Aspen InfoPlus.21 Product Family
V8.4

Release Notes
Version: V8.4
November 2013

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About these Release Notes

These Release Notes describe the Aspen InfoPlus.21™ Product Family V8.4. This document includes:

- Related Documentation
- Installation Notes
- New Features
- Software Fixes
- Known Issues

The InfoPlus.21 Product Family includes:

- Aspen InfoPlus.21
- Aspen Calc
- Aspen Cim-IO and Cim-IO Interfaces
- Aspen Data Source Architecture (ADSA)
- Aspen KPI Builder
- Aspen IP.21 Process Browser
- Aspen Process Data
- Aspen Process Explorer
- Aspen Real-Time SPC Server
- Aspen SQLplus

Related Documentation

In addition to these Release Notes, AspenTech provides the following documentation for the Aspen InfoPlus.21 Product Family V8.4. These documents are available from the AspenTech Online Support Center.

Printed documentation

Aspen InfoPlus.21 Product Family Installation Guide
Aspen InfoPlus.21 Product Family Configuration Guide
Aspen InfoPlus.21 Database Developer’s Manual
Aspen InfoPlus.21 Database User’s Manual
Aspen InfoPlus.21 Database API Manual
Aspen IP.21 Process Browser Developer’s Guide
Aspen InfoPlus.21 Accounting User’s Guide
Aspen InfoPlus.21 Compliance User’s Guide
Aspen InfoPlus.21 OPC UA Client User’s Guide
Aspen Cim-IO User’s Guide
Aspen Cim-IO for OPC UA Server User’s Guide
Aspen Real-Time SPC Analyzer User’s Guide
Software License Manager Installation and Reference Guide

Help files
Aspen Calc Help
Aspen Calc Server Help
Aspen Calc Web User’s Guide
Aspen Data Source Architecture Directory Server Help
Aspen InfoPlus.21 Administration Help
Aspen InfoPlus.21 Administrator Help
Aspen IP.21 Configuration Tool Add-In Help
Aspen IP.21 Process Browser Help
Aspen IP.21 Browser Graphic Studio Help
Aspen KPI Builder Help
Aspen Process Data Add-In Help
Aspen Process Explorer Help
Aspen Process Graphics Editor Help
Aspen Real-Time SPC for Process Explorer Help
Aspen SQLplus Help for InfoPlus.21
Aspen SQLplus Reporting Help
Aspen Tag Browser Help
Definition Editor Help
Event.21 Help
Event.21 Server Help
GCS Migration Tool Help
Replace Definition Editor Help
Installation Notes

For instructions to install and configure the Aspen InfoPlus.21 Product Family, see the Aspen InfoPlus.21 Product Family Installation Guide and the Aspen InfoPlus.21 Product Family Configuration Guide. These consolidated guides contain installation and configuration information for all Aspen InfoPlus.21 family products. For a list of these products, see page 1 of these release notes.

In addition, please note the following important information regarding the Aspen Manufacturing and Supply Chain installation DVDs, the InfoPlus.21 Integration Adapter Requirements, and the aspenONE Licensing Model.

Aspen Manufacturing and Supply Chain – Two DVDs

There are two versions of the Aspen Manufacturing and Supply Chain DVD to support the different licensing models used by AspenTech. The two DVDs are labeled Aspen Manufacturing and Supply Chain DVD 2 and Aspen Manufacturing and Supply Chain DVD 2T.

Aspen Manufacturing and Supply Chain DVD 2

DVD 2 contains the media that supports perpetual and pre-aspenONE Licensing Model token-based systems. If you have perpetual license agreements or token-based license agreements by product (pre-July 2009), you should use the DVD labeled Aspen Manufacturing and Supply Chain DVD 2. The majority of customers are in this category. Software installed from this DVD requires older license keys that have been in use since the aspenONE 2004 release.

Aspen Manufacturing and Supply Chain DVD 2T

DVD 2T contains the media that supports the aspenONE Licensing Model token-based system. This new all-inclusive token-based licensing model was introduced in July 2009. Under this licensing model, customers are entitled to install and run all of AspenTech’s Manufacturing and Supply Chain products as long as they have purchased sufficient tokens. To install software purchased under this commercial agreement, use the DVD labeled Aspen Manufacturing and Supply Chain DVD 2T. Software installed from this DVD requires run-time token-based license keys.

InfoPlus.21 Integration Adapter Requirements

To configure the InfoPlus.21 Integration Adapter, the Aspen Integration Designer must be used. In this case, the Aspen Integration Designer requires installing the 64-bit Manufacturing Master Data Model (mMDM) components, which is a separate installation from the Aspen Integration (AI) install media.
When installing, choose 64-bit applications, then ensure the mMDM feature is selected.

aspenONE Licensing Model

The aspenONE Licensing Model is a flexible token-based approach to software licensing. This unique and innovative commercial model makes it easier for customers to use software when and where they need it. Customers have access to all current and future AspenTech products with just one contract.

Upgrading to the aspenONE Licensing Model for Manufacturing and Supply Chain V8.4

If you have recently purchased a new aspenONE Licensing Model agreement or if you have superseded an old license agreement with an aspenONE Licensing Model token-based license agreement for aspenONE Manufacturing and Supply Chain, you will receive a new token-based license file for V8.4 and you should use the Aspen Manufacturing and Supply Chain DVD 2T. During installation of any product in Aspen Manufacturing and Supply Chain, you will get a message indicating that the newly installed software will use the token-based license key. Accepting the warning message enables you to install the software.

Retired Products

The following products are either retired or are otherwise no longer delivered with aspenONE releases.

<table>
<thead>
<tr>
<th>Product</th>
<th>Last Release</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aspen LIMS Interface</td>
<td>V7.1</td>
</tr>
<tr>
<td>Aspen Human Interface</td>
<td>V7.1</td>
</tr>
<tr>
<td>Aspen Grade-IT</td>
<td>V7.1</td>
</tr>
</tbody>
</table>

In addition, version 8.0 and later of the InfoPlus.21 Server no longer includes the following applications:

- OPC UA Client for IP.21, an application made obsolete with introduction of the CIMIO for OPC UA Server.
- InfoPlus.21 Database Configuration Wizard, an application made obsolete by the IP.21 Configuration Add-in for Excel.

Version 8.0 and later of the Cim-IO for OPC no longer includes the OPC Address Scanner, an application also made obsolete by the IP.21 Configuration Add-in for Excel.
Accessing aspenONE Documentation

Documentation is available directly from the applications. This ensures that you can always find the most current version of the document that you are looking for.

Documentation can be found in the following ways:

- Installation Guides and Release Notes can be found by clicking the corresponding link on the first page of the Installation Browser.
- Context-sensitive help can be accessed by:
  - Clicking the Help button on an application dialog box.
  - Pressing F1.
  - Clicking the application Help menu and selecting Help.
- Additional documents in PDF format can be accessed by:
  - Clicking the Online Documentation link on the product’s Start page or selecting Documentation from the product’s Help menu or Getting Started tab. This will open the Online Documentation Center from which you can view and/or download the product-specific documents.
  - Logging onto the AspenTech Customer Support site and browsing the Documentation page.
  - Downloading all of the available documentation from the Customer website by downloading the zip file that contains the documentation.

**Note:** The aspenONE Documentation DVD is no longer included in the DVD package.
New Features for V8.4

This section describes the new features in the Aspen InfoPlus.21 Product Family V8.4 and in individual products within the family.

Aspen InfoPlus.21 Product Family

Windows 8 and Windows 2012

Desktop products, like Aspen Process Explorer, are typically installed on personal computers and launched by users logged into those personal computers. In contrast, server products, like Aspen InfoPlus.21, are typically installed on a server computer, run all the time (24x7) and are typically accessed by desktop products running on other computers.

Version 8.4 of the Aspen desktop products is supported on Windows 7 and Windows 8 operating systems. Version 8.4 will be the first version to be supported on the Microsoft Windows 8 operating system.

Version 8.4 of the Aspen server products is supported on Windows 2008 R2 and Windows 2012 operating systems. Version 8.4 is the first version to be supported on the Microsoft Windows 2012 operating system.

Notes:
- Microsoft .NET Framework 3.5 SP1 and Microsoft .NET Framework 4.0 are required for all aspenONE products.
- Microsoft Message Queuing (MSMQ) is required by InfoPlus.21 Tag and Data Replication functionality. MSMQ can be added using the Windows Server Manager application.
Aspen InfoPlus.21

Alarm Historization

A new history area of alarm state changes has been added to standard tag records defined by IP_AnalogDef and IP_DiscreteDef.

As before, when the IP_INPUT_VALUE is updated, the new value is compared with the various limit fields and the alarm state field is updated as necessary.

But now, in v8.4, the new alarm state shifts into the new history repeat area of alarm state changes.

In support of this change, InfoPlus.21 input processing has been modified so the timestamp (IP_INPUT_TIME) of new input value (IP_INPUT_VALUE) is stored with alarm state history events.

Note that an alarm state change may also occur if the limits are changed – even if the IP_INPUT_VALUE and IP_INPUT_TIME field have not changed. In this case, the IP_INPUT_TIME still becomes the key timestamp of the new alarm state history occurrence.
Aspen Cim-IO

New Cim-IO Configuration Tools

Desktop products, like Aspen Process Explorer, are typically installed on personal computers and launched, as required, by users logged into those personal computers. In contrast, server products, like Aspen InfoPlus.21, are typically installed on a server computer, run all the time (24x7) and are typically accessed by desktop products running on other computers.

“Cim-IO” is the name of Aspen’s interface to process data acquisition device software. Aspen InfoPlus.21 uses Cim-IO to obtain process values (for example, temperatures, pressures, flow rates, and valve positions) from process data acquisition devices such as distributed control systems (DCS) and programmable logic controllers (PLC). Cim-IO can also be used to send output values (for example, setpoints, targets) to such devices.

Cim-IO client tasks on the InfoPlus.21 system requests process data by invoking functions in the Cim-IO API. The Cim-IO API transmits the requests across the local area network to the Cim-IO interface software running on a Cim-IO server computer.

Selecting the Cim-IO interfaces bundle during installation causes a variety of Cim-IO interfaces to be installed on the target Cim-IO server computer.

A new V8.4 application, the Cim-IO Interface Manager, helps you configure and administer Cim-IO interfaces on the local Cim-IO server computer.

Another new application, the Cim-IO IP.21 Connection Manager, helps you configure and administer connections to Cim-IO servers.

Cim-IO Interface Manager

The Cim-IO Interface Manager application is installed along with the various Cim-IO interfaces when the Cim-IO interfaces bundle is selected for installation on the target Cim-IO server computer.

By default, the Cim-IO Interfaces Manager will launch automatically when you log into the Cim-IO server computer following installation of Cim-IO interfaces. If you don’t want the application to auto-launch on login, then simply clear the check box on the application.

The application can also be launched by finding and selecting Cim-IO Interfaces Manager in the Start menu.

Initially the application may indicate that no Cim-IO interfaces have been configured yet. Clicking on the “Create a new one” link will launch the Add Cim-IO Interface Wizard

Cim-IO IP.21 Connection Manager

The Cim-IO IP.21 Connection Manager application is installed with Aspen InfoPlus.21.
The application can also be launched by finding and selecting Cim-IO IP.21 Connection Manager in the Start menu.

Initially the application may indicate that no Cim-IO connections have been configured yet. Clicking on the “Create a new one” link will launch the Add Cim-IO IP.21 Connection Wizard
The Aspen InfoPlus.21 Product Family V8.4 includes a significant number of software fixes that further improve the product.

Because the number of defects fixed is large, the sections below contain a select subset of all defect fixes. If you are interested in a particular defect that you do not see listed here, contact your Support representative.

## Aspen InfoPlus.21

<table>
<thead>
<tr>
<th>CQ Number</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>CQ00452244</td>
<td>Change maximum number of characters in IP_AliasDef records to 256</td>
<td>Enhancement implemented</td>
</tr>
<tr>
<td>CQ00480558</td>
<td>Duplicating a tag should also preset the folder</td>
<td>Enhancement implemented</td>
</tr>
<tr>
<td>CQ00486507</td>
<td>OPC-DA server tagname trim problem when browsing tags with extended ASCII in name</td>
<td>Fixed.</td>
</tr>
<tr>
<td>CQ00494086</td>
<td>Possible data loss if active archive containing abandoned space is backed up.</td>
<td>Fixed.</td>
</tr>
<tr>
<td>CQ00498953</td>
<td>Cim-IO folder path is in IP21 profile file was blank after upgrading to v8.0.</td>
<td>Fixed.</td>
</tr>
<tr>
<td>CQ00503059</td>
<td>Some scheduled activations may not trigger in database created by Database Upgrade Wizard if some timestamp(s) in the source database and some timestamp(s) in the target database are more than two years apart.</td>
<td>Fixed.</td>
</tr>
<tr>
<td>CQ00504583</td>
<td>h21archive.exe sets the paused flag before it actually finishes the pause operation</td>
<td>Fixed.</td>
</tr>
<tr>
<td>CQ00508803</td>
<td>IP.21 Utility for saving a records crashes when specifying a reference Snapshot.</td>
<td>Fixed.</td>
</tr>
</tbody>
</table>
## Aspen Process Explorer

<table>
<thead>
<tr>
<th>CQ Number</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>CQ00508222</td>
<td>Aspen Process Explorer displays server down error when displaying historical trend data</td>
<td>Fixed</td>
</tr>
<tr>
<td>CQ00510112</td>
<td>Upgrade.exe crashes when using an EXCLUDE LIST file</td>
<td>Fixed</td>
</tr>
</tbody>
</table>

## Aspen Calc

<table>
<thead>
<tr>
<th>CQ Number</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>CQ00426032</td>
<td>Changes to tag bindings not honored, previous bindings still hold.</td>
<td>Fixed</td>
</tr>
<tr>
<td>CQ00446097</td>
<td>Aspen Properties file, aromatics.appdf, is obsolete and should be replaced.</td>
<td>Fixed</td>
</tr>
<tr>
<td>CQ00499379</td>
<td>Calc GUI formatting problems when Formulas tab is selected.</td>
<td>Fixed</td>
</tr>
</tbody>
</table>

## Aspen Cim-IO

<table>
<thead>
<tr>
<th>CQ Number</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>CQ00497061</td>
<td>The unsolicited task dies when activating transfers records that contain tags with a Structure data type</td>
<td>Fixed</td>
</tr>
</tbody>
</table>

## Aspen InfoPlus.21 Mobile

<table>
<thead>
<tr>
<th>CQ Number</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>CQ00487685</td>
<td>IP21 Mobile application does not show values from integer values unless formatted by select descriptor record</td>
<td>Fixed</td>
</tr>
</tbody>
</table>

## Aspen IP.21 Process Browser

<table>
<thead>
<tr>
<th>CQ Number</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>CQ00471696</td>
<td>TagWatch page does not handle records defined by IP_AliasDef</td>
<td>Fixed</td>
</tr>
<tr>
<td>CQ00485621</td>
<td>Trend plots embedded in graphics do not always update.</td>
<td>Fixed</td>
</tr>
<tr>
<td>CQ Number</td>
<td>Description</td>
<td>Resolution</td>
</tr>
<tr>
<td>---------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>CQ00489551,</td>
<td>Java 7 JRE (1.7.x) should be supported.</td>
<td>Now supported.</td>
</tr>
<tr>
<td>CQ00494469,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CQ00522589</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CQ00503737</td>
<td>After adding security to graphics in Process Browser using navadmin.asp, and then republishing a project in Graphic Studio, any security that was previously added is removed after republishing.</td>
<td>Fixed.</td>
</tr>
<tr>
<td>CQ00503974</td>
<td>Repeatedly clicking on graphics that contain tags with bad data or invalid tags generates an error</td>
<td>Fixed.</td>
</tr>
<tr>
<td>CQ00511189</td>
<td>Memory leaks in Process Data for OPC-HDA</td>
<td>Fixed.</td>
</tr>
<tr>
<td>CQ00520194</td>
<td>Ad-hoc calculation shows as NaN in Web Graphic file</td>
<td>Fixed.</td>
</tr>
</tbody>
</table>

**Aspen MES Excel Add-ins**

<table>
<thead>
<tr>
<th>CQ Number</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>CQ00495631</td>
<td>Process Data Addin does not adjust for daylight saving transitions when fetching interpolated data</td>
<td>Fixed.</td>
</tr>
<tr>
<td>CQ00496256</td>
<td>Excel add-in multiple map selection does not work anymore</td>
<td>Fixed.</td>
</tr>
<tr>
<td>CQ00497821</td>
<td>Excel Add-in filter: specifying tag by reference does not work</td>
<td>Fixed.</td>
</tr>
<tr>
<td>CQ00503099</td>
<td>Adding or deleting either columns or rows in the worksheet no longer cause the COM Add-in functions to break if you are not returning the data in an array.</td>
<td>Fixed.</td>
</tr>
<tr>
<td>CQ00519947</td>
<td>Custom format (i.e., borders and colors) applied to display of historical values is lost after making changes such as time range.</td>
<td>Fixed.</td>
</tr>
</tbody>
</table>

**Aspen Process Data**

<table>
<thead>
<tr>
<th>CQ Number</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>CQ00491497</td>
<td>Process Explorer hangs when SQLA tags are added</td>
<td>Fixed.</td>
</tr>
<tr>
<td>CQ Number</td>
<td>Description</td>
<td>Resolution</td>
</tr>
<tr>
<td>-------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>CQ00511189, CQ00505446</td>
<td>Memory leaks in Process Data for OPC-HDA</td>
<td>Fixed</td>
</tr>
<tr>
<td>CQ00507566</td>
<td>IP.21 Process Data Server blocks reads and writes while satisfying long running browse request</td>
<td>Fixed</td>
</tr>
</tbody>
</table>

### Aspen Process Explorer

<table>
<thead>
<tr>
<th>CQ Number</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>CQ00419779</td>
<td>User should not have to create an initial favorites file before adding a favorite</td>
<td>Fixed</td>
</tr>
<tr>
<td>CQ00477627</td>
<td>FAV file entries are greyed out in the Favourites list of Process Explorer for &quot;Default favorites file&quot;</td>
<td>Fixed</td>
</tr>
<tr>
<td>CQ00487796</td>
<td>Opening Graphics Editor From Process Explorer Bug</td>
<td>Fixed</td>
</tr>
<tr>
<td>CQ00495572</td>
<td>Default File Directory path setting is not honored</td>
<td>Fixed</td>
</tr>
<tr>
<td>CQ00497831</td>
<td>Unable to print custom trend chart from VBA form</td>
<td>Fixed</td>
</tr>
<tr>
<td>CQ00502080</td>
<td>Incorrect aggregate periods applied on German and French operating systems.</td>
<td>Fixed</td>
</tr>
<tr>
<td>CQ00507871</td>
<td>Batch Overlay plot loses scaling and other information of the Tag</td>
<td>Fixed</td>
</tr>
<tr>
<td>CQ00512882</td>
<td>Gets error &quot;Unable to read metafile&quot; when importing metafile</td>
<td>Fixed</td>
</tr>
</tbody>
</table>

### Aspen SQLplus

<table>
<thead>
<tr>
<th>CQ Number</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>CQ00420168</td>
<td>Unhandled exception when updating variant column in a temporary table</td>
<td>Fixed</td>
</tr>
<tr>
<td>CQ00499505</td>
<td>Servers appear multiple times in Query list of SQLplus Query Writer.</td>
<td>Fixed</td>
</tr>
<tr>
<td>CQ00506489</td>
<td>Error encountered when creating LINK TABLE in MS ACCESS 2007 to IP.21</td>
<td>Fixed</td>
</tr>
</tbody>
</table>
Known Issues

This section describes the Known Issues for the Aspen InfoPlus.21 Product Family V8.4.

Aspen InfoPlus.21

Long tag names may not display correctly in GCS displays
CQ00418949
Long tag names, introduced in V7.3, may not display correctly in GCS displays. It should be noted that AspenTech has no plans to modify GCSLink to support long tag names.

Database fields must only include printable ASCII characters
CQ00428236
Character strings in InfoPlus.21 database fields, including record name fields, should only include printable ASCII characters. Control characters, such as line feeds and tabs, and non-ASCII characters are not supported.
InfoPlus.21 currently does not prevent such invalid characters from being inserted into InfoPlus.21 database fields. Nevertheless, they should not be used because doing so can cause problems with some applications.

Utilizing PAE memory on the IP.21 server causes history corruption problems
CQ00413452
Aspen InfoPlus.21 is not supported on systems that have Physical Address Extension enabled.
Severe history corruption problems have been reported after enabling PAE on Aspen InfoPlus.21 servers (/PAE switch in the boot.ini file).

InfoPlus.21 was not quality checked in conjunction with 36-bit memory addressing and AspenTech strongly advises against enabling this Windows feature on InfoPlus.21 servers.

**Must have printer installed in order to use Print or Print from Print Preview in Find References**

CQ00366769

You must have a printer installed and selected as the default printer in order to use the **Print** button or the **Print** button from the **Print Preview** dialog box. If you do not have a printer installed and set as the default printer, you will only be able to save the file.

**InfoPlus-X Product Status Holds No Planned Improvements**

CQ00203642

AspenTech distributes the InfoPlus-X sub-product with InfoPlus.21 in order to facilitate the migration from an InfoPlus-X/Setcim system to InfoPlus.21. Customers who are not already using InfoPlus-X should not begin using InfoPlus-X. Although InfoPlus-X continues to be supported, no further InfoPlus-X improvements are planned.

**InfoPlus.21 SHUTDOWNADAPTER Issue**

CQ00218702

When running a publication service from the InfoPlus.21 Manager, the persistence configuration item does not perform properly when set to **NONE**. The persistence configuration item will be ignored and it will behave as though **SHUTDOWNADAPTER** was selected. Therefore, all data that is subscribed to will remain so until the timeout occurs. This is because the InfoPlus.21 Manager is not shutting down the InfoPlus.21 Adapter properly. This issue does not exist when running the publication service as a windows service.
InfoPlus.21 Adapter Encounters Issues with Mixed Regional Settings
CQ00218702
The publishing and subscribing adapters must be running on machines that are configured with similar Regional Settings. The InfoPlus.21 Adapter cannot handle some of the issues surrounding internationalization and numbers.

Avoid Shared Directories to Reduce OS Overhead and Maximize Performance
CQ00228979
The operating system (OS) has to perform extra work when a file within a shared folder is updated. Consequently, the Aspen InfoPlus.21 archivers will run somewhat faster if the archive file sets are not in shared folders. Therefore, in order to obtain maximum performance, you can configure repository and file set paths to reference non-shared folders. The only advantage to using shared folders is that doing so allows you to add new repositories and file sets using the Aspen InfoPlus.21 Administrator from a remote machine.

The Aspen InfoPlus.21 Administrator Help describes how to configure repository and file set paths.

Portserv.exe Appears to Fail Upon Startup Following Installation
CQ00339403
Sometimes portserv.exe appears to fail upon startup following an installation. The Windows application event log may contain an entry indicating that the NobleNet portmapper experienced an exception on startup following installation. This does not happen often, but when it does happen it seems to be on very slow machines. In any case, this is a superfluous message that can safely be ignored as the portmapper starts up fine anyway.

Working with Tag Names with Special Characters such as &*()++?<
CQ00366665
If the name of a tag contains “*?+”, Find References will still work, but with some limitations. When searching Aspen Calc and SQLplus scripts, special character will be used as “metacharacters” defined by regular expression. For example, a * is 0 or more of previous expression. So, if there is a tag named “atc*ai, the following are possible matches in the scripts:
   ai, atcai, atccccai, atcaai, …
Other special characters will cause the regular expression parser to fail.
Finally, if users only supply a single special character, Find References will also generate an error.

**Aspen InfoPlus.21 Mobile**

**Administrators not able to access configure page on Windows Server 2012**

CQ00522815

Aspen InfoPlus.21 Mobile cannot be configured using a Windows Server 2012 machine.

**Workaround:**

Install and configure Aspen InfoPlus.21 Mobile on a non-Windows Server 2012 machine.

**Aspen Calc**

**Aspen Properties License Check**

CQ00248300

When a calculation first attempts to connect to Aspen Properties using one of the new formulae, it first checks that there is a valid Aspen Properties license available. If one is available, the calculation proceeds normally and the license check is omitted on subsequent executions. If a license is not available, the calculation fails and an error message reading "No Aspen Properties license available" is returned. The license check is performed again on subsequent executions until a valid Aspen Properties license is detected. Only after a valid Aspen Properties license is detected will the calculation proceed normally.

If an Aspen Properties license is not detected upon the first execution but subsequently becomes available (e.g., a transient network error causes the first check to fail), the license check will continue to fail and the calculation will not proceed normally. This is not the way the check was designed to work.

**Workaround**

As a workaround to the problem, the AspenTech Calculator Engine service can be restarted once an Aspen Properties license is available. The calculation should then pass the license check successfully on the next cycle and operation should proceed normally thereafter.

In order to forestall the possibility of license unavailability, we recommend that standalone licenses be installed on the same platform on which Aspen
Calc and Aspen Properties are to be run. License authentication can be provided by dongle, IP address, MAC address, DiskID or any other characteristic valid to SLM.

**CalcScript formula is size-limited**

CQ00123985
The maximum number of characters in a single CalcScript formula is 32,000.

**Workaround**
A formula larger than this should be split into multiple, smaller formulas.

**Permission Denied Error on Windows Server 2003 SP1 and Later**

CQ00364242
Aspen Calc clients attempting to connect to an Aspen Calc Server installed on Windows Server 2003 SP1 may get a Permission Denied error due to tightened security restrictions beginning with Windows Server 2003 SP1. Knowledge Base Solution 123261 on the AspenTech Support Web site details the necessary steps to enable DCOM communication for the Aspen Calc DCOM application on the server.

**Aspen Calc and Windows 2008 Server**

When adding another node to the list of Aspen Calc Servers using the **Options** dialog box, you may encounter an error message that indicates that it failed to connect to the remote host:

![Aspen Calc error message](image)

If the host is a Windows 2008 server, it is very likely that the firewall of the host prohibits the inbound connection. Use the host's firewall advanced settings to allow inbound connection for CalcScheduler.exe, which can be found in Program Files\Aspen Tech\AspenCalc\Bin.
Aspen Cim-IO

CQ00485931

VB apps that update the registry fail silently if user does not "run as administrator"

Not running Cim-IO Properties, OPC Properties, and Store & Forward Manager with full administrative rights ("run as administrator") causes the applications to appear to work, but actually fail to write the necessary values to the registry. The result is that the application does not work properly, with no indication to the user.

Stopping Cim-IO server during S&F with redundancy is not recommended

CQ00415959

It is not recommended to arbitrarily stop a Cim-IO server during an on-going Store and Forward (S&F) recovery on a redundant configuration. Such an operation could cause the loss of the S&F file that was being recovered. The Cim-IO redundancy feature is designed (or it can be configured) to automatically get rid of any S&F file containing old data. If for any reason, the system recovering S&F data is no longer construed as the previously active system on its restart, TSK_DETECT may request that the file be deleted or cleaned.

SQLplus Reporting

Cannot print SQLplus reports to a network printer on Windows Server 2012

CQ00522061

When SQLplus Reporting is installed on Windows Server 2012, reports will not print.

Workaround

In order to print reports, install SQLplus Reporting on a non-Windows Server 2012 machine.