

PanelView 800 HMI Terminals

Catalog Numbers 2711R-T4T, 2711R-T7T, 2711R-T10T

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About This Publication

These release notes for Firmware Revision 5.013 supplement the existing documentation supplied with your product.

Before You Begin

Before you install your PanelView™ 800 HMI terminal, be sure to download any important updated software at

<https://ab.rockwellautomation.com/Graphic-Terminals/2711R-PanelView-800-Graphic-Terminals/>.

IMPORTANT

See the Rockwell Automation Knowledgebase at <https://www.rockwellautomation.com/support/> for additional details on specific features before you start developing applications.

IMPORTANT

Download the Installation Instructions at <https://www.rockwellautomation.com/literature/>.

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IMPORTANT Large or unoptimized applications may require more time to open, edit, or run.
For tips on how to optimize your application, refer to the help topic in Connected Components Workbench™ software > Graphic Terminals > PanelView Component DesignStation > Troubleshooting > Tips to optimize performance.

IMPORTANT After validating an application, save the application before running it. This represents good practice and helps avoid functional issues.

Firmware Revision History

Firmware Revision History for PanelView 800 HMI Terminals

Revision	Description
5.013	Minor release
5.012	Minor release
5.011	Major release
4.014	Minor release
4.013	Minor release
4.012	Minor release
4.011	Major release
3.014	Minor release
3.011	Major release
2.020	Firmware support for PanelView 800 10-inch terminal, 2711R-T10T.
2.010	First release



ATTENTION: Firmware revision 2.010 does not support PanelView 800 10-inch terminals (2711R-T10T). Do not downgrade the terminal to this firmware revision.

Enhancements

Enhancements with Firmware Revision 5.013

Enhancement	Description
Enhancement to List Selector object	You can touch an item in the List Selector object to select it instead of using the arrow keys.

Enhancements with Firmware Revision 5.012

Enhancement	Description
Enhancement to application passwords	<p>The terminal now displays a notification when you perform the following actions:</p> <ul style="list-style-type: none"> • Enter an empty string as your application password. • Successfully change an application password. <p>With Connected Components Workbench software Release 12 or later, you can choose to allow or disallow the use of an empty string as your application password.</p>
Support to hide/show popup terminal keyboards	This firmware revision allows you to hide and show the popup terminal keyboards.

Enhancements with Firmware Revision 5.011

Enhancement	Description
Support for printing from PanelView 800 terminals	<p>This firmware allows you to print the current displayed screen or the alarm history of the application running on your terminal. You can print from a printer that is connected to the USB port of the terminal or a print server through Ethernet.</p> <p>This feature also requires Connected Components Workbench software Release 11 or later.</p>
Support for sending emails	<p>You can configure the terminal to send an email to one or more recipients when an alarm is triggered, or manually by using an email button in your application. The email message can be customized and also include an attachment such as a screen capture of the current screen or the datalog file of the application.</p> <p>This feature also requires Connected Components Workbench software Release 11 or later.</p>

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Enhancements with Firmware Revision 5.011

Enhancement	Description
Support for FTP connection to PanelView 800 terminals	This firmware allows you to connect to the terminal using FTP by enabling an FTP server on the terminal. This feature also requires Connected Components Workbench software Release 11 or later.
Enhancement to datalog	The datalog function can now log up to seven trends.
Download font and screen saver files to PanelView 800 terminals	This firmware allows you to download fonts and screen saver files to the terminal. This feature also requires Connected Components Workbench software Release 11 or later.
Support 65K color display and edit in Connected Components Workbench DesignStation	DesignStation in Connected Components Workbench software Release 11 now supports 65K color palette display and edit.
Enhancement to applications with CompactLogix 5370 connectivity	PanelView 800 applications that are designed with CompactLogix™ 5370 controller connectivity now support up to 50 screens, 400 alarms, and 400 tags. This feature also requires Connected Components Workbench software Release 11 or later.

Enhancements with Firmware Revision 4.013

Enhancement	Description
Error alert display settings	Option for Error Alert Display Settings on the Terminal Setting screen allows to enable or disable an error alert, or use the application setting. Note that choosing to enable or disable an error alert overrides the application setting.
Touch input accuracy improvement	Touch-panel input accuracy is improved based on finger input. For optimized results, you can use a stylus input.

Enhancements with Firmware Revision 4.012

Enhancement	Description
CompactLogix 5370 L2 and L3 controller support	In addition to communication support with CompactLogix 5370 L1 controllers, this firmware extends support to CompactLogix 5370 L2 and L3 controllers. This firmware excludes support for catalog numbers 1769-L37ERMO and 1769-L37ERMOS.

Enhancements with Firmware Revision 4.011

Enhancement	Description
Virtual Network Computing (VNC) support	Virtual Network Computing (VNC) allows you to connect to a PanelView 800 terminal remotely over the local network.
Enhancement to security for PanelView 800 terminals	The PanelView 800 terminal can be secured with a password to help prevent unauthorized end users from accessing the configuration and programming in the terminal. Users will be required to enter the correct password before performing actions on the terminal. This feature also requires Connected Components Workbench software Release 10 or later.
Enhancement to PanelView800 terminal runtime configuration changes	This firmware adds support for the following configuration changes: <ul style="list-style-type: none"> • Enable/disable the Serial and Ethernet communication ports. • Enable/disable VNC, set the VNC access type, set VNC access password. • Change the IP address or Node address for the controller in an application. • Additional orientation angle (90° – reverse portrait).
Enhancement to using recipes on PanelView 800 terminals	This firmware adds support for modifying and deleting recipes for applications on the terminal. You can also edit the name of a recipe in an application, or delete the recipe from an application. Recipes on the terminal are automatically sorted alphanumerically (special characters, followed by numbers then alphabets). IMPORTANT: When changing the recipe name, only English characters and certain special characters are supported.

Enhancements with Firmware Revision 4.011

Enhancement	Description
Enhancement to usability for PanelView 800 terminals	<p>From Connected Components Workbench software Release 10 or later:</p> <ul style="list-style-type: none"> • Applications on the PanelView 800 terminal can be uploaded to Connected Components Workbench software. • When importing tags from Microsoft Excel, existing tags with identical HMI tag names are overwritten and new tags are automatically added. Existing tags that are assigned to objects maintain their link even when overwritten. • Support for connection paths, which shows the current connection path to the PanelView 800 terminal, and a list of recently used paths.
Communication access to Date and Time data types of Micro800 controllers	<p>You can map a PanelView 800 terminal tag of unsigned 32-bit integer data type to a Micro800™ controller tag of Date or Time data type.</p> <p>This feature requires Connected Components Workbench Release 10 or later, and Micro800 controller firmware revision 10 or later.</p>

Enhancements with Firmware Revision 3.011

Enhancement	Description
CompactLogix 5370 L1 controller support	This firmware adds support for communication with CompactLogix 5370 L1 controllers.
Enhancement to security for PanelView 800 terminals	<p>To enhance the security of PanelView 800 terminals, the web server functionality has been removed. Users are advised to convert their PVC applications to PV800 applications if they intend to download those applications to PanelView 800 terminals using Connected Components Workbench.</p> <p>IMPORTANT: When a PVC application is converted to a PV800 application using the "Change Catalog" function, it can no longer be converted back to a PVC application. Users are advised to back up their PVC applications before converting.</p>
Enhancement to usability for PanelView 800 terminals	<p>From Connected Components Workbench Release 9 onwards:</p> <ul style="list-style-type: none"> • When downloading a project to the terminal, the project will be automatically validated and saved before downloading. • When downloading a project to the terminal that is currently running an application, the software will automatically perform the download once the user unloads the running application. The user need not manually trigger the download again.

IMPORTANT With the enhancement to security for PanelView 800 terminals in firmware revision 3.011, this change affects the way existing PVC and PV800 applications are downloaded to the PanelView 800 terminal. When using Connected Components Workbench software version 8 or earlier to download an existing PVC or PV800 application to a PanelView 800 terminal with firmware 3.011 or later, the download fails and the error message “Connecting to Graphic terminal... failed” appears.

Users are advised to do one of the following:

- Upgrade Connected Components Workbench software to version 9 or later (**Recommended**).
- Convert your PVC application to a PV800 application using Connected Components Workbench software version 9 or later. [Refer to Enhancement to security for PanelView 800 terminals on page 6](#) for more information.
- Transfer the existing PVC or PV800 application to the PanelView 800 terminal with firmware revision 3.011 or later using either a USB drive or microSD™ card.

Enhancements with Firmware Revision 2.020

Enhancement	Description
PanelView 800 10-inch terminal support	This firmware adds support for the PanelView 800 10-inch terminal, 2711R-T10T.

Known Anomalies

Known Anomalies for Firmware Revision 4.011

Anomaly	Description
Write operation is not supported for integer bit access when using certain communication protocols	Due to a limitation of the Kepware driver, the Write operation is not supported for integer bit access when using Modbus TCP, CIP™ Ethernet, or CIP Serial communication with Micro800 controllers.

Corrected Anomalies

Corrected Anomalies for Firmware Revision 5.013

Anomaly	Description
Datalog file size may become zero when downloaded through FTP	When you download the datalog file from the terminal using FTP, the file size of the datalog may become zero and the contents of the datalog are lost. This anomaly occurs intermittently.
Unable to set DNS server address for email servers without a static IP address	The terminal cannot be configured to use an email server without a static IP address as there is no option to set the DNS server address.

Corrected Anomalies for Firmware Revision 5.012

Anomaly	Description
Terminal screen freezes when changing the screen saver after reset	If a startup application is configured and an SD card or USB storage device with the "autorun.bat" file is connected to the terminal, changing the screen saver after resetting the terminal causes the screen to freeze for several minutes. This anomaly only occurs in firmware revision 5.011.
Terminal restarts automatically after several days	If the terminal is running a large application for several days and a large number of alarms have been triggered, an "Out of Memory" message appears and the terminal restarts automatically. This anomaly only occurs in firmware revision 5.011.

Corrected Anomalies for Firmware Revision 5.011

Anomaly	Description
Text font size in application between editing in Connected Components Workbench and running on terminal does not match	The font size of text in an application while editing in Connected Components Workbench software does not match when the application is downloaded and running on the terminal. This may cause text to be truncated and replaced with "*" .
Write operation is not supported for integer bit access when using certain communication protocols	Due to a limitation of the Kepware driver, the Write operation is not supported for integer bit access when using CIP Ethernet, or CIP Serial communication with Micro800 controllers. Micro800 controllers firmware revision 10 or later is also required.

Corrected Anomalies for Firmware Revision 4.014

Anomaly	Description
Terminal prompts for account and password for every application screen change when using global connections	When using global connections to control the application screen number remotely, user is prompted to enter an account and password for every screen change. This anomaly only occurs from firmware revision 4.011 and later.

Corrected Anomalies for Firmware Revision 3.014

Anomaly	Description
PanelView 800 terminals may become unresponsive after an unsuccessful firmware update	When updating the firmware of a PanelView 800 terminal is not successful, a FATAL OF error may occur during the subsequent boot up and the terminal becomes unresponsive.

Corrected Anomalies for Firmware Revision 3.011

Anomaly	Description
Unable to download an application to a PanelView 800 terminal through a Micro800 controller if the controller is connected to the PC using USB	When downloading an application to a PanelView 800 terminal through a Micro800 controller, if the controller is connected to the PC using USB, the download fails.

Additional Resources

You can view or download publications at <https://literature.rockwellautomation.com>. To order paper copies of technical documentation, contact your local Rockwell Automation distributor or sales representative.

Tech Notes and other resources are available at the Technical Support Knowledgebase, <https://www.rockwellautomation.com/knowledgebase>.

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Portions of the software are based RSA Data Security, Inc., MD5 Message-Digest Algorithm

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Portions of the software are based BigDigit multiple-precision arithmetic routines

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Tight-VNC v2.0+ used in PanelView 800 terminals, it is known to use the following third-party components (but may use other components as well, in present or in the future, if their licensing terms do not conflict with this Agreement):

- zlib data compression library, Copyright (C) 1995-2002 Jean-loup Gailly and Mark Adler
- The Independent JPEG Group's JPEG software, Copyright (C) 1991-1998 Thomas G. Lane
- X11 regions implementation, Copyright 1987, 1988, 1989, 1998 The Open Group, Copyright 1987, 1988, 1989 Digital Equipment Corporation
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For an additional level of technical phone support for installation, configuration, and troubleshooting, we offer TechConnect support programs. For more information, contact your local distributor or Rockwell Automation representative, or visit <https://www.rockwellautomation.com/support/>.

Installation Assistance

If you experience a problem within the first 24 hours of installation, please review the information that's contained in this manual. You can also contact a special Customer Support number for initial help in getting your product up and running.

United States or Canada	1.440.646.3434
Outside United States or Canada	Use the Worldwide Locator at https://www.rockwellautomation.com/support/americas/phone_en.html , or contact your local Rockwell Automation representative.

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Rockwell Automation tests all of its products to ensure that they are fully operational when shipped from the manufacturing facility. However, if your product is not functioning and needs to be returned, follow these procedures.

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