart® device** – to refer to VibroSight-software compatible modules or devices that are used in a distributed monitoring system. The currently available VibroSmart modules and devices that are designed for operation with the VibroSight software are the VSI010, VSN010 and VSV30x.

Where VibroSmart module is used in this document, it refers to the VSI010 and VSV30x modules, unless otherwise stated.

Where VibroSmart device is used in this document, it can refer to the VSN010 device only, or to the VSI010 and VSV30x modules and the VSN010 device, unless otherwise stated.

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## 1 Licensing

Starting with VibroSight 4.0.0, the ability to install and run VibroSight software updates and upgrades depends on the purchased “Updates and support” package.

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**NOTE:** VibroSight 4.0.0 implements software licensing model changes, so a new license key file is required for all updates and upgrades from earlier versions of VibroSight.

All existing licensed users of VibroSight qualify for an equivalent new license for VibroSight 4.0.0 with a default “Updates and support” period of 1 year free of charge.

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To obtain a new VibroSight license key file or for further information on license keys, contact Meggitt SA customer support. See 2.1 VibroSight software licensing model changes and 7 Customer support.

## 2 Features

### General

### 2.1 VibroSight software licensing model changes

VibroSight 4.0.0 introduces important software licensing model changes that affect how the VibroSight software is purchased, maintained and used.

VibroSight uses a perpetual (permanent) license scheme, in other words, there is no expiration date for a license and therefore the software can be used indefinitely. This remains the same with VibroSight 4.x.x.

Starting with VibroSight 4.0.0, a license will now include free software updates and upgrades for the duration of the time period defined by the purchased “Updates and support”, as shown as shown in Table 1.

Table 1: VibroSight “Updates and support” options

VibroSight 4.x.x Updates and support (order option code D)	
Value	Description
D01	1 year (default value)
D02	2 years
D03	3 years
D05	5 years
D10	10 years

## Examples

If a VibroSight 4.x.x software license is purchased with the default Updates and support period of 1 year (order option code D01), then all VibroSight software updates and upgrades are free for 1 year following the generation date of the VibroSight software license.

If a VibroSight 4.x.x software license is purchased with an Updates and support period of 5 years (order option code D05), then all VibroSight software updates and upgrades are free for 5 years following the generation date of the VibroSight software license.

Please note that the license generation date corresponds to when Meggitt customer support produces the license file and it is not directly related to the purchase date.

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**NOTE:** Technical support is provided for the duration of the licensed Updates and support period (order option code D) for issues that are demonstrable in the currently supported release(s) of VibroSight in an application that meets the published system requirements.

Specific application and configuration support as well as upgrade support is excluded but can be provided at an additional charge. Contact your local Meggitt representative for further information.

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After the purchased Updates and support period expires, VibroSight software updates, upgrades and technical support are no longer free and must be purchased by ordering a new VibroSight 4.x.x software license or by ordering additional years of Updates and support to extend the coverage of an existing license.

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**NOTE:** In order to extend Updates and support coverage of an existing VibroSight software license, all previous years counting from the expiration date of the last licensed Updates and support period must be paid.

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Starting with VibroSight 4.0.0, all releases of VibroSight software have a release date embedded in the code that is automatically checked against the license when the VibroSight software runs. If the VibroSight software release date does not conform to the activated license (that is, purchased Updates and support period), then the VibroSight software will not run and an appropriate message is displayed. For example:

“Your license is not compatible with VibroSight versions released after 12.03.2018.”

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**NOTE:** As a result of the Vibrosight software licensing model change, a new VibroSight software license is required in order to run VibroSight 4.0.0.

Accordingly, all existing licensed users of VibroSight qualify for an equivalent new license for VibroSight 4.0.0 with a default “Updates and support” period of 1 year (order option code D01) free of charge.

To obtain a new VibroSight license key file or for further information on license keys, contact Meggitt SA customer support.

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(Previously, VibroSight used a software licensing model with software updates and upgrades depending on the level of the release. Typically, major releases (for example, from 2.x.x to 3.x.x) were paid, while minor releases (for example, from 3.7.x to 3.8.x) were free.)

See also 2.2 VibroSight order option code changes.

## **2.2 VibroSight order option code changes**

VibroSight 4.0.0 introduces important order option code changes that affect how the VibroSight software is purchased, maintained and used.

VibroSight has updated the “Software editions” (order option code C) as shown in Table 2.

Table 2: VibroSight “Software editions” options

VibroSight 4.x.x Software editions (order option code C)		
Value	Description	Note
C01	Live	As before
C02	Trend	
C03	Standard	
C04	Network client	
C05	Offline	
C06	MPS tools	New software edition for machinery protection systems only, that is, it is not possible to connect to a VibroSight Server
C07	VibroSmart free	New software edition for VibroSmart systems supporting up to 4 dynamic measurement channels, that is, up to two VSV30x modules
C08	Site 128 channels	New software edition supporting up to 128 dynamic measurement channels (VM600 XMx16 and/or VibroSmart VSV30x)
C09	Site 256 channels	New software edition supporting up to 256 dynamic measurement channels (VM600 XMx16 and/or VibroSmart VSV30x)
C10	Site 512 channels	New software edition supporting up to 512 dynamic measurement channels (VM600 XMx16 and/or VibroSmart VSV30x)
C11	Site 1024 channels	New software edition supporting up to 1024 dynamic measurement channels (VM600 XMx16 and/or VibroSmart VSV30x)
C12	Site 1536 channels	New software edition supporting up to 1536 dynamic measurement channels (VM600 XMx16 and/or VibroSmart VSV30x)

Notes

The MPS tools software edition (order option code C06) replaces the VibroSmart tools software edition (also order option code C06) which is discontinued in VibroSight 4.0.0.

For the Site xxxx channels software editions (order option codes C08 to C12):

- The number of licensed dynamic measurement channels can be shared between multiple different VM600 XMx16 cards and/or VibroSmart VSV30x modules and/or multiple different VibroSight Servers as required.
- It is not required to use Number of XMV16 and/or XMVS16 channels (order option code AAxxx), Number of XMC16 channels (order option code ABxx) and/or Number of VSV30x channels (order option code ACxxx) to specify the number of dynamic measurement channels.

VibroSight has updated the “Updates and support” (order option code D, previously known as “Support and maintenance”) as described in 2.1 VibroSight software licensing model changes.

VibroSight has updated the “Optional packages” (order option code E) as shown in Table 3.

Table 3: VibroSight “Optional packages” options

VibroSight 4.x.x Optional packages (order option code E)		
Value	Description	Note
E00	None	As before
E01	Hydro air-gap monitoring	
E02	Combustion monitoring	
E03	External data file import	New optional package supporting data import into VibroSight from CSV and/or VSDHA files
E04	Mathematical outputs	As before

Notes

The External data file import optional package (order option code E03) replaces the Tape recorder data optional package (also order option code E03), that is, the Direct measurement mode (direct data) used by VM600 XMx16 cards, which was discontinued in VibroSight 3.4.0.

## 2.3 Support for different versions of the VM600 CPUx card

VibroSight 4.0.0 introduces support for different versions of the VM600 CPUx card, that is, support for CPUR/IOCR card pairs and CPUR2/IOCR2 card pairs.

<b>NOTE:</b>	<p>In order to help distinguish between VM600 CPUx cards, VibroSight 4.x.x now uses the following terminology:</p> <ul style="list-style-type: none"> <li>• <b>CPUR</b> to refer to the earlier version of the CPUx card with support for card pair redundancy (PNR 600-007-000-VVV).</li> <li>• <b>CPUR2</b> to refer to the latest version of the CPUx card with support for PROFIBUS (PNR 620-026-000-VVV).</li> </ul> <p>(Previously, VibroSight 2.12.7 to 3.8.x used <b>CPUR</b> to refer to the CPUx card with PROFIBUS (PNR 620-026-000-VVV) but VibroSight 4.x.x now refers to this card as <b>CPUR2</b>.)</p>
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## VibroSight software and VM600 CPUx card compatibility timeline

VibroSight 2.9.x to 2.11.x supported the VM600 CPUx card with card pair redundancy (PNR 600-007-000-VVV) and used the **CPUR** terminology.

VibroSight 2.12.0 discontinued support for the VM600 CPUx card with card pair redundancy (PNR 600-007-000-VVV).

VibroSight 2.12.7 to 3.8.x supported the CPUx card with PROFIBUS (PNR 620-026-000-VVV) and used the **CPUR** terminology.

VibroSight 4.x.x supports both the CPUx card with card pair redundancy (PNR 600-007-000-VVV) using **CPUR** and the CPUx card with PROFIBUS (PNR 620-026-000-VVV) using **CPUR2**.

### VM600 CPUx card firmware and GSD files

The different versions of the VM600 CPUx card (**CPUR** and **CPUR2**) have their own distinct firmware and GSD files, which are copied to a directory on your computer as part of the VibroSight software installation process.

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**NOTE:** The default firmware and GSD files directory for VM600 **CPUR** cards is:  
C:\Program Files\Meggitt\VibroSight\Firmware\VM600\CPUR

The default firmware and GSD files directory for VM600 **CPUR2** cards is:  
C:\Program Files\Meggitt\VibroSight\Firmware\VM600\CPUR2

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**NOTE:** The default location for the Windows program files folder depends on the operating system installed on the computer:

- C:\Program Files (x86) is used by 64-bit versions of Windows.
- C:\Program Files is used by 32-bit versions of Windows.

As a result, all references to the Program Files folder should be adapted by removing or adding (x86) as required.

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### VibroSight software and VM600 CPUx card functionality

In VibroSight 4.x.x, VibroSight System Manager is used to:

- Manage and configure **CPUR** card settings such as network port (IP settings), Modbus interface, time reference, check and update firmware, download diagnostic information.
- Manage and configure **CPUR2** card settings such as network ports (IP settings), check and update firmware, download diagnostic information.

In VibroSight 4.x.x, VibroSight Configurator is used to:

- Add and configure **CPUR2** cards in VibroSight Server configurations for settings such as fieldbus interface (PROFIBUS and/or Modbus) and to establish the relationship with any XMx16 cards the CPUR is “managing”.

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**NOTE:** In a typical control system application that uses a CPUx/IOCx card pair as a VM600 rack controller and communications interface between the rack and a third-party control system, the CPUx can “manage” up to two XMx16/XIO16T card pairs (that is, be the master of and upload their card configurations). Accordingly, the CPUx managing the XMx16 pairs has read and write access to these cards and can modify their configurations but any VibroSight Server communicating with the

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XMx16/XIO16T card pairs usually has read-only access.

In typical condition monitoring applications, a VibroSight Server is usually the master of XMx16/XIO16T card pair configurations, has read and write access to these cards and can modify their configurations.

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## 2.4 Support for direct connections between VibroSight Vision and VM600 XMx16 cards managed by a VM600 CPUR2 card

VibroSight now allows a direct connection between VibroSight Vision and VM600 XMx16 cards managed by a VM600 **CPUR2** card, a VM600 system configuration typically found in control system applications.

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**NOTE:** In a typical control system application that uses a CPUx/IOCx card pair as a VM600 rack controller and communications interface between the rack and a third-party control system, the CPUx provides data (from XMx16 cards) to the control system for control purposes and the XMx16 cards provide data to the VibroSight Server for condition monitoring purposes.

In such applications, a CPUx can “manage” up to two XMx16/XIO16T card pairs (that is, be the master of and upload their card configurations). In this way, the configuration of the XMx16 cards cannot be inadvertently changed, helping to ensure the continuous operation of the control loop.

For comparison, in typical condition monitoring applications, a VibroSight Server is usually the master of XMx16/XIO16T card pair configurations.

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In VibroSight Configurator, at the **CPUR2** card mode level, a new “Allow direct connection to managed cards” control has been added that can be selected in order to allow VibroSight Vision to connect directly to XMx16 cards managed by the CPUR2 card, if required by an application.

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**NOTE:** The “Allow direct connection to managed cards” control is cleared (not selected) by default.

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Selecting (enabling) the “Allow direct connection to managed cards” puts a copy of a managed XMx16 card’s configuration on the XMx16 card itself, required for use by VibroSight Vision. So it is important to note that any subsequent substantive changes to a managed XMx16 card’s configuration will require that the CPUR2 card is reconfigured (in order to include the changes to the managed XMx16 card’s configuration), which would temporarily interrupt the operation of the CPUR2 card and the continuous operation of the control loop.

Accordingly, VibroSight prompts the user before reconfiguring the CPUR2 card with a message such as:

### “CPUR2 activation confirmation

When activating a configuration that includes one or multiple CPUR2 card(s), this will also update the CPUR2 configuration. This will also resend the configuration of the CPUR2, i.e., temporarily interrupt the CPUR2 operation.

Depending on the tasks performed by the CPUR this might also interrupt the operation

of processing cards, such as MPC4 or XMCl6 cards.  
Do you want to continue?"

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**NOTE:** In control system applications, it is highly recommended that configuration changes are only performed in accordance with the operating procedures for the machinery being monitored and that appropriate precautions are taken at the control system level (such as DCS or PLC).

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(Previously, it was not possible to have a direct connection between VibroSight Vision and VM600 XMx16 cards managed by a VM600 CPUR2 card (as a managed XMx16 card's configuration was not available on the XMx16 card itself); VibroSight Vision could only connect to such VM600 XMx16 cards via a VibroSight Server, there helping to ensure the continuous operation of the control loop.)

## 2.5 Support for OPC UA

The VibroSight software now includes support for OPC UA (unified architecture) so that a VibroSight Server can more easily export historical data from a VibroSight data repository (VibroSight historical data folder (\*.vshdf)) to third-party systems such as a DCS, PLC or data analysis tools.

VibroSight support for OPC UA is in addition to the existing support for OPC Classic.

OPC is a set of specifications that provides a common interface for communications and the exchange of data between different products from different manufacturers over Ethernet networks. OPC uses a client-server architecture and a publisher-subscriber model in order to allow devices and programs to communicate and share data with each other. On a computer network, the OPC server (slave) "publishes" data to the OPC clients (masters) which have "subscribed" to the data points (tags) that they are interested in. Because the OPC server is responsible for data publication, the OPC clients do not have to continuously poll the OPC server, which reduces network traffic and frees up processing time for other tasks. As a result, OPC enables the implementation of systems with large quantities of data that are efficient and scalable.

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**NOTE:** When first published in 1996, OPC was known as OLE for Process Control, then as Openness, Productivity and Collaboration, then as Open Platform Communications. Today, OPC is known today as OPEn Connectivity and has become one of the most widely used standards in automation and control.

More recently, the OPC UA (Unified Architecture) specifications have been introduced to take advantage of newer technologies, improve security and eliminate Windows<sup>®</sup> platform dependency by switching from COM/DCOM to a cross-platform SOA (Service-oriented Architecture).

Accordingly, the original OPC specifications such as OPC DA (data access) and OPC HDA (historical data access) are now referred to as OPC Classic.

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OPC UA includes all the functionality found in OPC Classic.

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VibroSight's support for OPC UA enables users to benefit from the advantages of OPC UA, notably platform independence, improved/integrated security, an object oriented model with multiple properties per data item (tag), and much easier system configuration, setup and maintenance.

VibroSight now supports OPC UA as follows:

- VibroSight Servers compatible with OPC UA Local Discovery Server 1.03.

---

**NOTE:** OPC UA Local Discovery Server 1.03 is prerequisite software that is automatically installed by the VibroSight 4.x.x installer as part of the software installation process.

---

VibroSight's implementation of OPC UA:

- Supports the export of both live and historical data.
- Supports the export of both static data (extracted data entities) and dynamic data such as waveforms spectra and orbits.
- Does not yet support additional/optional features of OPC UA such as events/states.

VibroSight continues to support OPC Classic as follows:

- VibroSight OPC Servers compatible with OPC DA versions 2.05 and version 3.0 and OPC HDA versions 1.0, 1.1 and 1.2.
- VibroSight OPC Clients compatible with OPC DA versions 2.05 and version 3.0.

---

**NOTE:** It is not possible to configure which version of the OPC Classic specification is used since this is automatically negotiated between an OPC server and clients.

---

## Licensing

Regarding OPC licensing, nothing has changed and VibroSight uses the same OPC order option codes to license both OPC UA and/or OPC Classic:

- Number of OPC server tags (order option code BBxx)
- Number of OPC client tags (order option code BDxx).

## To configure/enable a VibroSight Server to use OPC HDA

No specific configuration procedure is required in order to use OPC UA with VibroSight, that is, it is not necessary to manually create, save and publish a separate VibroSight OPC server (as is required by OPC Classic).

Instead VibroSight automatically creates an OPC UA server for all of the data available in a VibroSight Server (live and historical, static and dynamic) when the OPC UA Server is enabled in the VibroSight Server user interface. More specifically, the OPC UA server is embedded in the VibroSight Server (`Xms.Server.Client.exe`).

VibroSight uses the OPC UA Local Discovery Server in order to more easily expose the VibroSight Server's OPC UA server for discovery and establish communications with OPC UA clients.

In the VibroSight Server user interface:

1. On the **Status** tab, under **Device drivers**, ensure that **OPC** and any other required device drivers (such as VM600 and/or VibroSmart) are enabled.
2. On the **Status** tab, under **Server features**, ensure that **OPC UA Server** and any other required server features are enabled.

Once the **OPC UA Server** server feature is enabled, the VibroSight Server exposes an OPC UA server for all of the data available in a VibroSight Server and live and/or historical data is available via OPC UA.

## OPC UA server name

The name of the VibroSight Server's OPC UA server takes its name from the instance name of the VibroSight Server.

## Required IP port number

TCP 51622 is a hard-coded port number used by a VibroSight Server's OPC UA server for communication with OPC UA clients. Accordingly, this requires that the TCP 51622 port number is added as an allowed port to the exceptions list in any Windows Firewall.

On the VibroSight Server user interface, the Log messages tab lists this TCP port number as an information-level message when the VibroSight Server's OPC UA server is enabled. For example:

"Configuration exposed with OPC UA on : `opc.tcp://Hostname:51622/Serverinstancename`"

### To configure an OPC UA client for operation with a VibroSight Server's OPC UA server

When configuring an OPC UA client for operation with a VibroSight Server's OPC UA server, the OPC UA client may report a problem with the SSL security certificate provided by the VibroSight Server's OPC UA server.

However, this OPC UA server SSL security certificate is valid and should be trusted.

---

<b>NOTE:</b>	When configuring an OPC UA client for operation with a VibroSight Server's OPC UA server, the data items (tags) available for export have many more associated properties available (such as contextual information from the VibroSight Server configuration) as OPC UA uses an object oriented model with multiple properties per data item (tag).
--------------	---

---

### **3 Solved problems and bug fixes**

#### **3.1 General improvements and bug fixes**

General stability improvements and bug fixes across the VibroSight 4.0.0 software.

#### **3.2 Status and commands elements not updated when working with VibroSmart VSV30x modules in VibroSight Scope**

When using VibroSight Scope with multiple VibroSmart VSV30x modules in a project, the status indicator and control elements displayed under Status and Commands in the main working area were not being updated correctly when a different VSV30x module was selected in the Hardware view.

#### **3.3 Problems displaying multiple curves in Polar plots and Polar Waveform plots in VibroSight Vision**

When using VibroSight Vision to display multiple curves in a Polar plot or Polar Waveform plot, the curves were displayed separately as one curve per page of plot (not together as multiple curves on one single plot), which made it difficult to compare curves.

## 4 Known issues

### 4.1 Display of timestamps in VibroSight Vision

In VibroSight Vision, when the timestamps (date and time) are configured to be displayed as Site time or Local computer time and the site time or local computer time is subsequently changed on the relevant computer (for example, using Windows > Control Panel > Date and Time), this change is not reflected in the VibroSight Vision user interface until the user clicks on the **Timestamp** displayed in the VibroSight Vision status bar.

### 4.2 VibroSight Server and Host Service restart required after changes to network adapter

If the configuration of a network adapter is changed (for example, enabled or disabled, connected or disconnected) on a computer running VibroSight, then the VibroSight Servers and Host Services running on the computer must be restarted in order for the network adapter to be recognized by the VibroSight discovery mechanism.

### 4.3 Length limitation of VibroSight Server instance names

Since VibroSight 2.9.6, VibroSight Server instance names are limited to 18 characters, whereas up to 27 characters were allowed in previous versions. This constraint is enforced during the creation of new server instances with VibroSight 2.9.6 or later.

---

**NOTE:** VibroSight allows only alphanumeric characters (A to Z, a to z, 0 to 9), the hyphen-minus character ( - ) and the underscore character ( \_ ) to be used for VibroSight Server names.

---

However, existing server instances may be non-compliant (too long) and no longer run after an upgrade of the VibroSight software. In such cases, the file names used for a VibroSight Server database file (\*.vssrvdb or \*.db) and a VibroSight Server configuration file (\*.vssrvcfg or \*.config) should be updated (and manually edited in the VibroSight configuration file) to be 18 characters or less. Changes may also be required in any VibroSight software that references the server instance name, such as VibroSight Vision projects.

Where used, the automated data management commands and operations that append a timestamp (\_yyyyMMddHHmmss) to the Server instance name reduces the number of file name characters that remain available for VibroSight Server instance names to three. Alternatively, the server instance name can be shorted after the data repository command or operation is complete.

Also, depending on the VibroSight Server data repository (database) file names used and any truncation performed by VibroSight, it is possible that servers are created with names that contain non-allowed characters (such as spaces), with the result that these servers will not be accessible by VibroSight software clients. Similarly, duplicate VibroSight Server names are also possible.

---

**NOTE:** Choose appropriate VibroSight Server names in order to avoid name conflicts arising due to truncation and/or additional data repositories being created during automatic data management.

This is particularly important for systems with automated data management and system backup procedures that can generate VibroSight Server data repositories with different file names.

---

#### 4.4 Display of timestamps in VibroSight clients other than VibroSight Vision

Although VibroSight Vision now supports the display of timestamps (date and time) as either Site time, UTC time or Local computer time, all other VibroSight client software modules continue to display timestamps in local computer time only (that is, the date and time according to the local clock of the computer running the VibroSight software module).

#### 4.5 Display of devices in VibroSight System Manager

In the System Explorer window of VibroSight System Manager, the Devices tree-view does not always update correctly to show all of the devices (VM600 cards and VibroSmart devices) available on the network.

In particular, this has been seen when changing the firmware of a device, and can persist even after a refresh (using the **Refresh** toolbar button or **View > Refresh**).

If this behaviour is seen, the recommended workaround is to:

- Wait a few minutes and refresh again.
- Restart VibroSight System Manager.

#### 4.6 VibroSight Mimic backwards compatibility

VibroSight 2.10.0 contained significant improvements and changes, including a separate VibroSight Mimic client software module for mimics (that were previously available in VibroSight Vision). As a result, VibroSight Vision mimics created with VibroSight 2.9.7 or earlier are not compatible with VibroSight 2.10.0 or later.

VibroSight 2.11.0 contained significant improvements and changes to the VibroSight Mimic client software module. As a result, VibroSight Vision mimics created with VibroSight 2.10.1 or earlier are not compatible with VibroSight 2.11.0 or later.

VibroSight 2.11.5 contained significant improvements to the VibroSight Mimic project framework to include version information, in order to improve the compatibility between projects created with different versions of VibroSight Mimic and eliminate the requirement for the recreation of Mimics. Starting with VibroSight 2.11.5, Mimic projects automatically detect any changes in the VibroSight Mimic software that affect project compatibility, inform the user and update the project as required.

---

**NOTE:** VibroSight 2.11.5 is also able to open and work with Mimic projects created with VibroSight 2.11.0 or later, if the corresponding database had been updated as required.

---

---

**NOTE:** When updating existing machinery monitoring projects created with VibroSight 2.12.x to VibroSight 3.x.x or later, a new data repository created by copying a VibroSight database (\*.vssrvdb) to a VibroSight historical data folder (\*.vshdf) must use the same server file name as the existing server in order for existing VibroSight Mimics to maintain links with the data repository and continue to work (without manual corrections).  
In addition, the VibroSight Server using the new data repository must be running before the existing VibroSight Mimics are run for the first time, after the update.

---

#### 4.7 VibroSight OPC Clients not recovering

When a VibroSight OPC Client is being used to import information from an external OPC server into a VibroSight system and the external OPC server becomes unavailable, the VibroSight OPC Client may not always recover automatically when the OPC server becomes available again.

This is typically characterised by the VibroSight OPC Client continuing to show connection error messages even when OPC server is available and can result in permanent loss of the imported data if not noticed.

---

**NOTE:** The external OPC data can be permanently lost if it is not imported into VibroSight as expected.

Any VibroSight system feature or configuration element relying on the imported OPC data will not behave as expected, for example, alarms, machinery operating conditions and data logging rules.

---

If this behaviour is seen, the recommended workaround is to:

- Stop and restart the VibroSight OPC Client from either the VibroSight Server (**Data > Acquisition > OPC Device Driver**) or VibroSight System Manager.
- Stop and restart the VibroSight Server, if required.

#### 4.8 Duplicate events

For VibroSight systems using VM600 XMx16 cards, VibroSight Event Viewer retrieves all of the event information available from the data buffers on the cards.

For VibroSight systems using VibroSmart modules, VibroSight Event Viewer retrieves the event information available from the current time only (no buffered events).

Accordingly, for a VibroSight system using VM600 XMx16 cards, there is the possibility of duplicate events being listed in the Event Viewer, particularly for VibroSight systems being operated without an NTP server (where events are not recognised as duplicates due to time drift).

## 4.9 VibroSight Server status indicators

The status indicators (performance counter monitors) on the Status tab of the new VibroSight Server are not correctly displayed and updated when an NVIDIA WMI driver is installed on the same computer as the VibroSight Server.

---

**NOTE:** The NVIDIA Enterprise Management Toolkit (NVWMI) is a graphics and display management and control technology that interfaces to Microsoft's Windows Management Instrumentation (WMI) infrastructure, specific to NVIDIA graphics processing units (GPUs).

---

This is because NVIDIA WMI prevents the Microsoft .NET Framework from obtaining the required counter values from the underlying operating system / computer.

## 4.10 XMx16 card pre-logging

For an XMx16 card pair, if Dynamic Input Channel 16 is used as an input to a Dynamic Processing Block that is used as an input to a Dual Shaft Relative Processing Block which is configured to provide an Orbit and/or Full Spectrum output, then any pre-logging configured for the principal mode Waveform and/or Spectrum of Dynamic Input Channel 16 will not actually log any of the data from the same pre-logging scope.

## 4.11 Problems creating new VibroSight OPC Classic Servers

Users who have upgraded from an earlier version of VibroSight to a later version (for example, from VibroSight 2.x.x or 3.0.0 to VibroSight 3.1.0) can experience problems when creating new VibroSight OPC Classic Servers.

Such problems are typically characterised by the **OPC Server Create** command in VibroSight System Manager displaying an error message such as

"The type initializer for 'ch.VibroMeter.Xms.OpcServer.Utills.OpcServerUtills' threw an exception".

This typically occurs because an earlier version of the `OpcServer.config` file required by VibroSight OPC Classic Servers is being used by the later installation of VibroSight, which can happen in one of two ways:

- When a version of VibroSight 3.x.x or later is installed on a computer that was running a version of VibroSight 2.x.x or earlier, the VibroSight installer automatically checks existing VibroSight folders (such as **C:\ProgramData\Meggitt\VibroSight 2**) in order to copy relevant system and/or user preference files across to the new VibroSight folders (such as **C:\ProgramData\Meggitt\VibroSight**), including an earlier `OpcServer.config` file.



- When VibroSight 3.1.0 is installed on a computer that was running VibroSight 3.0.0, the creation of a VibroSight OPC Classic installer using VibroSight 3.0.0 automatically created an earlier `OpcServer.config` file.

As shown below, the first few lines of a typical `OpcServer.config` file contains version specific information that is incompatible with later versions of VibroSight:

```
<?xml version="1.0" encoding="utf-8"?>
<configuration>
  <configSections>
    <section name="opcServersConfiguration"
type="ch.VibroMeter.Xms.OpcServer.Utls.OpcServersSystemConfiguration, XmsOpcServerUtils,
Version=2.0.0.0, Culture=neutral, PublicKeyToken=2db2a2387bac0a0a" />
  </configSections>
  ...
</configuration>
```

So for users who have upgraded from an earlier version of VibroSight to a later version, if problems are experienced when creating new VibroSight OPC Classic Servers, the workaround is to:

1. Use an XML-compatible text editor program to edit the `OpcServer.config` file and remove the version specific information. That is, change the line containing the `section name` from:

```
<section name="opcServersConfiguration"
type="ch.VibroMeter.Xms.OpcServer.Utls.OpcServersSystemConfiguration, XmsOpcServerUtils,
Version=2.0.0.0, Culture=neutral, PublicKeyToken=2db2a2387bac0a0a" />
```

to:


```
<section name="opcServersConfiguration"
type="ch.VibroMeter.Xms.OpcServer.Utls.OpcServersSystemConfiguration, XmsOpcServerUtils,
Culture=neutral, PublicKeyToken=2db2a2387bac0a0a" />
```

2. Restart the computer.

Note: The computer must be restarted to ensure that the edited version of the `OpcServer.config` file is used (and not some other version from cache memory).

3. Use the **OPC Server Create** command in VibroSight System as required.

---

**NOTE:** The manual migration of existing VibroSight OPC Classic Servers to VibroSight 3.x.x or later is described in detail in the “VibroSight OPC Classic Server migration” section of the latest  *Getting started with VibroSight installation guide*.

---

#### 4.12 Potential TCP port 50000 conflict

The VibroSight Host Service (XmsHostService.exe) requires TCP port 50000 for communication with the VibroSight software. So if the computer running the VibroSight software is running other software which also requires TCP port 50000, this results in a TCP port conflict which can prevent VibroSight (or the other software) from running.

During the VibroSight software installation process, the VibroSight 3.4.x or later installer will typically detect other software on the computer that is using TCP port 50000 and report this. For example: “The port 50000 cannot be used. Please close all application using this port before manually starting the host service.”

Accordingly, any potential TCP port 5000 conflict should be resolved before the VibroSight software can be successfully installed and run.

#### 4.13 Problems using shared network drives/locations for VibroSight data management

On computers running Windows 10 or Windows Server 2016, problems can be experienced using shared network drives/locations with VibroSight’s integrated data management operations such as Offline data storage and Database backup (configured in VibroSight Configurator) due to Windows security policies and restrictions.

Such problems are typically characterised by the individual copy commands scheduled and run on a VibroSight Server (corresponding to Offline data storage and Database backup operations) failing to run correctly. More specifically, on the Data Management tab of a VibroSight Server, scheduled incremental copy jobs (Type: Copy) are typically displayed with Status: Error, while the Log Messages tab of the server display typically displays messages such as “Errors during the copy operation” and “Uncaught error IOException occurred in task ‘Task “DataRepositoryCopyDataMan...””.

---

**NOTE:** For Windows 10 and Windows Server 2016, Microsoft improved network security with a change to the rules governing shared network drives/locations. More specifically, a shared network drive/location is now only accessible and visible to the user who created the shared network drive/location, even if the user is an Administrator.

---

Accordingly, in order to avoid such problems, a shared network drive/location on Windows 10 and Windows Server 2016 computers that is required to be used by VibroSight’s integrated data management operations should be created as a “system account” in order to ensure that the required Windows Services can access the shared resource (drive/location).

This can easily be done using [Microsoft's PsExec utility](#). For example, by running the following command (as an Administrator):

```
PsExec.exe -i -s cmd.exe /C "net use Z: \\server\share"
```

Where the net use command is used to map the \\computer name\sharename (\\server\share) to the devicename (Z:).

---

**NOTE:** For Windows 10 and Windows Server 2016, Microsoft improved network security with a change to the rules governing shared network drives/locations. More specifically, a shared network drive/location is now only accessible and visible to the user who created the shared network drive/location, even if the user is an Administrator.

---

#### 4.14 Problems installing VibroSight 3.7.x on computers without internet access

On computers which are not connected to the internet, the VibroSight 3.7.x installer can experience problems when automatically installing the prerequisite Microsoft Visual C++ Redistributable Package for Visual Studio 2015, and report a generic message such as "Setup Failed. One or more issues caused the setup to fail".

As a workaround, trying to manual install the Microsoft Visual C++ Redistributable Package for Visual Studio 2015, the Microsoft Visual C++ installer can also experience problems, and report a similar generic "Setup Failed" message.

This is a known Microsoft problem which is due to some components in Visual Studio being signed by a certification authority that is not installed on the computer, and the computer cannot automatically download the required certificate(s) because it is not connected to the internet.

Accordingly, the Microsoft solution is to:

1. On a computer which is connected to the internet, download the following certificate:  
[http://www.microsoft.com/pki/certs/MicRooCerAut2011\\_2011\\_03\\_22.crt](http://www.microsoft.com/pki/certs/MicRooCerAut2011_2011_03_22.crt)  
Then copy the certificate to the VibroSight computer (for example to C:\Temp).
2. On the VibroSight computer, use the certmgr.exe utility to add the certificate by using the command line.  
Note: For more information, refer to the Certmgr.exe (Certificate Manager Tool) topic at MSDN.
3. Open an admin command prompt and run the following command:  
certmgr.exe /add C:\Temp\MicRooCerAut2011\_2011\_03\_22.cer /s /r localMachine root
4. Next, try installing the patch KB3135996 or KB3136000.

If required, additional information is available from a Microsoft MSDN blog, here:

<https://blogs.msdn.microsoft.com/vsnetsetup/2016/03/28/a-certificate-chain-could-not-be-built-to-a-trusted-root-authority-2>



## 5 Compatibility

As part of the VibroSight software installation process, the VibroSight installer will automatically check to see if the required Microsoft .NET Framework, Microsoft Visual C++ Redistributable Package, OPC Core Components Redistributable software and OPC UA Local Discovery Server are pre-installed on the computer:

- The required Microsoft Visual C++ Redistributable Package (see section 5.1.3) must be manually installed before VibroSight can be installed. If it is not detected, then the VibroSight installer will exit the installation and VibroSight is not installed.
- The required Microsoft .NET Framework (see section 5.1.2) is automatically installed by the VibroSight installer if it is not detected.
- The required OPC Core Components Redistributable (see section 5.1.4) software is automatically installed on the computer by the VibroSight installer if it is not detected.
- The required OPC UA Local Discovery Server (see section 5.1.5) software is automatically installed on the computer by the VibroSight installer if it is not detected.

---

**NOTE:**

Refer to the latest version of the  *Getting started with VibroSight installation guide* or the  *VibroSight software data sheet* for further information on VibroSight's prerequisites and compatibility.

---

### 5.1 VibroSight software

VibroSight 4.0.0 is a major level release and replaces VibroSight 3.8.0.

Compatibility with existing VibroSight data repositories (databases) is achieved using a specific data migration process from any existing databases based on Sybase SQL Anywhere (\*.vssrvdb) to data repositories based on the VibroSight historical data repositories (VibroSight historical data folder (\*.vshdf) for operation with a VibroSight Server (live data) and VibroSight historical data archive (\*.vshda) for operation with historical data).

Compatibility with existing VibroSight machinery monitoring projects using VibroSight OPC Servers that were created using VibroSight 2.12.7 or earlier is achieved using a specific VibroSight OPC Server migration process for these VibroSight OPC Servers.


Therefore, it is important to note that:

- New machinery monitoring projects created with VibroSight 3.x.x or later will automatically use VibroSight historical data repositories.
- Existing machinery monitoring projects created with versions of VibroSight earlier than VibroSight 3.0.0 must be manually migrated from Sybase SQL Anywhere databases to VibroSight historical data repositories before they can be used with VibroSight 3.x.x or later.
- Existing machinery monitoring projects using VibroSight OPC Servers that were created with versions of VibroSight earlier than VibroSight 2.12.7 must manually migrate their VibroSight OPC Servers before they can be used with VibroSight 3.x.x or later.

It is very important to note that migrating a VibroSight OPC Server from VibroSight 2.12.7 or earlier to

VibroSight 3.x.x or later requires that certain steps must be performed using the existing version of VibroSight (that is, VibroSight 2.12.7 or earlier) BEFORE it is removed (uninstalled).

---

**NOTE:** The manual migration of an existing machinery monitoring project to VibroSight 3.x.x or later is described in detail in the “Data migration” and “VibroSight OPC Server migration” sections of the latest  *Getting started with VibroSight installation guide*.

---

### 5.1.1 Microsoft Windows operating systems

VibroSight 3.x.x or later is compatible with 32-bit versions and 64-bit versions of Microsoft® Windows® operating systems.

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**NOTE:** Starting with VibroSight 3.0.0, VibroSight software is now available as 64-bit software for 64-bit Windows and 32-bit software for 32-bit Windows. The 64-bit version of VibroSight can be installed on 64-bit Windows computers only. The 32-bit version of VibroSight can be installed on 32-bit Windows computers only. Only a single version of VibroSight can be installed and exist on a computer at any one time

---

See the Appendix of these release notes for further information on VibroSight software and Windows operating system compatibility.

### 5.1.2 Microsoft .NET Framework

For most Windows operating systems, VibroSight 3.7.0 or later requires that the Microsoft .NET Framework 4.7.2 or later is installed.

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**NOTE:** VibroSight 4.0.0 requires Microsoft .NET Framework 4.7.2.

---

If the required Microsoft .NET Framework is not pre-installed, then the VibroSight installer will detect this and automatically install it as part of the VibroSight software installation process.

See the Appendix of these release notes for further information on VibroSight software and Microsoft .NET Framework requirements.

### 5.1.3 Microsoft Visual C++ Redistributable Package

VibroSight 3.x.x or later requires that the Microsoft Visual C++ Redistributable Package for Visual Studio 2015 is installed, in order to install and register the Visual C++ libraries used by VibroSight.

---

**NOTE:** The 64-bit version of the Microsoft Visual C++ Redistributable Package (“Microsoft Visual C++ 2015 Redistributable (x64)”) must be installed on 64-bit Windows computers.  
The 32-bit version of the Microsoft Visual C++ Redistributable Package (“Microsoft Visual C++ 2015 Redistributable (x86)”) must be installed on 32-bit Windows computers.

---

If the required Microsoft Visual C++ Redistributable Package is not pre-installed, then the VibroSight installer will detect this and exit the installation.

#### 5.1.4 OPC Core Components Redistributable

VibroSight 3.x.x or later requires that the OPC Core Components Redistributable is installed, in order to configure and run VibroSight OPC Clients and VibroSight OPC Servers correctly: the redistributable must be installed on OPC client computers in order to allow connections to remote OPC servers and it must be installed on OPC server computers in order to allow OPC clients to browse for running OPC servers.

---

**NOTE:** The 64-bit version of the OPC Core Components Redistributable ("OPC Core Components Redistributable (x64) 106.0") must be installed on 64-bit Windows computers.

The 32-bit version of the OPC Core Components Redistributable ("OPC Core Components Redistributable (x86) 106.0") must be installed on 32-bit Windows computers.

---

If the required OPC Core Components Redistributable is not pre-installed, then the VibroSight installer will detect this and automatically install it as part of the VibroSight software installation.

#### 5.1.5 OPC UA Local Discovery Server

VibroSight 4.x.x or later requires that the OPC UA Local Discovery Server is installed, in order to expose OPC UA servers for discovery and enable communications with OPC UA clients.

If the required OPC UA Local Discovery Server is not pre-installed, then the VibroSight installer will detect this and automatically install it as part of the VibroSight software installation.

#### 5.1.6 Sybase SQL Anywhere 11 software

Starting with VibroSight 3.0.0, the VibroSight historical data repositories (VibroSight historical data folder (\*.vshdf) for operation with a VibroSight Server (live data) and VibroSight historical data archive (\*.vshda) for operation with historical data) are exclusively used for the required data repositories.

A VibroSight database based on Sybase SQL Anywhere (\*.vssrvdb) can no longer be used as a data repository. Accordingly, the Sybase SQL Anywhere 11 database software is no longer included and distributed as part of the VibroSight software.

---


**NOTE:** VibroSight 3.x.x or later exclusively uses data repositories based on the VibroSight historical data system.

VibroSight 2.12.7 used data repositories based on Sybase SQL Anywhere databases and introduced initial support for working with data repositories based on the VibroSight historical data repositories for data analysis.

VibroSight 2.12.6 or earlier exclusively used data repositories based on Sybase SQL Anywhere databases.

---

---

**NOTE:** The manual migration of an existing machinery monitoring project to VibroSight 3.x.x or later is described in detail in the “Data migration” section of the latest  *Getting started with VibroSight installation guide*.

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### 5.1.7 VM600 CMS software

The VM600 CMS software from Meggitt SA uses Sybase SQL Anywhere 8. Both Sybase SQL Anywhere 8 (VM600 CMS) and Sybase SQL Anywhere 11 (VibroSight) can be installed on the same computer.

However, while SQL Anywhere 8 and SQL Anywhere 11 can be installed on the same computer and run at the same time for standard database operations, certain administrative tasks are mutually exclusive and may block one another.

More specifically, all operations that refer to Sybase SQL (a command-line Interactive SQL utility) in the background could be directed to the wrong version of Sybase SQL Anywhere. For example, this impacts all user operations and system operations involving the creation, copying and updating of databases.

---

**NOTE:** It is recommended to install and use VibroSight 3.x.x or earlier on a computer that does not have VM600 CMS software installed.

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### 5.1.8 SIMATIC Step 7 software

The SIMATIC Step 7 software from Siemens typically uses Sybase SQL Anywhere 9. Both Sybase SQL Anywhere 9 (SIMATIC Step 7) and Sybase SQL Anywhere 11 (VibroSight) can be installed on the same computer.

However, while SQL Anywhere 9 and SQL Anywhere 11 can be installed on the same computer, they cannot run at the same time.

More specifically, if SIMATIC Step 7 and VibroSight are both installed, certain administrative tasks, such as all user operations and system operations involving the creation, copying and updating of data repositories (databases), may not work correctly. If this behaviour is seen, the recommended workaround is to manually change or remove the SQLANY environmental variable in order to allow VibroSight to work correctly.

Note: The SQLANY environment variable is used to contain the directory where Sybase SQL Anywhere is installed.

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**NOTE:** It is recommended to install and use VibroSight 3.x.x or earlier on a computer that does not have SIMATIC Step 7 software installed.

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### 5.1.9 Dell Backup and Recovery software

Some Dell™ computers running versions of Dell Backup and Recovery software can experience problems running the VibroSight software, characterised by the VibroSight software not running or running incorrectly. This is because the Dell Backup and Recovery software can use a version of SQLite and associated libraries (DLLs) that prevent the VibroSight Host Service from running correctly.

For example, VibroSight clients can stop running (crash), VibroSight clients can be unable to connect to data sources and/or VibroSight System manager may not display all of the commands expected to be available in the Actions window.

If this behaviour is seen, the recommended workaround is to uninstall the Dell Backup and Recovery software.

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**NOTE:** It is recommended to install and use VibroSight 3.x.x or earlier on a computer that does not have Dell Backup and Recovery software installed.

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### 5.1.10 MatrikonOPC software

Both MatrikonOPC™ software and the VibroSight software can be installed and run on the same computer.

However, if the MatrikonOPC software is installed after the VibroSight software, this can result in problems related to credentials (access rights). These problems are typically characterised by an unhandled exception in VibroSight Configurator when trying to configure an OPC device in the Hardware view or an unhandled exception in a VibroSight Server when trying to handle/process OPC data.

MatrikonOPC software and the VibroSight software must be installed on the same computer in the following order:

1. Install the MatrikonOPC software.
2. Install the Microsoft Visual C++ Redistributable Package for Visual Studio 2010 (version 40219).  
Note: This redistributable package is required by the MatrikonOPC software.
3. Install the Microsoft Visual C++ Redistributable Package for Visual Studio 2015 (version 23026 or later).  
Note: This redistributable package is required by the VibroSight software.
4. Install VibroSight 3.x.x or later.



## 5.2 VM600 cards

### 5.2.1 Firmware

There are no firmware upgrades for VM600 cards corresponding to VibroSight 4.0.0.

The latest firmware for the **CPUR** card remains:

- Base System: base-system-640-011-001-004.tgz
- Applications: applications-640-012-001-004.tgz.

The latest firmware for the **CPUR2** card remains:

- Base System: base-system-640-014-001-002.tgz
- Applications: applications-640-015-001-002.tgz.

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**NOTE:** In order to help distinguish between VM600 CPUx cards, VibroSight 4.x.x has changed the terminology used to refer to **CPUR** and **CPUR2** cards.  
See 2.3 Support for different versions of the VM600 CPUx card.

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The latest firmware for the XMC16, XMV16 and XMVS16 cards remains:

- Base System: base-system-640-003-001-016.tgz
- Applications: applications-640-010-001-016.tgz.

Therefore, for current versions of VM600 cards, firmware upgrades are not required.

## 5.3 VibroSmart devices

### 5.3.1 Firmware

There are no firmware upgrades for VibroSmart modules and devices corresponding to VibroSight 4.0.0.

The latest firmware for the VSI010 module remains:

- 642-002-000-010.xmsifw.

The latest firmware for the VSN010 device remains:

- 642-004-000-011.redboxfw.

The latest firmware for the VSV30x modules remains:

- 642-001-000-016.xtranfw.

Therefore, for current versions of VibroSmart modules and devices, firmware upgrades are not required.

## 6 Upgrade procedure

This section describes the procedure for upgrading a VibroSight system from a previous version. Perform the steps in the given sequence in order to complete a system upgrade.

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**NOTE:** It is strongly recommended to verify the version of firmware running in the related hardware (XMx16 cards and VibroSmart modules and devices) before starting a VibroSight system upgrade, in order to establish if any firmware updates are also required.  
See 6.2.3 Updating the firmware using VibroSight System Manager.

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**NOTE:** It is strongly recommended to ensure that a copy of the configuration for a VibroSmart is available before updating the firmware of any of the VibroSmart modules used in the distributed monitoring system. See 6.2.3 Updating the firmware using VibroSight System Manager.

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### 6.1 VibroSight software user settings

The VibroSight Software generates and uses some files on the storage device of the computer running VibroSight to keep track of user-configurable settings, so that these settings are remembered and applied for the VibroSight installation.

These settings files have an `.xmsettings` file name extension and on a computer running Windows 7, can be found here:

`C:\Users\username\AppData\Roaming\Meggitt\VibroSight`, where *username* is the Windows account name.

For example, the `VibroSightVision.xmsettings` file records the user-configurable default settings for VibroSight Vision, such as default settings for plots.

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**NOTE:** VibroSight software updates and upgrades do not replace these settings files, so:

- For a computer on which VibroSight was previously installed, an update, upgrade or a re-installation of VibroSight will continue to use the previous defaults recorded in the `.xmsettings` files.
- For a computer on which VibroSight was not previously installed, the installation of VibroSight will generate and use new `.xmsettings` files, which use the latest VibroSight software defaults.

If a settings file is deleted for any reason, VibroSight will generate and use a new settings file, which uses the latest VibroSight software defaults.

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6.2 Updating VibroSight-compatible hardware

Appropriate files and tools are included in the installation package to allow VM600 cards (XMx16) and VibroSmart devices (VSI010, VSN010 and VSV30x) to be updated to the latest firmware, in order to take advantage of improvements to the VibroSight software.

Updating the firmware VM600 cards or VibroSmart devices is a special task that can, if used unintentionally or incorrectly, lead to malfunctioning of the device and affect proper function of data acquisition.

During the firmware update of a device, the card or module being updated cannot provide its normal machinery monitoring functions because its outputs (alarms and relays) can go to undetermined states, irrespective of how they have been configured.

For VibroSmart modules, the machinery being monitored is not protected for the duration of a firmware update and the restart (reboot) that is triggered automatically after the firmware update (which can take up to 5 minutes).

---

**NOTE:** It is highly recommended that firmware updates are only performed in accordance with the operating procedures for the machinery being monitored and that appropriate precautions are taken at the control system level (such as DCS or PLC).

For example, alarms and relay outputs should be ignored (bypassed or inhibited) in order to avoid false trips of the machinery being monitored.

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6.2.1 VM600 card firmware

The latest VM600 card firmware files are copied to a directory on your computer as part of the VibroSight software installation process.

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**NOTE:** For example, the default firmware directory for VM600 cards is:

C:\Program Files\Meggitt\VibroSight\Firmware\VM600

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The firmware files for a VM600 card can be found in the appropriate subfolder and identified by their .tgz file name extension. For example, the `XMV16` subfolder contains the applications and base system firmware for use by XMV16 cards. Any additional firmware updates received from Meggitt SA should also be stored in these directories.

Table 1 shows the compatibility between VibroSight software and VM600 **CPUR** card hardware (that is, CPUR firmware).

Table 2 shows the compatibility between VibroSight software and VM600 **CPUR2** card hardware (that is, CPUR2 firmware).

Table 3 shows the compatibility between VibroSight software and VM600 XMx16 card hardware (that is, XMC16, XMV16 and XMVS16 firmware).

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**NOTE:** It is strongly recommended to use the most recent version of the VM600 CPUR firmware and VM600 XMx16 firmware that is compatible with the version of VibroSight software being used.

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Table 1: VibroSight software and VM600 CPUR firmware compatibility

VibroSight software version  CD part number	VM600 CPUR firmware <small>See note 1</small>	
	Base-system (* .tgz)	
	640-011-001-004	640-011-001-004
	Applications (* .tgz)	
	640-012-001-004	640-012-001-004
<b>2.12.7</b> 609-004-000-036	✓ See note 2	✓ See note 3
<b>4.0.0</b> 609-004-000-046	✓	✓

#### Notes for Table 1

1. VM600 CPUR firmware is packaged and distributed as a .tgz file (a compressed archive file format) with PNRs such as 640-011-001-xxx for the Base System and 640-012-001-xxx for the (Applications) Firmware. In these PNRs, the xxx-xxx-001-xxx denotes the firmware is packaged in the tgz file format.

After the .tgz file is unpacked by VibroSight System Manager and the firmware is uploaded to a VM600 CPUR card, the dialog box displayed by the VibroSight System Manager's Change Firmware command shows the current version of firmware using PNRs such as 640-011-000-xxx for the Base System and 640-012-000-xxx for the Firmware, which correspond to the actual unpacked firmware that is running on the card.

2. This is the latest official release of VM600 CPUR firmware (that is, the earlier version of the CPUx card with support for card pair redundancy (PNR 600-007-000-VVV)), which was discontinued in VibroSight 2.12.0 and reintroduced in VibroSight 4.0.x).

Table 2: VibroSight software and VM600 CPUR2 firmware compatibility

VibroSight software version CD part number	VM600 CPUR2 firmware <sup>See note 1</sup>	
	Base-system (* .tgz)	
	640-014-001-001	640-014-001-002
	Applications (* .tgz)	
	640-015-001-001	640-015-001-002
<b>2.12.7</b> 609-004-000-036	✓ See note 2	✓ See note 3
<b>3.0.0</b> 609-004-000-037	✓	✓
<b>3.1.0</b> 609-004-000-038	✓	✓
<b>3.2.0</b> 609-004-000-039	✓	✓
<b>3.3.0</b> 609-004-000-040	✓	✓
<b>3.4.0</b> 609-004-000-041	✓	✓
<b>3.5.0</b> 609-004-000-042	✓	✓
<b>3.6.0</b> 609-004-000-043	✓	✓
<b>3.7.0</b> 609-004-000-044	✓	✓
<b>3.8.0</b> 609-004-000-045	✓	✓
<b>4.0.0</b> 609-004-000-046	✓	✓

Notes for Table 2 (see the next page)

#### Notes for Table 2

1. VM600 **CPUR2** firmware is packaged and distributed as a .tgz file (a compressed archive file format) with PNRs such as 640-014-001-xxx for the Base System and 640-015-001-xxx for the (Applications) Firmware. In these PNRs, the xxx-xxx-001-xxx denotes the firmware is packaged in the tgz file format.

After the .tgz file is unpacked by VibroSight System Manager and the firmware is uploaded to a VM600 CPUR2 card, the dialog box displayed by the VibroSight System Manager's Change Firmware command shows the current version of firmware using PNRs such as 640-014-000-xxx for the Base System and 640-015-000-xxx for the Firmware, which correspond to the actual unpacked firmware that is running on the card.

2. This is the first official release of VM600 CPUR2 firmware and includes features such as the management of XMx16 card configurations for applications such as control systems and the implementation of the PROFIBUS protocol for the fieldbus interfaces. A firmware upgrade is required in order to run VibroSight 2.12.7 or later.

3. This version of VM600 CPUR2 firmware includes improvements such as changing the PROFIBUS polling rate for the Modbus server to 100 ms (was 200 ms) and fixing a known time counter wraparound (overflow) issue. A firmware upgrade is strongly recommended in order to run VibroSight 3.4.0 or later.

Table 3: VibroSight software and VM600 XMx16 firmware compatibility

VibroSight software version  CD part number	VM600 XMx16 firmware <small>See note 1</small>				
	Base-system (*.tgz)				
	640-003-001-011	640-003-001-012	640-003-001-013	640-003-001-014	640-003-001-016
	Applications (*.tgz)				
	640-010-001-011	640-010-001-012	640-010-001-013	640-010-001-014	640-010-001-016
<b>2.12.5</b> 609-004-000-033	✓ See note 2	✓ See note 3			
<b>2.12.6</b> 609-004-000-034	✓	✓			
<b>2.12.7</b> 609-004-000-036			✓ See note 4		
<b>3.0.0</b> 609-004-000-037				✓ See note 5	
<b>3.1.0</b> 609-004-000-038				✓	
<b>3.2.0</b> 609-004-000-039				✓	
<b>3.3.0</b> 609-004-000-040					✓ See note 6
<b>3.4.0</b> 609-004-000-041					✓
<b>3.5.0</b> 609-004-000-042					✓
<b>3.6.0</b> 609-004-000-043					✓
<b>3.7.0</b> 609-004-000-044					✓
<b>3.8.0</b> 609-004-000-045					✓
<b>4.0.0</b> 609-004-000-046					✓

Notes for Table 3 (see the next page)

### Notes for Table 3

1. VM600 XMx16 firmware is packaged and distributed as a .tgz file (a compressed archive file format) with PNRs such as 640-003-001-xxx for the Base System and 640-010-001-xxx for the (Applications) Firmware. In these PNRs, the xxx-xxx-001-xxx denotes the firmware is packaged in the tgz file format.

After the .tgz file is unpacked by VibroSight System Manager and the firmware is uploaded to a VM600 XMx16 card, the dialog box displayed by the VibroSight System Manager's Change Firmware command shows the current version of firmware using PNRs such as 640-010-000-xxx for the Firmware and 640-003-000-xxx for the Base System, which correspond to the actual unpacked firmware that is running on the card.

2. This version of VM600 XMx16 firmware introduces support for 1 s time-boxed peak-hold processing (that is, spectral data aggregation).

3. This version of VM600 XMx16 firmware implements improved multi-rate digital resamplers (sample rate converters). A firmware upgrade is recommended but is not required in order to run VibroSight 2.12.5 or 2.12.6.

4. This version of VM600 XMx16 firmware improves support for faster live data: 100 ms card update rate and up to 100 ms VibroSight Vision refresh rate. It also allows a VM600 XMx16 card to be managed by a VM600 CPUR card ("rack controller"), eliminating the XMx16 card's requirement for a VibroSight Server. A firmware upgrade is required in order to run VibroSight 2.12.7.

5. This version of VM600 XMx16 firmware adds support for customer-specific functionality that is enabled by a customer-specific VibroSight software license. A firmware upgrade is required in order to run VibroSight 3.0.0 or later.

6. This version of VM600 XMx16 firmware includes relaxed constraints for dynamic data retention time, that is, optimised memory to reduce the possibility of missing data in data intensive VibroSight applications running on less powerful computers. A firmware upgrade is required in order to run VibroSight 3.3.0 or later.



6.2.2 VibroSmart device firmware

The latest VibroSmart device firmware files are copied to a directory on your computer as part of the VibroSight software installation process.

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<b>NOTE:</b>	The default firmware directory for VibroSmart devices is: C:\Program Files\Meggitt\VibroSight\Firmware\VibroSmart
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The firmware files for a VibroSmart device can be found in the appropriate subfolder and identified by their \*.fw file name extension. For example, the VSV30x subfolder contains the firmware for use by VSV30x modules. Any additional firmware updates received from Meggitt SA should also be stored in these directories.

Table 4 shows the compatibility between VibroSight software and the VibroSmart VSI010 firmware.

Table 5 shows the compatibility between VibroSight software and the VibroSmart VSN010 firmware.

Table 6 shows the compatibility between VibroSight software and the VibroSmart VSV30x firmware.

---

<b>NOTE:</b>	It is strongly recommended to use the most recent version of the VibroSmart firmware that is compatible with the version of VibroSight software being used.
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Table 4: VibroSight software and VibroSmart VSI010 firmware compatibility

VibroSight software version CD part number	VSI010 firmware (*.xmsi.fw) <sup>See note 1</sup>		
	642-002-000-008	642-002-000-009	642-002-000-010
<b>2.12.5</b> 609-004-000-033	✓ See note 2		
<b>2.12.6</b> 609-004-000-034		✓ See note 2	✓ See notes 2 and 3
<b>2.12.7</b> 609-004-000-036		✓	✓
<b>3.0.0</b> 609-004-000-037		✓	✓
<b>3.1.0</b> 609-004-000-038		✓	✓
<b>3.2.0</b> 609-004-000-039		✓	✓
<b>3.3.0</b> 609-004-000-040		✓	✓
<b>3.4.0</b> 609-004-000-041		✓	✓
<b>3.5.0</b> 609-004-000-042		✓	✓
<b>3.6.0</b> 609-004-000-043		✓	✓
<b>3.7.0</b> 609-004-000-044		✓	✓
<b>3.8.0</b> 609-004-000-045		✓	✓
<b>4.0.0</b> 609-004-000-046		✓	✓

Notes for Table 4 (see the next page)

#### Notes for Table 4

1. VibroSmart VSI010 firmware is distributed as a single *.xmsifw* file (a proprietary file format) with a PNR such as *642-xxx-000-xxx*. In these PNRs, the *xxx-xxx-000-xxx* denotes that the firmware is not packaged (compressed or archived). VibroSight System Manager always uses and displays information about VibroSmart device firmware using PNRs such as *642-xxx-000-xxx*, which correspond to the actual firmware that is running on the device.

2. Updating to this version of VibroSmart VSI010 firmware requires a specific process:

##### Notes:

For a VibroSmart consisting of different types of device, the devices should be updated in the following order: first VSN010 real-time Ethernet switches, then VSV30x vibration monitoring modules and finally VSI010 communications interface modules. In addition, VibroSight System Manager should be exited (closed) and restarted after updating the firmware for each type of device, before continuing. And after updating the firmware, the configuration on the VibroSmart devices should be re-applied (re-activated) and the VibroSmart devices should be restarted.

##### Procedure:

(1) Ensure that a copy of the configuration for the VibroSmart is available before updating any device firmware. For example, using the currently installed version of VibroSight (that is, before any updates to the VibroSight software corresponding to updates to VibroSmart devices), VibroSight Configurator can be used to obtain a copy of the configuration as follows:

- For a VibroSmart using a VibroSight Server, the **File > Open > Server / Database** command can be used to read the configuration from the VibroSight Server.
- For a VibroSmart not using a VibroSight Server (that is, a “stand-alone” VibroSmart), the **File > Open > Device** command can be used to read the configuration directly from the VibroSmart modules.

Then the **File > Save As > File** command can be used to store a copy of the configuration for the VibroSmart.

(2) Start VibroSight System Manager, select the device or devices of the same type to be updated (for example, VSI010 modules) and run the Change Firmware command.

When updating multiple VibroSmart devices of the same type to use the same firmware, CTRL+click or SHIFT+click can be used to select multiple devices in the Devices tree structure of the System Explorer window. This way, when the Change Firmware command is run, all of devices that were selected will be updated at the same time. Otherwise, each device must be selected and updated individually.

(3) When the VibroSmart Module(s) Firmware Upgrade window displays a “Firmware upgrade terminated. The firmware has been upgraded successfully ...” message, click the **Finish** button to continue.

If after 10 minutes, the VibroSmart Module(s) Firmware Upgrade window does not display a successful message, click the **Cancel** button to close the window and continue.

Then exit (close) VibroSight System Manager.

(4) Restart VibroSight System Manager and verify that the correct version of firmware is reported for each device that was updated. (When a device is selected in the System Explorer window, this information is available in the main window (centre) under Module PNR. It is also available in the VibroSmart Module(s) Firmware Upgrade window when a device is selected and the Change Firmware command is run). If a device does not report the correct version of firmware, rerun the Change Firmware command for this device.

Then exit (close) VibroSight System Manager.

(5) Repeat steps (2), (3) and (4) for each type of device to be updated (for example, VSN010 and VSV30x modules).

(6) Start VibroSight Configurator, open the configuration for the VibroSmart (see step (1)), then apply (activate) the configuration. (If required, VibroSight Configurator will automatically update the configuration to the latest version and inform the user.)

Then exit (close) VibroSight Configurator.

(7) Turn the power supply to the VibroSmart off and wait for a few seconds. Then turn the power supply back on and verify that the system operates as expected.

During this firmware update process, the behaviour of the LEDs on the front panel of the VibroSmart devices can be inconsistent and should be ignored. Normal LED behaviour resumes after the firmware update is complete (after step (7)).

3. This version of VibroSmart VSI010 firmware has no limit on the number of constants per VSI010 module.

A firmware upgrade is recommended but is not required in order to run VibroSight 3.8.0 or later.

Table 5: VibroSight software and VibroSmart VSN010 firmware compatibility

	VSN010 firmware (* .redboxfw) <sup>See note 1</sup>	
VibroSight software version CD part number	642-004-000-010	642-004-000-011
<b>2.12.5</b> 609-004-000-033	✓ See note 2	
<b>2.12.6</b> 609-004-000-034		✓ See note 2
<b>2.12.7</b> 609-004-000-036		✓
<b>3.0.0</b> 609-004-000-037		✓
<b>3.1.0</b> 609-004-000-038		✓
<b>3.2.0</b> 609-004-000-039		✓
<b>3.3.0</b> 609-004-000-040		✓
<b>3.4.0</b> 609-004-000-041		✓
<b>3.5.0</b> 609-004-000-042		✓
<b>3.6.0</b> 609-004-000-043		✓
<b>3.7.0</b> 609-004-000-044		✓
<b>3.8.0</b> 609-004-000-045		✓
<b>4.0.0</b> 609-004-000-046		✓

Notes for Table 5 (see the next page)

## Notes for Table 5

1. VibroSmart VSN010 firmware is distributed as a single *.redboxfw* file (a proprietary file format) with a PNR such as *642-xxx-000-xxx*. In these PNRs, the *xxx-xxx-000-xxx* denotes that the firmware is not packaged (compressed or archived). VibroSight System Manager always uses and displays information about VibroSmart device firmware using PNRs such as *642-xxx-000-xxx*, which correspond to the actual firmware that is running on the device.

2. Updating to this version of VibroSmart VSN010 firmware requires a specific process:

### Notes:

For a VibroSmart consisting of different types of device, the devices should be updated in the following order: first VSN010 real-time Ethernet switches, then VSV30x vibration monitoring modules and finally VSI010 communications interface modules. In addition, VibroSight System Manager should be exited (closed) and restarted after updating the firmware for each type of device, before continuing. And after updating the firmware, the configuration on the VibroSmart devices should be re-applied (re-activated) and the VibroSmart devices should be restarted.

### Procedure:

(1) Ensure that a copy of the configuration for the VibroSmart is available before updating any device firmware. For example, using the currently installed version of VibroSight (that is, before any updates to the VibroSight software corresponding to updates to VibroSmart devices), VibroSight Configurator can be used to obtain a copy of the configuration as follows:

- For a VibroSmart using a VibroSight Server, the **File > Open > Server / Database** command can be used to read the configuration from the VibroSight Server.
- For a VibroSmart not using a VibroSight Server (that is, a “stand-alone” VibroSmart), the **File > Open > Device** command can be used to read the configuration directly from the VibroSmart modules.

Then the **File > Save As > File** command can be used to store a copy of the configuration for the VibroSmart.

(2) Start VibroSight System Manager, select the device or devices of the same type to be updated (for example, VSN010 modules) and run the Change Firmware command.

When updating multiple VibroSmart devices of the same type to use the same firmware, CTRL+click or SHIFT+click can be used to select multiple devices in the Devices tree structure of the System Explorer window. This way, when the Change Firmware command is run, all of devices that were selected will be updated at the same time. Otherwise, each device must be selected and updated individually.

(3) When the VibroSmart Module(s) Firmware Upgrade window displays a “Firmware upgrade terminated. The firmware has been upgraded successfully ...” message, click the **Finish** button to continue.

If after 10 minutes, the VibroSmart Module(s) Firmware Upgrade window does not display a successful message, click the **Cancel** button to close the window and continue.

Then exit (close) VibroSight System Manager.

(4) Restart VibroSight System Manager and verify that the correct version of firmware is reported for each device that was updated. (When a device is selected in the System Explorer window, this information is available in the main window (centre) under Module PNR. It is also available in the VibroSmart Module(s) Firmware Upgrade window when a device is selected and the Change Firmware command is run). If a device does not report the correct version of firmware, rerun the Change Firmware command for this device.

Then exit (close) VibroSight System Manager.

(5) Repeat steps (2), (3) and (4) for each type of device to be updated (for example, VSI010 and VSV30x modules).

(6) Start VibroSight Configurator, open the configuration for the VibroSmart (see step (1)), then apply (activate) the configuration. (If required, VibroSight Configurator will automatically update the configuration to the latest version and inform the user.)

Then exit (close) VibroSight Configurator.

(7) Turn the power supply to the VibroSmart off and wait for a few seconds. Then turn the power supply back on and verify that the system operates as expected.

During this firmware update process, the behaviour of the LEDs on the front panel of the VibroSmart devices can be inconsistent and should be ignored. Normal LED behaviour resumes after the firmware update is complete (after step (7)).

Table 6: VibroSight software and VibroSmart VSV30x firmware compatibility

VibroSight software version CD part number	VSV30x firmware (*.xtrnfw) <small>See note 1</small>				
	642-001-000-012	642-001-000-013	642-001-000-014	642-001-000-015	642-001-000-016
<b>2.12.5</b> 609-004-000-033	✓ See note 2	✓ See note 2			
<b>2.12.6</b> 609-004-000-034	✓	✓	✓ See note 2		
<b>2.12.7</b> 609-004-000-036	✓	✓	✓		
<b>3.0.0</b> 609-004-000-037	✓	✓	✓		
<b>3.1.0</b> 609-004-000-038	✓	✓	✓		
<b>3.2.0</b> 609-004-000-039	✓	✓	✓		
<b>3.3.0</b> 609-004-000-040	✓	✓	✓		
<b>3.4.0</b> 609-004-000-041				✓ See notes 2 and 3	✓ See notes 2 and 4
<b>3.5.0</b> 609-004-000-042				✓	✓
<b>3.6.0</b> 609-004-000-043				✓	✓
<b>3.7.0</b> 609-004-000-044				✓	✓
<b>3.8.0</b> 609-004-000-045				✓	✓
<b>4.0.0</b> 609-004-000-046				✓	✓

Notes for Table 6 (see the next page)

## Notes for Table 6

1. VibroSmart VSV30x firmware is distributed as a single *.xtranfw* file (a proprietary file format) with a PNR such as *642-xxx-000-xxx*. In these PNRs, the *xxx-xxx-000-xxx* denotes that the firmware is not packaged (compressed or archived). VibroSight System Manager always uses and displays information about VibroSmart device firmware using PNRs such as *642-xxx-000-xxx*, which correspond to the actual firmware that is running on the device.

2. Updating to this version of VibroSmart VSV30x firmware requires a specific process:

### Notes:

For a VibroSmart consisting of different types of device, the devices should be updated in the following order: first VSN010 real-time Ethernet switches, then VSV30x vibration monitoring modules and finally VSI010 communications interface modules. In addition, VibroSight System Manager should be exited (closed) and restarted after updating the firmware for each type of device, before continuing. And after updating the firmware, the configuration on the VibroSmart devices should be re-applied (re-activated) and the VibroSmart devices should be restarted.

### Procedure:

(1) Ensure that a copy of the configuration for the VibroSmart is available before updating any device firmware. For example, using the currently installed version of VibroSight (that is, before any updates to the VibroSight software corresponding to updates to VibroSmart devices), VibroSight Configurator can be used to obtain a copy of the configuration as follows:

- For a VibroSmart using a VibroSight Server, the **File > Open > Server / Database** command can be used to read the configuration from the VibroSight Server.
- For a VibroSmart not using a VibroSight Server (that is, a “stand-alone” VibroSmart), the **File > Open > Device** command can be used to read the configuration directly from the VibroSmart modules.

Then the **File > Save As > File** command can be used to store a copy of the configuration for the VibroSmart.

(2) Start VibroSight System Manager, select the device or devices of the same type to be updated (for example, VSV30x modules) and run the Change Firmware command.

When updating multiple VibroSmart devices of the same type to use the same firmware, CTRL+click or SHIFT+click can be used to select multiple devices in the Devices tree structure of the System Explorer window. This way, when the Change Firmware command is run, all of devices that were selected will be updated at the same time. Otherwise, each device must be selected and updated individually.

(3) When the VibroSmart Module(s) Firmware Upgrade window displays a “Firmware upgrade terminated. The firmware has been upgraded successfully ...” message, click the **Finish** button to continue.

If after 10 minutes, the VibroSmart Module(s) Firmware Upgrade window does not display a successful message, click the **Cancel** button to close the window and continue.

Then exit (close) VibroSight System Manager.

(4) Restart VibroSight System Manager and verify that the correct version of firmware is reported for each device that was updated. (When a device is selected in the System Explorer window, this information is available in the main window (centre) under Module PNR. It is also available in the VibroSmart Module(s) Firmware Upgrade window when a device is selected and the Change Firmware command is run).

If a device does not report the correct version of firmware, rerun the Change Firmware command for this device.

Then exit (close) VibroSight System Manager.

(5) Repeat steps (2), (3) and (4) for each type of device to be updated (for example, VSI010 and VSN010 modules).

(6) Start VibroSight Configurator, open the configuration for the VibroSmart (see step (1)), then apply (activate) the configuration. (If required, VibroSight Configurator will automatically update the configuration to the latest version and inform the user.)

Then exit (close) VibroSight Configurator.

(7) Turn the power supply to the VibroSmart off and wait for a few seconds. Then turn the power supply back on and verify that the system operates as expected.

During this firmware update process, the behaviour of the LEDs on the front panel of the VibroSmart devices can be inconsistent and should be ignored. Normal LED behaviour resumes after the firmware update is complete (after step (7)).

3. This version of VibroSmart VSV30x firmware introduces support for hydro air-gap monitoring.

A firmware upgrade is required in order to run VibroSight 3.4.0 or later.

4. This version of VibroSmart VSV30x firmware introduces support for latched alarms.

A firmware upgrade is recommended but is not required in order to run VibroSight 3.6.0 or later.

### 6.2.3 Updating the firmware using VibroSight System Manager

When performing VibroSight software upgrades, it is strongly recommended to systematically upgrade the firmware of VM600 XMx16 cards and VibroSmart devices to the latest compatible version.

Failure to perform a necessary VibroSight-compatible VM600 card firmware update may lead to incoherent system behaviour and affect the proper functioning of data acquisition in a system. It is only in systems where the firmware running on the XMx16 cards and VibroSmart devices already corresponds to the latest available version that no firmware update is required. Therefore, it is strongly recommended to verify the version of firmware running on the hardware before starting a VibroSight system upgrade, in order to establish if a firmware update is also required.

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**NOTE:** Changing the firmware of the VibroSight hardware is a special administrative task that can – if performed unintentionally – affect the proper functioning of data acquisition in a system.

It is therefore strongly recommended to change the firmware of the VibroSight hardware only when it is necessary. For example, when the devices must be updated to be compatible with a VibroSight software upgrade.

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For VibroSmart modules, each module can be selected and its firmware updated individually. Alternatively, multiple modules of the same type (for example, VSV3x0) can be updated to the same version of firmware at the same time.

---

**NOTE:** It is strongly recommended to ensure that a copy of the configuration for a VibroSmart is available before updating the firmware of any of the VibroSmart modules used in the distributed monitoring system.

For example, using the currently installed version of VibroSight (that is, before any updates to the VibroSight software corresponding to updates to VibroSmart modules), VibroSight Configurator should be used to obtain a copy of the configuration as follows:

For a VibroSmart using a VibroSight Server, the **File > Open > Server / Database** command can be used to read the configuration from the VibroSight Server.

For a VibroSmart not using a VibroSight Server (that is, a “stand-alone” VibroSmart), the **File > Open > Device** command can be used to read the configuration directly from the VibroSmart modules.

Then the **File > Save As > File** command should be used to store a copy of the configuration for the VibroSmart distributed monitoring system.

---

Update the firmware on a VibroSight device using the  **Change Firmware** tool (from VibroSight System Manager's **Maintenance** tools):

1. Ensure that the computer running the VibroSight software is on the same network as the hardware (XMx16 card or VibroSmart module or device) to be updated.
2. Start VibroSight System Manager and navigate to the Devices tree structure in the System Explorer window.



The Devices tree lists all of the VibroSight compatible hardware that VibroSight can see on the network. If there are no XMx16 cards or VibroSmart devices in the tree structure or some cards are missing, verify your network connections.

3. Select the card or device that requires its firmware to be changed.

The Actions tool window updates to show the available tools.

To change multiple VibroSmart to use the same version of firmware at the same time, use CTRL+click or SHIFT+click to select multiple devices from the Devices tree-view. (Then, when the Change Firmware command is run, all of the devices that were selected will be updated at the same time.)

4. Click  **Change Firmware** in the Maintenance tools group of the Actions window.

The Change Firmware dialog box appears.

5. Click the **Add** button and select the new firmware files for the card or new firmware file for the device.

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**NOTE:** The Change Firmware dialog box automatically opens the firmware folder corresponding to the VibroSight-compatible VM600 card or VibroSmart device selected.

.tgz files are for VM600 cards and .fw files are for VibroSmart devices.

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6. Click the **Finish** button to start the firmware upgrade process.

For XMx16 cards and VibroSmart devices, the firmware upgrade process can take up to 5 minutes, during which:

- The IP address beside the device's serial number in the Devices tree structure can disappear.
- The LEDs on the front panel of the device can change to reflect the status of the upgrade.

7. Repeat steps 3 to 6 for each device that requires a firmware update.


---

**NOTE:** Although the firmware for each VibroSight device must be changed individually using the  **Change Firmware** tool, as each device updates its firmware independently of the VibroSight software (once the process has started), firmware updates can be performed on several devices in parallel.


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8. After the firmware upgrade, verify that the VibroSight system is acquiring data from the cards.

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**NOTE:** Refer also to the *Changing the firmware* topics in the  *VibroSight* help.

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The  **Change Firmware** tool can be used to load a VibroSight device with any version of firmware. It is therefore possible to change a device's firmware to any previously available version, as well as the latest update.

This feature can be useful in certain situations, for example, swapping spare VibroSight hardware between different VM600 racks or VibroSmart distributed monitoring systems, where systems are operating with different versions of VibroSight.

### 6.3 Final checks

After upgrading the VibroSight software, it is recommended to check that VibroSight has not been inadvertently modified and that it continues to operate normally.

In particular, it is recommended to check any VibroSight Servers in order to ensure that the data acquisition and external interfaces, data post-processing and/or logging are all configured as expected.

In a VibroSight Server user interface:

- On the Status tab under Device drivers, check that the VM600, VibroSmart, OPC and Modbus controls are enabled or disabled as required by your application.
- On the Status tab under Server features, check that the Basic math, Air gap, Combustion monitoring, Duration counters, VSHDA import and Data logging manager controls are enabled or disabled as required by your application.
- On the Log messages tab, check the listed messages (Info level) to ensure that the hardware (VM600 cards and /or VibroSmart modules) have been discovered and that data acquisition has resumed.

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**NOTE:**

When a VibroSight Server is running as a Windows service, the usual VibroSight Server user interface is not displayed, so VibroSight System Manager must be used to work with the VibroSight Server.

That is, VibroSight System Manager can be used to connect to a VibroSight Server in order to check and configure the operation of the server's drivers and features.

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Finally, after an upgrade, it is strongly recommended to use VibroSight Vision to connect to any VibroSight Servers in order to verify that new live and/or historical data is available.

## **7 Customer support**

### **7.1 Contacting us**

Meggitt SA worldwide customer support network offers a range of support including Technical support and Sales and repairs support. For customer support, please contact your local Meggitt representative. Alternatively, contact our main office:

Customer support  
Meggitt SA  
Route de Moncor 4  
PO Box 1616  
CH-1701 Fribourg  
Switzerland

Telephone: +41 (0) 26 407 11 11  
Email: [energysupport@ch.meggitt.com](mailto:energysupport@ch.meggitt.com)  
Website: [www.meggittsensing.com/energy](http://www.meggittsensing.com/energy)

### **7.2 Technical support**

Meggitt SA technical support team provide both pre-sales and post-sales technical support, including:

- General advice
- Technical advice
- Troubleshooting
- Site visits.

### **7.3 Sales and repairs support**

Meggitt SA sales team provide both pre-sales and post-sales support, including advice on:

- New products
- Spare parts
- Repairs.

## Appendix

### VibroSight software and Windows operating system compatibility

	Windows 10	Windows 8.1	Windows 7
<b>VibroSight software compatible?</b>	Yes	Yes	Yes (but not recommended for new installations as Microsoft support for Windows 7 ends in January 2020)

### VibroSight software and Windows Server operating system compatibility

	Windows Server 2016	Windows Server 2012	Windows Server 2008 R2
<b>VibroSight software compatible?</b>	Yes	Yes	Yes (but not recommended for new installations as Microsoft support for Windows Server 2008 R2 ends in January 2020)

### VibroSight software and Microsoft .NET Framework requirements

VibroSight software version	Microsoft .NET Framework requirements
VibroSight 3.7.0 or later	.NET Framework 4.7.2 <sup>See note 1</sup>
VibroSight 3.4.0 or later	.NET Framework 4.7.1 <sup>See note 2</sup>
VibroSight 3.0.0 or later	.NET Framework 4.6
VibroSight 2.12.0 or later	.NET Framework 4.5 and .NET Framework 2.0 <sup>See note 3</sup>
VibroSight 2.9.4 or later	.NET Framework 4.5
VibroSight 2.9.3 and 2.9.2	.NET Framework 4 (Standalone Installer)
VibroSight 2.9.1 or earlier	.NET Framework 3.5 SP1

#### Notes

1. Microsoft .NET Framework 4.7.2 replaces .NET Framework versions 4.0 to 4.7.1.
2. Microsoft .NET Framework 4.7.1 replaces .NET Framework versions 4.0 to 4.7.
3. Since Microsoft .NET Framework 3.5 also includes .NET Framework 2.0 and .NET Framework 3.0, installing Microsoft .NET Framework 3.5 SP1 is the recommended solution for most computers (rather than installing Microsoft .NET Framework 2.0).