Honeywell

BENEFITS GUARDIANSHIP NEWSLETTER

QUARTERLY NEWS / Q4

Welcome to the quarterly Benefits Guardianship e-Newsletter.
Here you will find the latest product updates, new release information, industry news and Honeywell Connected Industrials solution articles.

This issue includes information on:

- *Enterprise Data Management - Production Intelligence R1.3.0 Detailed Features*
- *Honeywell Inspection Rounds: Configure Historian tags in the Movilizer portal*
- *Honeywell Blending & Movement - KA for RTD Recovery Process*
- *Honeywell Workforce Competency - PCDI Block Scaling in Simulation Environment*
- *UniSim Design Suite – R511 release available*
- *Honeywell Alarm Management: Upcoming release of APO R3.0.0 in Q3 2025*
- *Honeywell Operations Management R246.3 (On-Prem offering)*
- *Honeywell Production Management - Upcoming release of PAR R3.1.0 in Q3 2025*

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If you have any questions or comments, don't hesitate to contact us:

GlobalBGPDeliveryCentre@honeywell.com

ENTERPRISE DATA MANAGEMENT

- Production Intelligence R1.3.0 Delivered Features

READ **ENTERPRISE DATA MANAGEMENT** ARTICLES

HONEYWELL BLENDING AND MOVEMENT

- KA for RTD Recovery Process

READ **BLENDING AND MOVEMENT** ARTICLES

UNISIM® DESIGN SUITE

- UniSim Design Suite R511 release available

READ **UNISIM DESIGN** ARTICLES

HONEYWELL OPERATIONS MANAGEMENT

- HOM R246.3 On-Prem offering

READ **OPERATIONS MANAGEMENT** ARTICLES

HONEYWELL INSPECTION ROUNDS

- Configure Historian tags in the Movilizer portal for IP.21 Integration

READ **INSPECTION ROUNDS** ARTICLES

HONEYWELL WORKFORCE COMPETENCY

- PCDI Block Scaling in Simulation Environment

READ **WORKFORCE COMPETENCY** ARTICLES

HONEYWELL ALARM MANAGEMENT

- Alarm Configuration Manager (ACM) End of Life Extension
- APO release R3.0.0 in Q3 2025

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HONEYWELL PRODUCTION MANAGEMENT

- PAR release R3.1.0 in Q3 2025

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UPCOMING PRODUCT RELEASES | CONTACT

Honeywell Forge Production Intelligence

Honeywell Forge Production Intelligence is a cloud-native AI/ML solution that centralizes data from disparate systems to provide real-time performance monitoring & visualization and guided diagnostics to accelerate root cause analysis & deliver insights to maximize production. This release delivers advanced capabilities including guided diagnosis using known contributors for KPI deviation analysis. It also supports non–time-series and transactional data in KPI calculations, enabling smooth migration from the UKPI for our existing customer base.

R1.3.0 Delivered Features:

- Guided Diagnostic Insights – Known / Tacit Knowledge Support
- Support for Transactional (Non Time-Series) inputs for KPI Calculation

Feature Details: Guided Diagnostic Insights – Known / Tacit Knowledge Support

- **Guided Diagnostic Enhancements**:

  Guided Diagnosis feature enables accelerated investigation for KPI deviations by providing AI/ML driven Insights. Using AI/ML algorithms, potential contributors such as process historian tags, process events like Alarms and Operator Actions are identified as contributors and ranked.

  In this release accuracy of Insights has been improved by incorporating the SME / tacit knowledge for root causes of KPI deviations as part of the Guided diagnosis workflow. Customers / Sites having tribal knowledge based on historical plant operations can augment to improve accuracy of insights being generated by data driven AI/ML models.

  Guided diagnosis feature now supports the ability for end users / project engineers to provide information about known causes / parameters as Known Contributors that's utilized as part of guided diagnosis analysis to identify the key contributors for KPI deviation including it and other process parameters.

  - Historian Tags can be configured as Known Contributors for KPI during the KPI configuration.
  - KPI Analytics configuration enhanced to have option to process only Known contributors and both known contributors and other process historian tags for Insights.
  - In addition to the above, there are few usability improvements made on the Guided Diagnostic insights as indicated below,
    - Users can configure Known contributor easily from the Insight detail UI for KPI while analyzing an Insight.
    - Improvements in Explainability metrics visualization.
    - Providing rationale in the form of score and explainability metrics for all known contributors even if they are not part of the Top contributors.
    - Explainability of AI/ML insights with details on correlation, historical trends etc.

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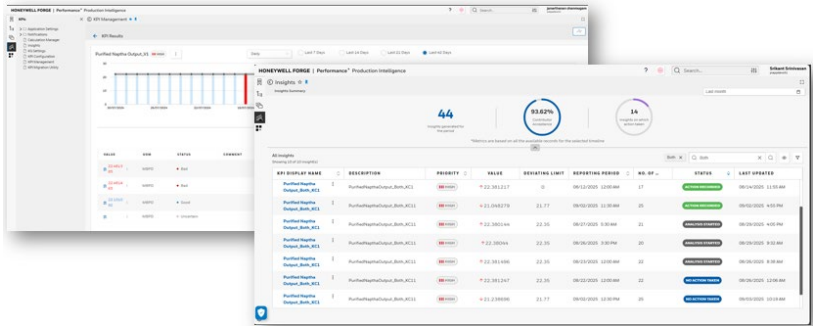
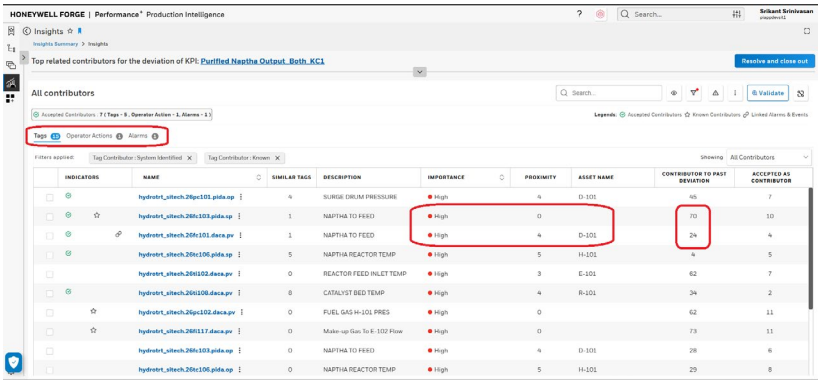
Steps involved in Proactive Guided Diagnostic Insights | Known / Tacit Knowledge



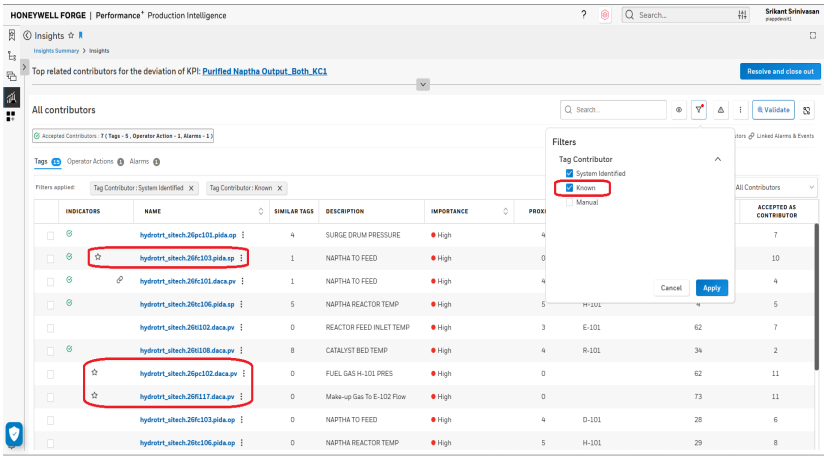
Step 1

Figure. Plant and Unit Engineers receive alerts when KPI deviations occur, and insights are available as part of the subscription.



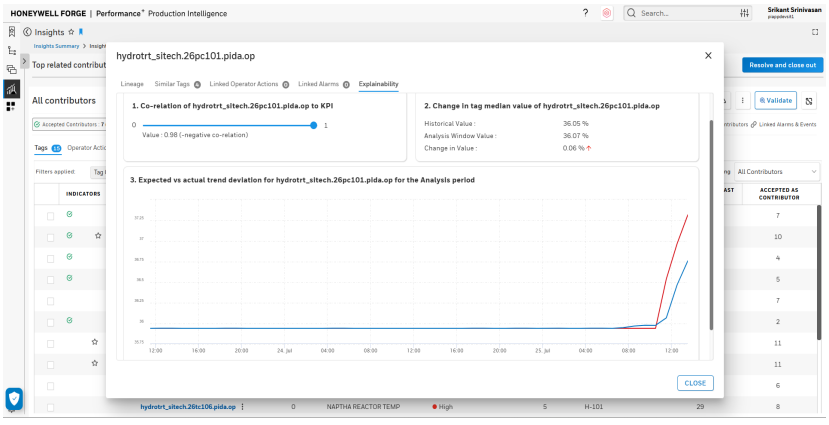
Step 2

Figure. For each KPI deviation, the AI/ML algorithm provides the list of potential contributors as well as contextual information like its proximity from the unit, confidence & # of occurrences it was linked to previous deviation



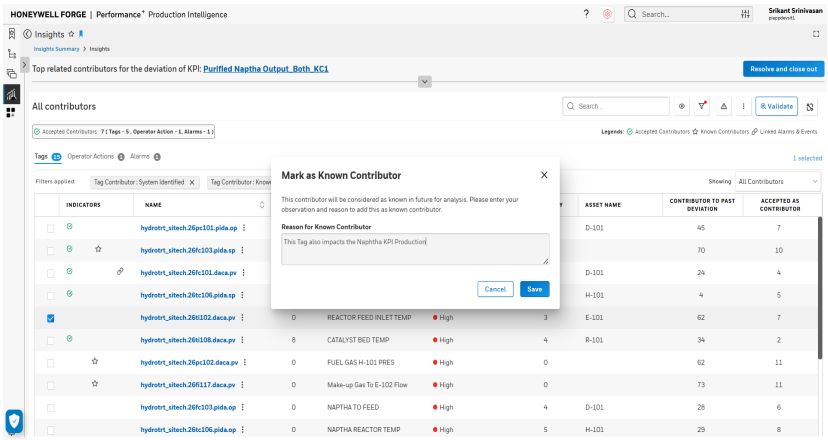
Step 3

Figure. User based tacit / known contributors configured, are considered & indicated as part of insights generation if part of top ranked ones and clarified if they are not attributed as top ranked ones.



Step 4

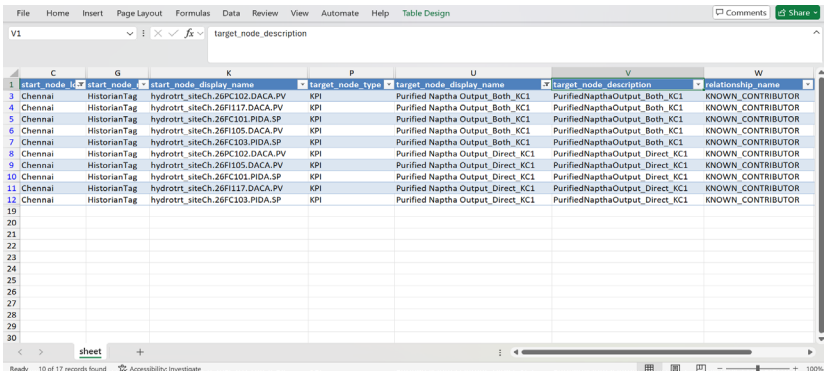
Figure. Users are presented with the explainability of the Insights taking into consideration about correlation, tag value variations.



Step 5

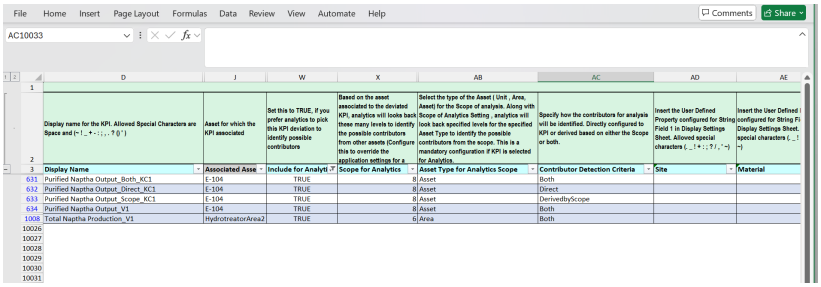
Figure. Users have the option to mark additional contributors as known ones with valid rationale for future Insight generation

Steps involved in Known / Tacit Knowledge Contributors – Configuration



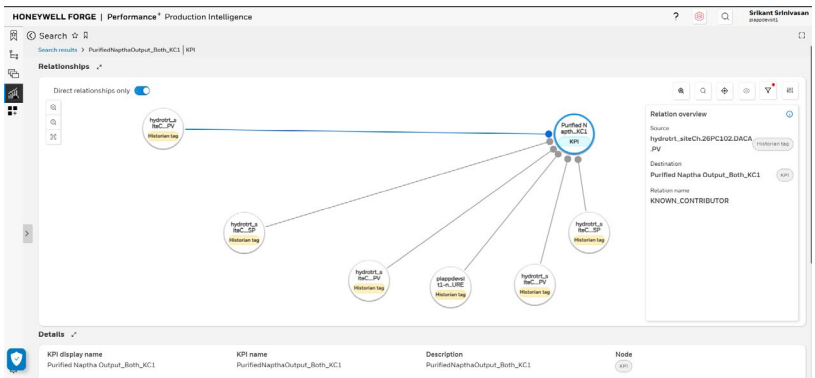
Step 1

Figure. Capture the Known Contributor relations for KPI using KG Import.



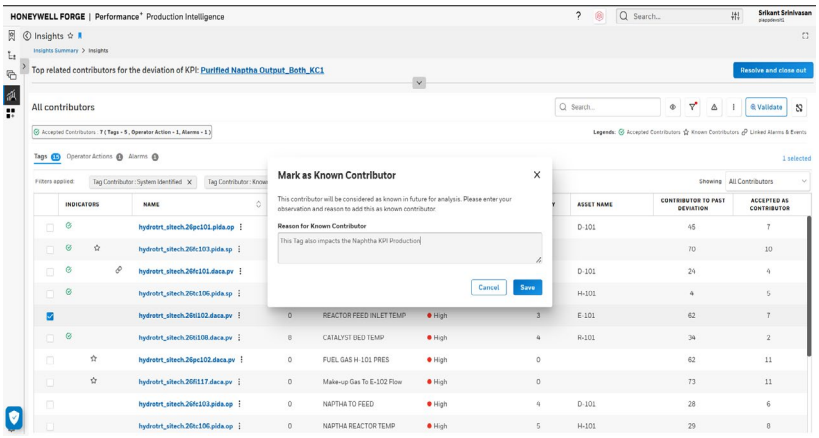
Step 2

Figure. Update the KPI configuration on how contributors should be detected – like Direct (Only Known Contributors) or Both (Known and by Scope)



Step 3

Figure. Configured Known Contributors relationship can be verified in KPI data lineage view



Step 4

Figure. Known Contributors can also be added while reviewing Insights, however these tags would be considered for the next insight only. This is simplified way to configure without using the KG Import option

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Feature Details: Support for Non Time Series Input for KPI Calculation

- KPI calculation supports the ability to utilize transactional data such as inventory and safety records as inputs to it in addition to process parameters (time-series) data with this enhancement.

- The system supports transactional/non-time series data from the different IT and OT Systems to be collected on a periodic basis through pipelines and stored into data stores to be used for calculations

- Users have the option to configure SQL queries on these transactions to derive the required inputs for the KPI or calculations.

- Users can configure the KPI or Calculation inputs, using data source called *External Transactions* option and the SQL queries that are defined would to be associated to the inputs.

- Users also have the mechanism to report the calculated KPIs in the various dashboard. They have the option to troubleshoot issues of such KPI calculation using the calculation execution details.

Figure. Transactional Data Processing and SQL Query Integration for KPI Calculations

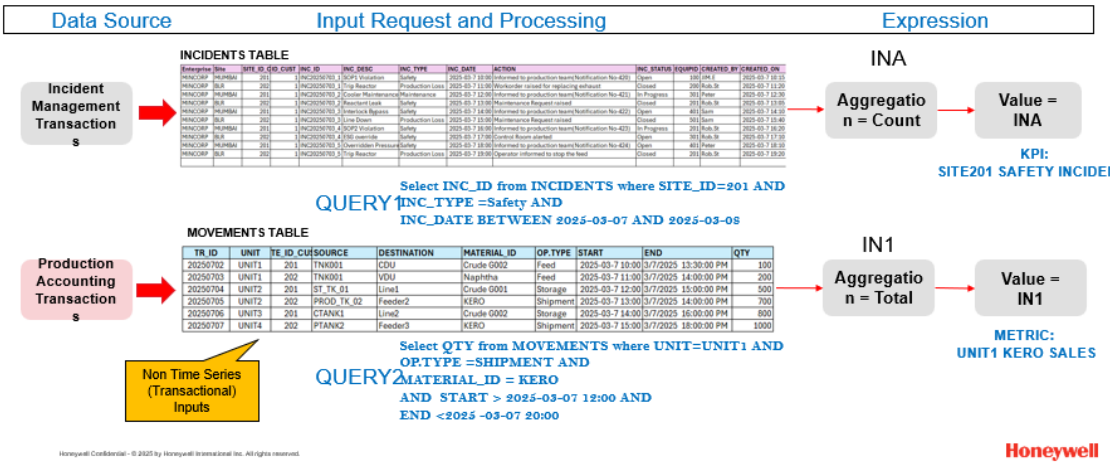
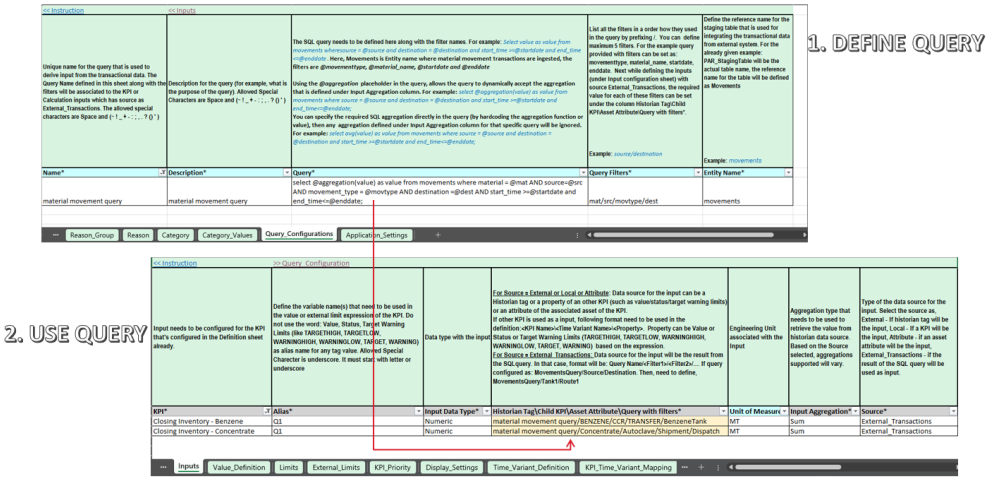


Figure. Configuration of the Query with Transactional Data and associating them with Inputs of Calculation (or KPI)



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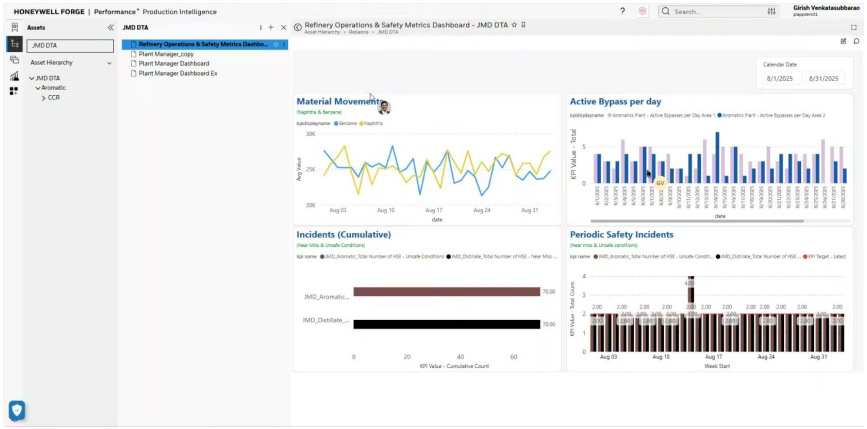
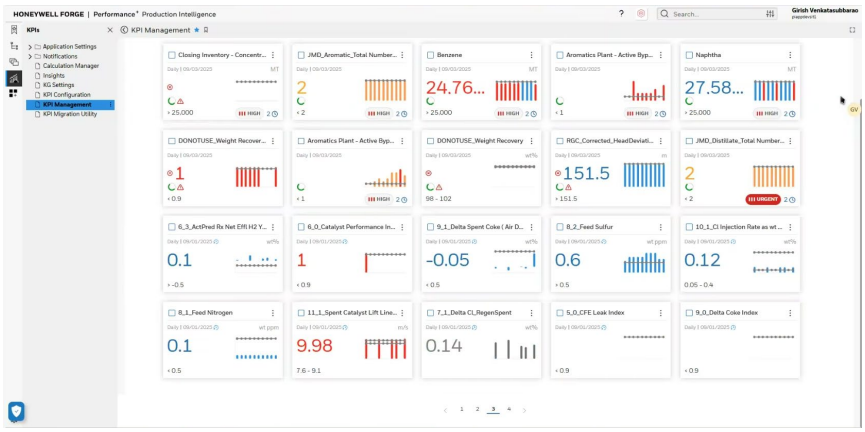
Steps involved in KPI calculation | Non Timeseries Support



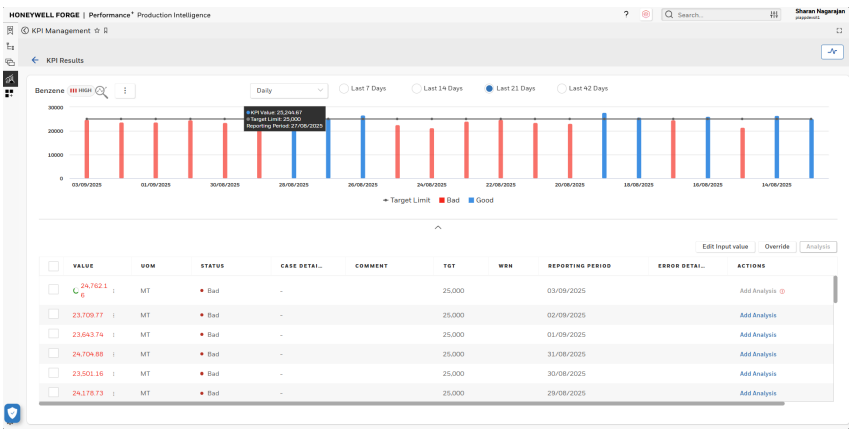
Step 1

Figure. Plant and Unit Engineers have mechanisms to report KPIs / KOPs pertaining to various KPIs that have non time-series data as input including Movements, Bypasses, Incidents etc.



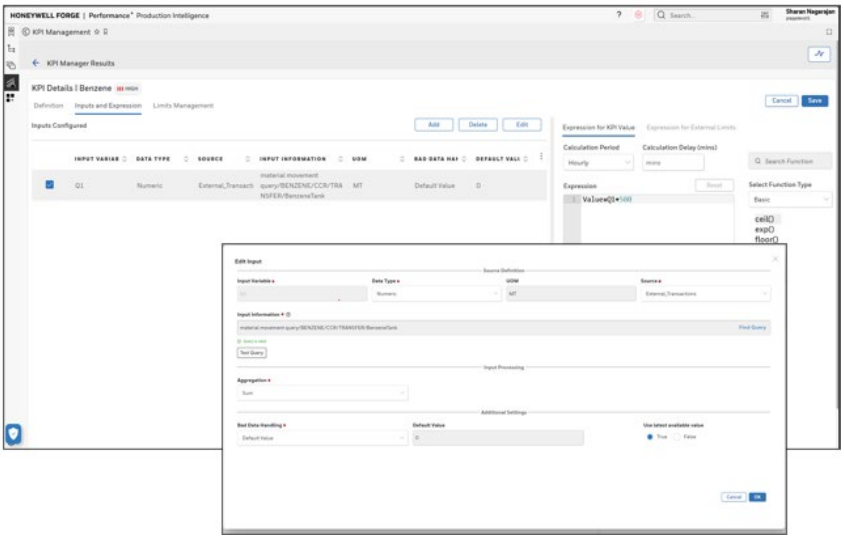
Step 2

Figure. Users have the mechanism to drill down into the KPI details from the dashboard view to analyze it



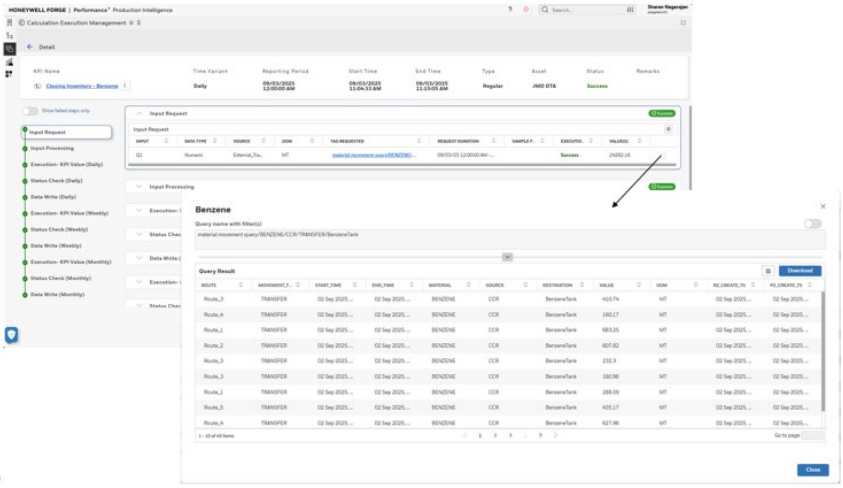
Step 3

Figure. Users have the mechanism to drill down into the KPI details from the dashboard view to analyze it.



Step 4

Figure. Each KPIs are then calculated based on scheduled frequency, details of calculation execution are available for the users.



Step 5

Figure. In case of KPI results being inconsistent than expected, user can troubleshoot the same from the execution details.

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Honeywell Inspection Rounds (HIR)

IP.21, PI Historian, and PHD (Process History Database) are prominent data historian products available on the market, created by companies such as AspenTech, AVEVA, and Honeywell. These products play a crucial role in industrial settings by enabling the collection, storage, and analysis of time-series process data from diverse sources, including Distributed Control Systems (DCS), Programmable Logic Controllers (PLCs), and various field devices.

Purpose of Integration

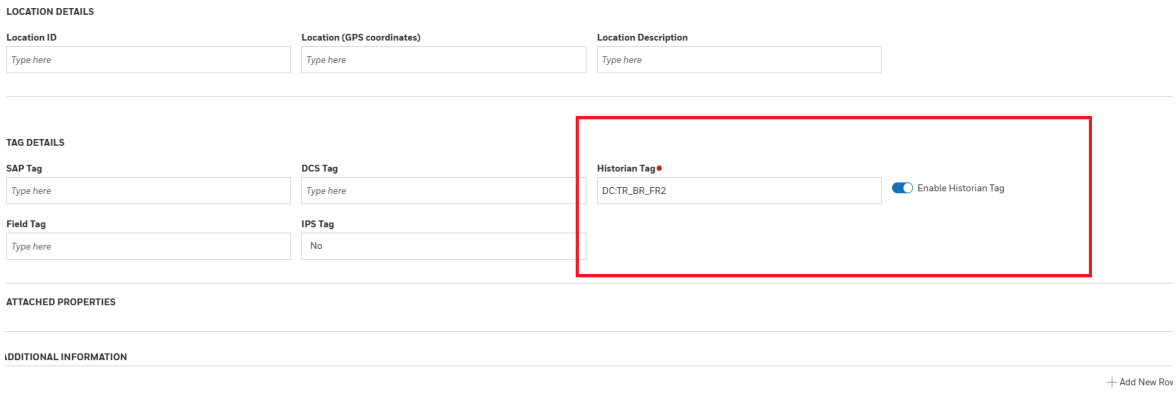
- To **automate the transfer** of inspection data collected by field operators into the **IP.21 historian**.
- To **centralize** operational data for **trend analysis**, **reporting**, and **predictive maintenance**.
- To ensure **data consistency** between manual inspections and automated systems.

How Integration Works

- **Data Collection**: Operators use Honeywell Inspection Rounds to collect data (e.g., temperature, pressure, vibration) during field rounds.
- **Data Storage**: The collected data is temporarily stored in local or shared directory files.
- **Data Transfer**: A background service or connector reads these files and **pushes the data to the Data historian** (e.g., IP.21) at configured intervals (e.g., every hour).
- **Data Availability**: Once in the Data Historian, the data becomes available for visualization, trending, and analysis.
  This article explains how to integrate IP.21 historian tags in the HIR Movilizer portal.

Configure Historian tags in the Movilizer portal for IP.21 Integration

1. In the Movilizer portal, Go to **EasyConfig**.
2. Navigate to **Asset hierarchy & Tasks** screen, select the desired levels & assets.
3. Select the required task and update the historian tag.
4. To integrate with IP21:
   i. Enter the tag name in the **Historian Tag** field.
   ii. Check the **Enable Historian Tag** box.
   iii. Click **Next** and Save.
5. Each tag field can accept up to 64 characters.

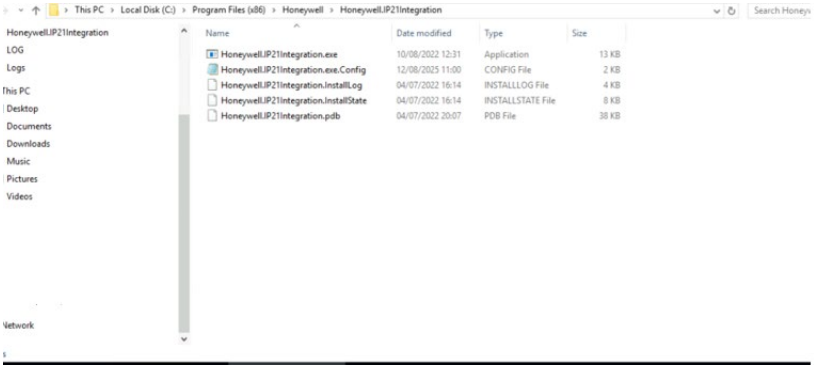


Assigning Assets and Tasks to a Round Template

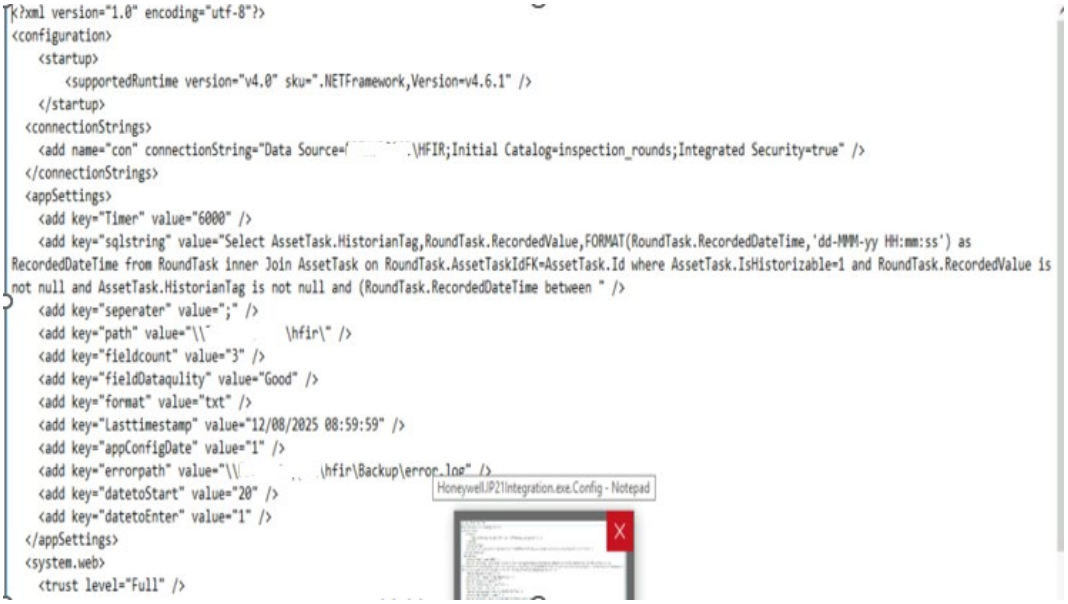
1. Assign the relevant assets and tasks to the round template.
2. Schedule and execute the rounds.
3. After round is executed, the data will be stored in connector machine, and the corresponding data will be transmitted to the IP21 server. (This transmission occurs on an hourly basis, although the exact timing can be customized based on the customer's configuration settings.)

Location of IP21 Files on the Connector Machine

The IP21 integration installation files can be found on the connector machine at the following location: C:\Program Files (x86)\Honeywell\Honeywell.IP21Integration.



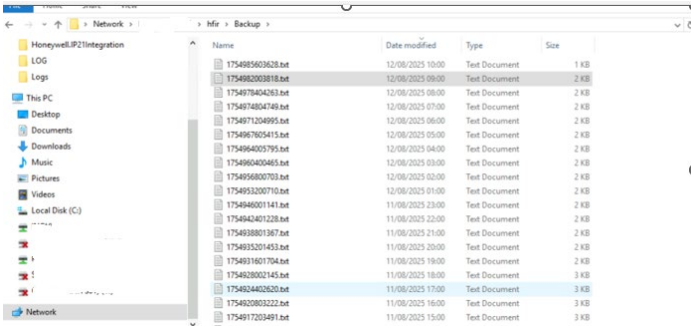
The configuration file is named *Honeywell.IP21Integration.exe.config*



Honeywell.IP21Integration.exe.config

Verifying data uploads to the IP21 server

1. After the round is executed, the data will be saved as a text file on the connector machine. A new file is generated every hour in the shared directory (e.g., \\connectorservername\hfir\backup).
   The exact path may vary depending on the customer. To confirm the correct path, refer to the configuration file and look for the following entry: <add key="path" value="\\connectorservername\hfir\backup" />



Each line in the text file contains detailed round information in the following format:
EC:TB_BA_FR4; 6; 11-Aug-25 07:53:13; Good

- **EC:TB_BA_FR4**– The tag name configured in the Historian Tag field in the portal.
- **6** – The task reading recorded during the round execution.
- **11-Aug-25 07:53:13** – The timestamp indicating when the round was executed.
- **Good** – A default value representing the field data quality.

To verify the error file log path:
If files are not being generated or if the integration is failing, check the error log file path.
To verify the correct path, refer to the configuration file and locate the following entry: e.g.: <add key="errorpath" value="\\connectorservername\hfir\LOG\error.log" />

HIR SaaS Updates details

The most recent update is Honeywell Inspection Round R8.4.6. Below are the details of the update.

Honeywell Inspection Rounds R8.4.6 update

[MOVOR-15965] - Users are able to create Round Category with special characters only.

[MOVOR-20186] - Effectively manage RabbitMQ errors to prevent intermittent delays in SQL Processor message processing

[MOVOR-20302] - The easy configuration page blinks and redirects back to the original page.

[MOVOR-20015] - If a user lacks the necessary permissions to access issue data at a specific level, they will be unable to view any data associated with that level.

[MOVOR-19889] - Ensure that translations function correctly while excluding special characters when saving language settings.

[MOVOR-19840] - The Dropdown and Checkbox task displays the limit value as an integer in the EC, while the field reading is represented as text.

[MOVOR-19781] - Search functionality does not work when levels are not expanded

[MOVOR-19637] - When the user clicks on "Reset," they are redirected to the General section instead of the Levels section.

[MOVOR-19609] - The "Load Attributes" feature continues to load when clicked, provided there are no assets available at the current level.

Article submitted by –Abirami Chidambaram, HCI Technical Support – Honeywell Inspection Rounds.

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Honeywell Blending and Movement

Supported Releases

Release	FULL SUPPORT / CURRENT (Start date)	Phased Out
HBM R530.1	*Jan 2024*	*Jan 2030*
FBM R520.1	*Aug 2021*	*Aug 2027*

Recently Phased Out Release

PBM R510.x is phased out in September 2025.

Phased-Out: For Standalone Software Product releases which have been Phased-Out, HPS intends to make commercially reasonable efforts to provide support as, if available consisting of technical assistance for product use, lost/damaged software media replacement and reference materials download. “Phased-out” Support applies to releases older than R-2.

1. **Limited TAC support** will be available.
2. Honeywell may not always be able to enter a contract for Phased-out releases due to technology or resource considerations. Any contract would exclude PAR fixes.
3. **For all PARs**, “**commercially reasonable effort support**” **will be provided**, typically including answering questions and offering advice, but problem fixes will require upgrading to a release in the “Current” support phase.
4. **Fixes** developed for later releases generally **will not be ported back** to Phased-out releases.
5. Product **documentation updates will not** be provided.

New Point Release:

HBM R530.3 is released in Aug 2025.

This point release maintains compatibility with Experion R52x and R53x and delivers an additional leak detection option (report a leak when filling a vessel in addition to the traditional emptying), a stuck gauge detection capability, more robust handling of blend optimization “No Solution” scenarios, simplified FCV selection during blend setup and improved handling of blend grab-sample Cancel operations.

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Honeywell Blending and Movement: Knowledge Article

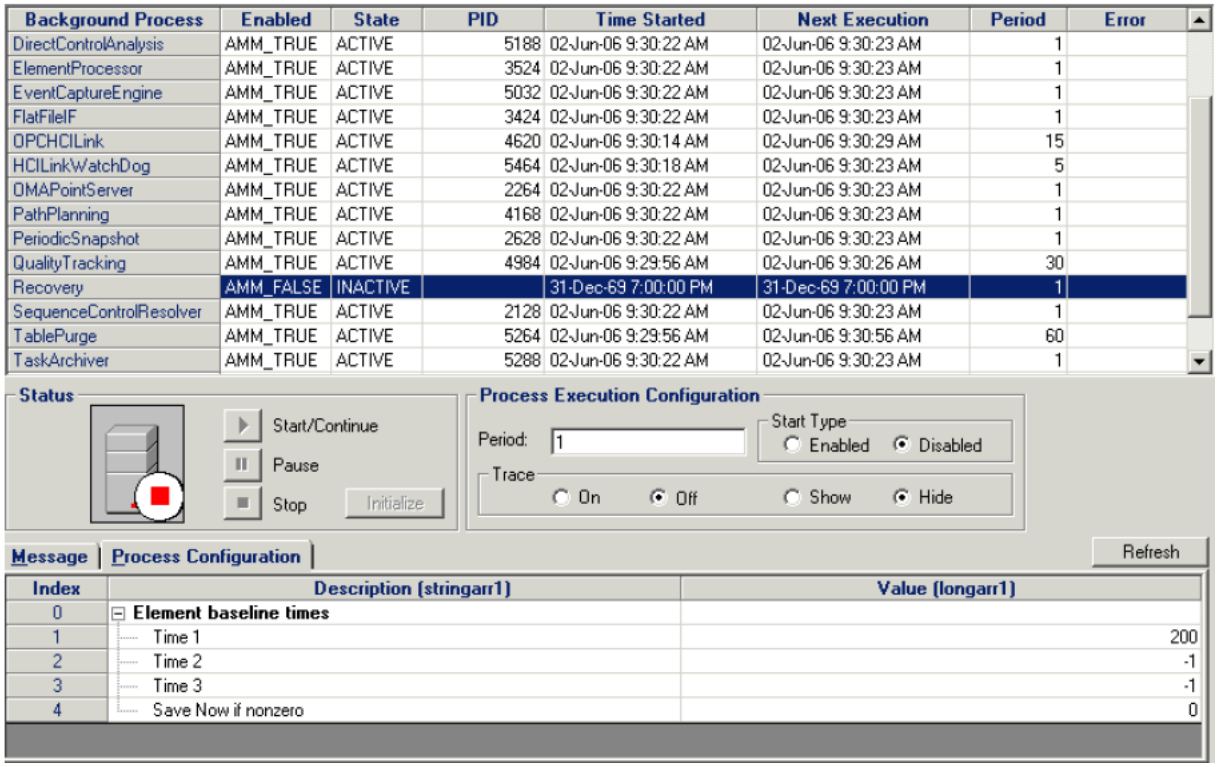
RTDR Recovery

Element status and movement information is stored in text files controlled by the recovery process. The recovery process is, in turn, controlled by the Point Execution Scheduler service.

Recovery File Categories:

There are four main categories of recovery files:

1. Individual element recovery files that contain element changes that occurred at the last minute. Each file contains all the changes to commands, manual element PVs, modes, etc., from all elements during the minute. A new file is generated at the start of each minute if needed. This type of recovery file contains changes only.
2. The recovery process takes a periodic snapshot of the entire element database for a predefined set of fields. This file is used during recovery to replace the set of element recovery files generated prior to the database snapshot file creation time. In the example below, Time 1 is configured for a full snapshot at 2 am (200).



3. Individual points can be set up to save their entire point structure for recovery purposes. For example, the blender point is typically configured to create this kind of recovery file. The blender points act as an interface point between the movement and blending software. As a result, the blender point needs to retain all the internal pointers between these two environments when a blend task is in action.
4. The entire movement data structure is saved by having the recovery processor save the entire point structure for the task, sequence and path points on request from the task point. Saving these files is triggered by events such as task state changes, path status changes and so on.

The latest RTDR database file (**hostdr.dr**) is also saved for recovery purposes whenever a successful hot build operation has been performed on the active MM Control Server. The file attribute **Last Modified** is updated after each hot build.

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Recovery File Location:

The MM recovery files for elements and movements are stored in a recovery folder located at **%BMADatabase%\Recovery** on the MM Control Server.

Recovery Folder Replication:

When the MM Control Server is redundant, the recovery folder is replicated between the Primary and Secondary MM Control Servers. This allows the recovery files to be retrieved when the Secondary MM Control Server or Backup server is active.

When switching to the Backup server, the timestamp of the **hostdr.dr** file's Last Modified attribute is compared. If the file in the recovery folder is newer than the file in the **%BMADatabase%\Recovery** folder on the Backup server, the BMA Redundancy service copies the **hostdr.dr** file from the recovery folder to the **%BMADatabase%\Recovery** folder when the Backup server is made Active. This step provides the new server with the latest data structures in RTDR.

The recovery process then restores the element and movement data in the following sequence:

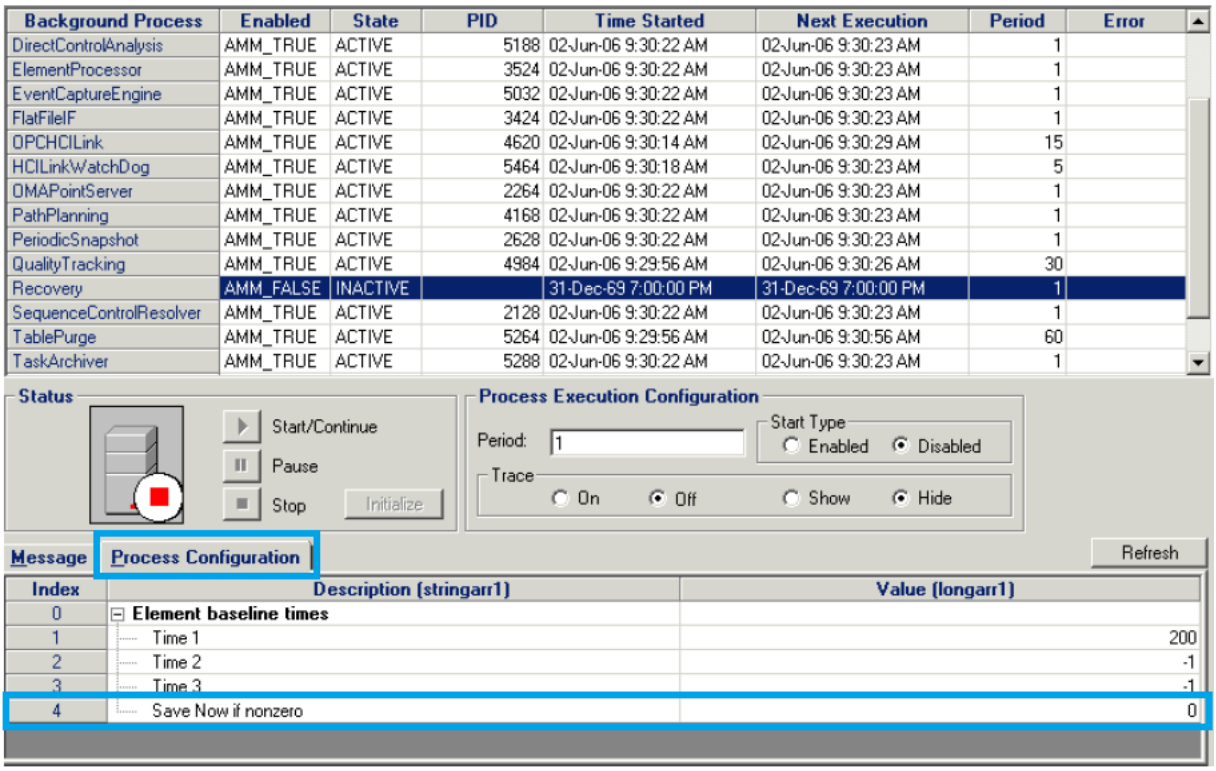
1. Task, sequence and path point files
2. Individual point structures
3. All element points. The recovery process sorts the element recovery files chronologically and restores them one at a time.

Attention:

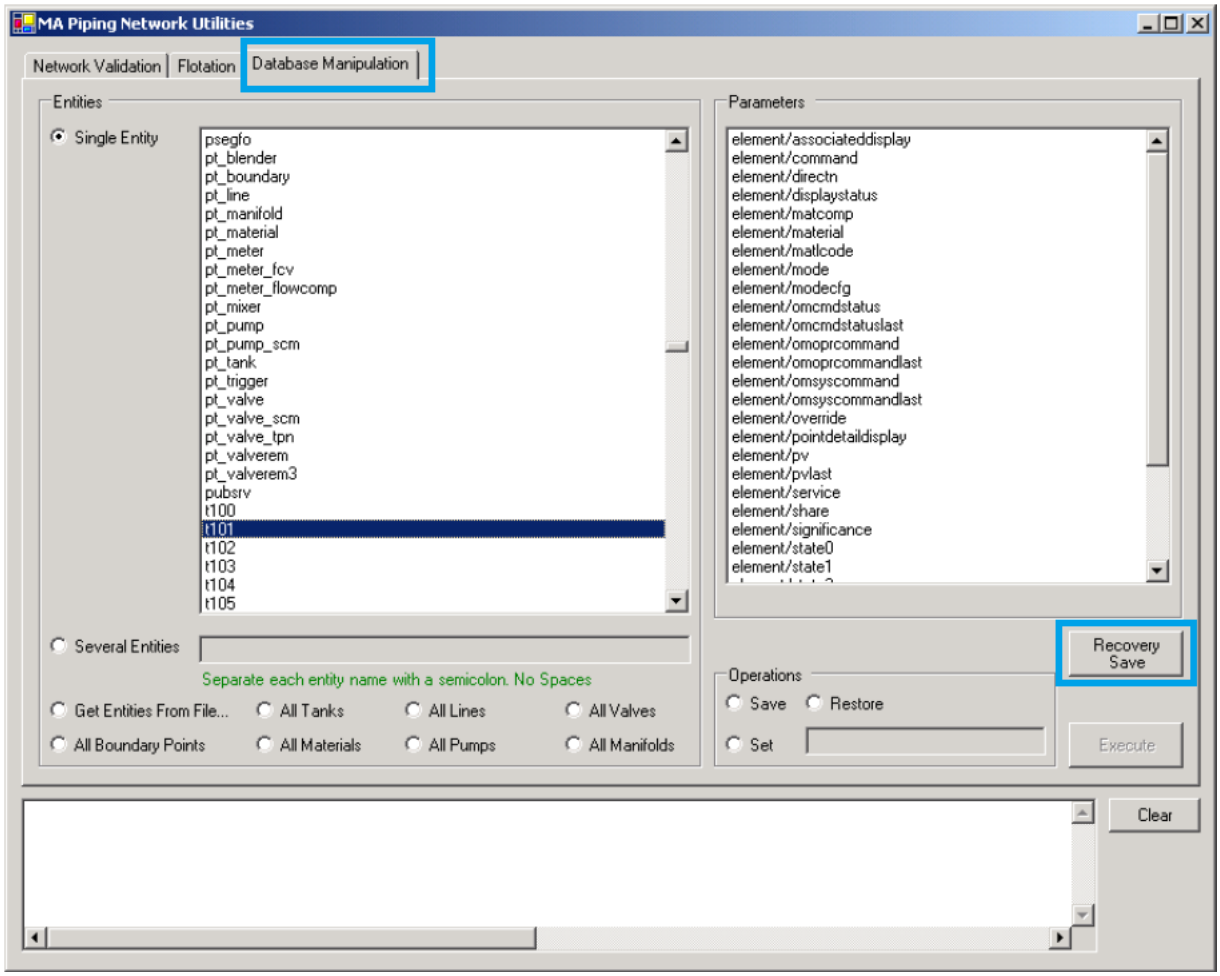
Manual **Recovery Save** operation should be performed whenever RTDR is modified using Database Manipulation Tool. This forces the Recovery process to perform a full recovery save.

This can be done using one of the two ways.

1. Background Process Monitor: By changing **Save Now if nonzero** value to non-zero.



2. Database Manipulation Tool: By pressing **Recovery Save** button.



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Honeywell Workforce Competency

Resolution of PCDI Block Scaling Issues in Simulation Environment

The Peer Control Data Interface (PCDI) is a crucial protocol and data interface that facilitates direct communication between Experion controllers, such as the C300 and ACE, and external devices utilizing the Modbus TCP protocol. This interface is applicable in both real and simulated environments, allowing seamless integration with native Modbus TCP devices and serial Modbus devices through qualified gateways.

In the context of simulation topologies within the Experion PKS, such as SIM-C300, SIM-ACE, and SIM-CN100 can be configured to utilize PCDI channels to replicate real-world peer-to-peer communications. In Operator Training Simulator (OTS) models, PCDI blocks are specifically designed to connect Programmable Logic Controllers (PLCs) such as Safety Manager and Triconex with Experion DCS simulation controllers (e.g., SIM-C300).

Analog input values delivered to the EPKS PCDI blocks are anticipated to be within an engineering range, which the PCDI blocks scale to corresponding raw values based on the configured range. For instance, an engineering range of 0 to 200 translates to a raw range between 655 and 3276. However, this article discusses a known scaling issue affecting the PCDI block analog input channels in the simulation environment for OTS models using EPKS versions R520.1 and R530.1, highlighting the implications and the resolutions provided to address the problem effectively.

PCDI Analog Input Channels Scaling Issue in OTS Models:

In EPKS R520.1 and R530.1 versions, the scaling functionality of PCDI blocks in the simulation environment is not working as intended. As a result, the engineering values provided by the OTS process model to the input channels of the PCDI blocks are either unreadable or incorrectly de-scaled, leading to erroneous values, as illustrated below:

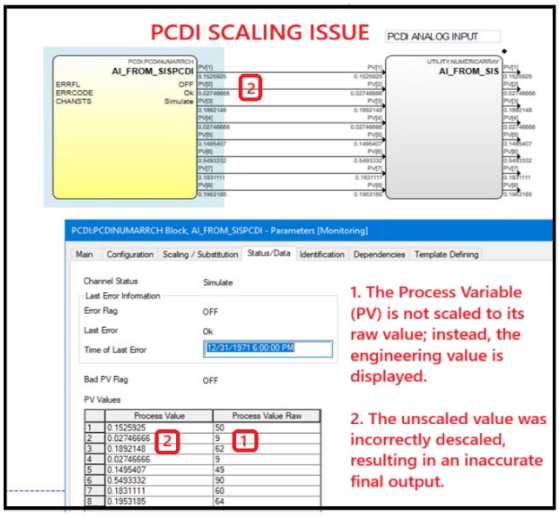

Fig-1

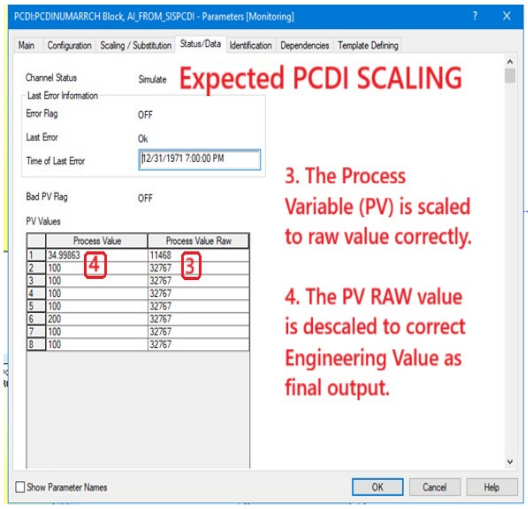

Fig-2

- **Figure 1:** The engineering value from the process model is 50. This value is displayed as the Raw Value without scaling, and the process value is incorrectly de-scaled to 0.1525.

- **Figure 2:** The engineering value from the process model is 35. This value is correctly scaled to a raw value of 11468, which is then accurately de-scaled back to 34.99 (35), matching the engineering value.

  This scaling issue has been documented under PAR#1-FHCIBAD and has been resolved in Experion R530.1 TCU1 and R520.2 TCU7.

Recommended Action:

All OTS customers are recommended to update their EPKS R530.1 and R520.1 versions to the latest available Experion patches if they encounter the scaling issue found in the PCDI block:

- **EPKS R530.1:** Update with Experion_PKS_R530_Tools_and_Controller_Update3-HF1 or later.

- **EPKS R520.1:** Upgrade to EPKS R520.2 TCU7 or later. Back Home

Updates available

Honeywell Workforce Competency R530 update

The latest update for Workforce Competency R530 is 530.2.1.0 (released on March 11th, 2025)

2/27/2025 HCPP-29478	Fix for TPS LOGIC block LOENBL with FL1 stuck.
2/27/2025 HCPP-29309	Fixed error in CL toolkit translation by adding logic for "when error" clauses in CL wait statements
2/27/2025 HCPP-27160	If R521.3 installed on PTS and the Yokogawa machines, it throws unwanted alarms and trips (Rebuilt)
2/27/2025 HCPP-29602	Implementation of PRD mode for Yokogawa PID controllers in Master-Slave configuration in OTS
10/2/2025 HCPP-29611	CS3000: IOP is not getting triggered in PID controller
10/2/2025 HCPP-29316	DSMDLL compilation of CS3000 DCS translated output throws errors for CALCU and LC64 blocks
10/2/2025 HCPP-29572	CS3000 translation failed by toolkit in PTS R530
3/02/2025 HCPP-29567	The PTS is creating SNST snapshot and exercise goes freeze though the auto save session state option is disabled in Workforce Competency.
3/02/2025 HCPP-27379	PTS Snapshot does not retain controller modes in CS3000 emulated layer
3/02/2025 HCPP-27338	FUNC-VAR block is not working as intended, Calculated PV (CPV) is not correct
3/02/2025 HCPP-29391	SIO-11 block logic is not working as intended
3/02/2025 HCPP-29362	SM Emulation: The Safety Manager First Out Alarm logic using ANN Type blocks not working in PTS
3/02/2025 HCPP-29390	SIM-SM Adapter and SCADA Adapter availability with ProSim bridge Solution
3/02/2025 HCPP-28944	GE Mark Vie Controller version i.e., 06.08.00C Qualification
3/02/2025 HCPP-29388	Enable alarm parameters R/W for FBControlOp
3/02/2025 HCPP-29389	PTS App option to avoid dialog on model close
3/02/2025 HCPP-29226	IFS muti-OTS
1/16/2025 HCPP-29273	Fix for TPS Ratio block to include overall bias in output calculation
1/16/2025 HCPP-29272	Fix for TPS OrSel block CVEUHI/LO parameter should track XEUHI/LO and not downstream SPEUHI/LO.
1/16/2025 HCPP-26222	Save Location for Saving Event is not kept in the specified path when event is modified
1/16/2025 HCPP-29330	Unable to change the role of another domain user in user manager
1/16/2025 HCPP-28899	CEE Adapter: Communication fails from CeeAdapter to EPKS Input blocks with “CDA Error Message: %s: Change Not Permitted
1/16/2025 HCPP-28838	The Cee Adapter Model communication fails with an Error “Problem with SyncWrite of AI's to EPKS server
1/16/2025 HCPP-29400	The SIM SM Adapter snapshot files should be included in the Export Snapshot feature in PTS.
1/16/2025 HCPP-29146	The Cee Adapter Model communication fails with an Error “Problem with SyncWrite of AI's to EPKS server"
1/16/2025 HCPP-28923	BCAS mode related to SIM2 gcb, Shape(s) and Faceplate(s) in WFC R521.4
1/16/2025 HCPP-28736	Generic framework adapter does not read the DCS values after loading snapshot
1/16/2025 HCPP-28645	RQUP-04554271 CS3000 Toolkit: network card I/O to be supported
1/16/2025 HCPP-27763	CPV tracking downstream Value disabled when OTRK=low
1/16/2025 HCPP-27419	Rockwell API thread startup logic that can result in thread hangs which freezes the RSLogixSimServer
1/16/2025 HCPP-27378	TRB: DeltaV Toolkit is not processing double quotations correctly; therefore, it continues to read in the entire file causing an out of memory error.
1/16/2025 HCPP-27351	PIDALL_CCS block is ramping its PV to SH value when it is changed from MAN to AUT mode
1/16/2025 HCPP-26679	Exatif synchronization message when a snapshot takes long to load.

1/16/2025 HCPP-29305	SM Emulation: The Safety Manager First Out Alarm logic using ANN Type blocks not working in PTS
1/16/2025 HCPP-27758	TRB: CCC adapter is not writing the StepSize parameter on the CCC Emulator
1/16/2025 HCPP-27372	TRB: DeltaV Step timing out too soon.

Honeywell Workforce Competency R521 update

The latest update for Workforce Competency R521 is R521.5.1.0 (released on September 9th, 2024)

02/08/24 HCPP-28645	DE: CS3000 Toolkit: network card I/O to be supported
05/08/24 HCPP-28381	PTS speed reported is less than minimum speed in this case of SIMIT Adapter (refer 2x Speed)
05/08/24 HCPP-28382	When launched the Model without Starting the SIMIT OPC didn't notice any Error reporting Time Out of the SIMIT OPC
05/08/28 HCPP-28590	Reset tag which is set to HIGH before saving the snapshot is coming back to LOW after reloading the snapshot
06/08/24 HCPP-28923	BCAS mode related to SIM2 gcb, Shape(s) and Faceplate(s) in WFC R521.4
09/08/24 HCPP-27963	TRB: BW-63870: R521.3.0 Yokogawa Server Connection Failing Between PTS for R521.3.0 Yokogawa Server
19/08/24 HCPP-28736	Generic framework adapter does not read the DCS values after loading snapshot
19/08/24 HCPP-28899	CEE Adapter: Communication fails from CeeAdapter to EPKS Input blocks with "CDA Error Message: %s: Change Not Permitted"
04/09/24 HCPP-28838	PTS: The Cee Adapter Model communication fails with an Error "Problem with SyncWrite of AI's to EPKS server"

Honeywell Workforce Competency R520 update

The latest update for Workforce Competency R520 is 520.3.3.0 (released on February 7th, 2025)

01/09/25 HCPP 29330	Unable to change the role of another domain user in user manager
09/20/24 HCPP-28838	The Cee Adapter Model communication fails with an Error "Problem with SyncWrite of AI's to EPKS server"
09/20/24 HCPP-28899	CEE Adapter: Communication fails from CeeAdapter to EPKS Input blocks with "CDA Error Message: %s: Change Not Permitted
09/20/24 HCPP-26875	SM CDA points in alarm do not show in the Station's alarm display.

Honeywell UniSim Competency Suite R471 update

The latest update for UniSim Competency Suite R471 is 471.7.0 (released on March 17th, 2023)

03/17/23 HCPP-22033 SIMIT Adapter RT factor display does not align with SIMIT controller performance and there is a possibility that adapter gets stale data from SIMIT

Article submitted by –Abdul Hameed, HCI Technical Support – Honeywell Workforce Competency.

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UniSim® Design Suite

UniSim Design – R511 Is Released

UniSim Design Suite R511 was released in August of 2025.

UniSim Design R511 brings forth new sustainability features as well as enhancements specifically designed for our valued existing customers in the upstream oil and gas sector, other hydrocarbon industries, and the fields of engineering, procurement, and construction (EPC).

The UniSim Design R511 release includes these key new features:

EO Blowdown Enhancements

- A button to open the parent EO Blowdown Utility from the sub-flowsheet is introduced.
- Fire duty support is now included for pipes.

USE-IT Enhancements

- Improvements in the user interface to support multiple open simulation cases in Browser mode. This allows variable addition across similar cases directly from the user interface, which was previously only possible by manually specifying the formulae.
- The objects in Object Browser UI are not automatically refreshed when switching cases for better performance. If users try to add a non-existent object, then appropriate errors are given.

Column Enhancements

- **FRI Integration with UniSim Design**
  - FRI's Device Rating Program (DRP) calculation is integrated with UniSim Design's Tray Sizing Utility. FRI Rating method in UniSim Design is implemented for FULL mode of FRI DRP Program version 4.0 only.
  - Rating of Sieve, Valve and Packed columns now can be done as per FRI's proprietary correlations and methods. Only required list of input parameters as per FRI DRP API document are provided in UniSim Design to rate a design, so the number of input parameters are different from that of the DRP program itself. Only overall tray rating parameters are provided under the Performance Page as results for both trayed columns and packed columns.
  - Users can now access this feature from Tray Sizing Utility by selecting **FRI Rating** calculation method from Setup page. The FRI DRP program must be licensed but users need not open the DRP program to run calculations in UniSim Design.

- **Rate-Based Columns Enhancement**
  - Key variables can be saved and locked for initialization estimates. Users can enter estimates for Rate-based related variables including Heat Transfer Coefficient, Mass Transfer Coefficient, Transfer Area, and Binary Diffusivity. User estimates are used in the column initialization if they are non-empty values. The estimates can be locked, cleared or updated by column solution.

- **Sparse Solver Framework for VLLE Columns**
  Three functionalities are introduced for the Sparse Continuation solver:
  - Advanced Aggressive initialization
  - Advanced result validation and recovery
  - Sharp algorithm tuning settings

Thermodynamic Enhancements

- The selection of a specific component is enabled for Tabular Properties as enhancement, allowing users to choose between utilizing the Tabular Property method or the Fluid Package method.
- Ethylene is added as a supported component to the GERG property package.
- Add support for ideal gas entropy variation with pressure from standard conditions by directly integrating the first law for entropy variables.
- Huron-Vidal-Pedersen 2001 (HVP) mixing rule is included in the SRK property package. Huron-Vidal (HV) mixing rule in SRK makes use of EOS for vapor phase and activity coefficient model (ACM) for liquid phase. It calculates two mixing parameters a_mix and b_mix of general cubic equation of state (GCEOS) by assuming the Helmholtz free energy of vapor phase from GCEOS to be equal to Gibbs free energy of ACM at infinite pressure. UniSim Design's HV implementation is based on the original 1979 paper, which did not have temperature dependent interaction parameters.

- CO2 Freeze Out Stream Correlation and Pipe Calc option are available for EOS-CG property package.
- Full Enthalpy method can be used for UniSim Thermo NRTL property package.
- Oil-Water inversion point for emulsion viscosity calculation is improved with introducing a new method (Guth and Simha) to calculate viscosity of emulsions.
- Extend ice warning from Pipe Segment to streams by introducing ice warning to streams, like Pipe Segments.

Green Hydrogen Electrolyzer

- Anion Exchange Membrane (AEM) Electrolyzer – Anion Exchange Membrane electrolyzer unit operation in steady state is available now along with PEM and AEL electrolyzer operations. Anion exchange membrane conducts hydroxide ions and transport water across which combines the benefits of AEL and PEM electrolyzers. It takes the feed on Anode side alone and H2 gas along with water transported across the membrane is released through cathode outlet.

PIPESIM Link Further Improvement

- Added support for black oil streams.

Gas Correlation Update

- The 2016 version gas correlations, IS0 6976:2016(E) are implemented in. The legacy 1995 version gas correlations, IS0 6976:1995(E), are still available for backward compatibility.

Other Enhancements

- **Pipe Segment:** Heat flux calculation from specified wall temperatures is supported by heat trace sizing.
- **Spreadsheet Functions:** Excel-style rounding functions are added in Spreadsheet unit operation, matching Excel (ROUND, ROUNDUP and ROUNDDOWN).
- **Spec Scenario Workflow:** Improved Spec Scenario workflow with the following functionalities:
  - Added an Insert State button that inserts at the current cursor if there is one and becomes selected.
  - Deleting a state (via the "Delete" key on the keyboard) now sets the selection to the next item after the deleted item (so selection doesn't move).
  - Added a Horizontal Matrix checkbox like the Databook to let them see a transposed view.
  - Support bulk pasting into transformed wrapped matrices from non-wrapped source data.
- **PFD Color Scheme:** Added Calc By as a prospective variable for PFD Color Schemes, shows whether the variables are specified, or calculated from upstream or downstream. Blue is specified, Green is upstream, Red is downstream, Black is other, Light Blue is none. Added an overall version that shows the specificity of all 4 together. That adds Cyan (spec and upstream), Magenta (spec and downstream) and Yellow (upstream and downstream) using the standard primary and secondary colors of light to show the relationships.
- **Quicker way to toggle between open active cases:** Added Ctrl Numpad Plus and Ctrl Numpad Minus hotkeys to switch to the next and previous background document, and options are also on the Window menu as Next Document and Previous Document.
- **PC-SAFT Parameter Regression:** Support regressing both pure component and binary interaction parameters for the PC-SAFT EOS from within UniSim Regression Environment.
- **Exposing oxidation-reduction potential with OLI:** Expose Oxidation-Reduction Potential (Elec O/R potential) Parameter with OLI Fluid Package. The O/R calculation applied only for MSE model.

For further information about UniSim Design R511, including details of how to obtain it, please see: UniSim Design R511information (Visible without signing in, but includes some links that do require a sign-in.)

"How do I …" Videos and Technical Webinars

The following two Knowledge Base articles have the indexes for the "How do I …" and technical webinar video series:

· UniSim Design How do I video series

· Technical Webinar series - Index

These articles require a sign-in. (Visit process.honeywell.com, click on "Sign In" at the top right then "Create an Account," find instructions in the UniSim Design Suite Technical Support – User Guide. Also, watch UniSim Design - How do I - Use the Knowledge Base?)

Look out for links to these videos on the UniSim Design Home/“What’s New” page. (If you don’t see this view, activate it with the gear wheel or person button at the top right.)

Follow these links to view other relevant Knowledge Base articles (visible without signing in):

- Existing customers - how to obtain UniSim Design Suite R511 and earlier
- UniSim Design Suite Installation and Licensing Instructions - Commercial Release versions

Newsletter Articles

We aim to provide articles of interest to the UniSim Design user community. If you have any feedback or have suggestions for topics to cover here, please feel free to Contact Us; we value your input.

Article submitted by Chuan Qin, UniSim Design Suite Global Support Team.

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Honeywell Forge Alarm Management

Alarm Configuration Manager (ACM) End of Life Extension

After careful analysis, we have decided to extend support for ACM by 12 months. With this extension, ACM **Phased-Out Support** will begin **December 31, 2026**. All support ends **December 31, 2027**.

This decision is aimed at helping customers successfully migrate from ACM to APO by December 31, 2027.

Important Dates:

- **December 31, 2025: End of Sale**
- **December 31, 2026: Beginning of Phased-Out Support**
- **December 31, 2027: End of Support**

Key Terms:

- **End of Sale:** No new ACM sales will be made from this point
- **Phased-Out Support:** Limited TAC Support, commercially reasonable effort support, no new enhancements will be made to the product
- **End of Support:** No TAC Support, No defect fixes, No development

If you have any questions, please contact your Honeywell Aftermarket Services Manager.

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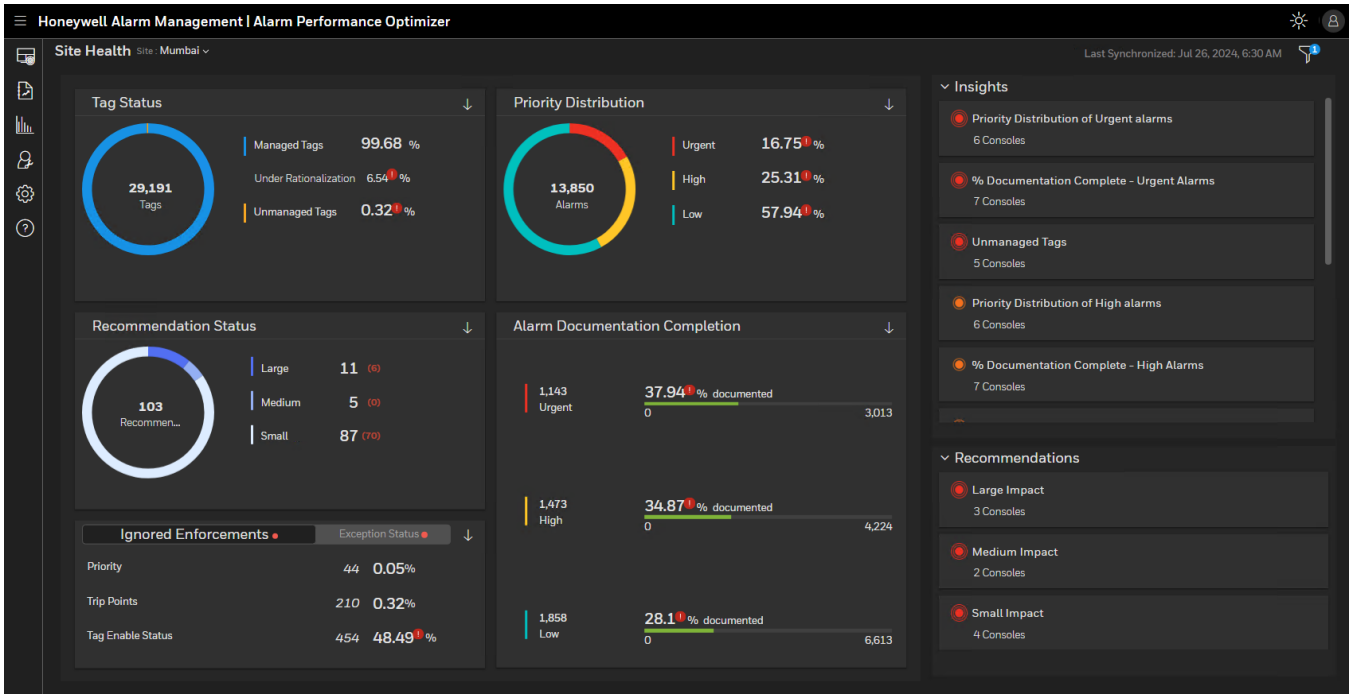
Honeywell Alarm Management | Alarm Performance Optimizer R3.0.0

Released in August 2025, **Honeywell Alarm Management | Alarm Performance Optimizer R3.0.0** will be released. This release includes the option to migrate from the legacy **Alarm Configuration Manager R321**.



New features include:

- ACM – APO Migration:
  - Seamless migration from ACM to APO with built-in validation and flexibility
  - Three-phase migration: Pre-migration, Migration, Post-migration
  - Pre-migration: Configure essential components and secure the site environment
  - Migration: Validate, map, and migrate data with utility tools
  - Post-migration: Conduct reviews and ensure data integrity with validation tools

- Constraints:
  - APO allows users to create constraints and associate them with variables
  - Alarm limits are validated against constraint values during proposed changes
  - Error triggered if proposed alarm limit exceeds the constraint, preventing the change

- Offline Rationalization:
  - Allows updates to multiple alarm-related variables outside APO Web UI using Excel.
  - Export data with filters, edit or add entries in Excel, then import back.
  - System processes change, updates valid records, unlocks modified alarms, flags invalid entries.
  - Detailed import/export status and error logs provided.

- Tag Suspend/Resume:
  - Allows temporary suspension of tag enforcement from APO to DCS during planned maintenance.
  - Prevents unwanted overwriting during known data changes.
  - Enforcement can be paused for a defined time window.
  - Enforcement is automatically or manually resumed after the activity or the scheduled period.

- DeltaV DCS:
  - APO now supports DeltaV Control System integration.
  - Enables import and synchronization of tags and alarm properties from DeltaV systems into APO.
  - Modification and rationalization of tag and alarm properties within APO.
  - Management of the MOC process for tag approval and release.
  - Generation of exception reports to track differences between the DCS and the master alarm database.

- Mode-Based Enforcement - AMS_Proxy
  - Mode-Based Enforcement using AMS_Proxy allows automatic mode changes without manual action.
  - It is triggered by the DCS Server using command-line parameters.
  - AMS_Proxy must be installed on a server within the same domain as the APO Site with .NET Framework 4.8.
  - Once configured, it connects to the APO Site and enforces the defined mode on specified assets and consoles.

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Honeywell Alarm Management (HAM) Product Family Consolidation in Process.Honeywell.com

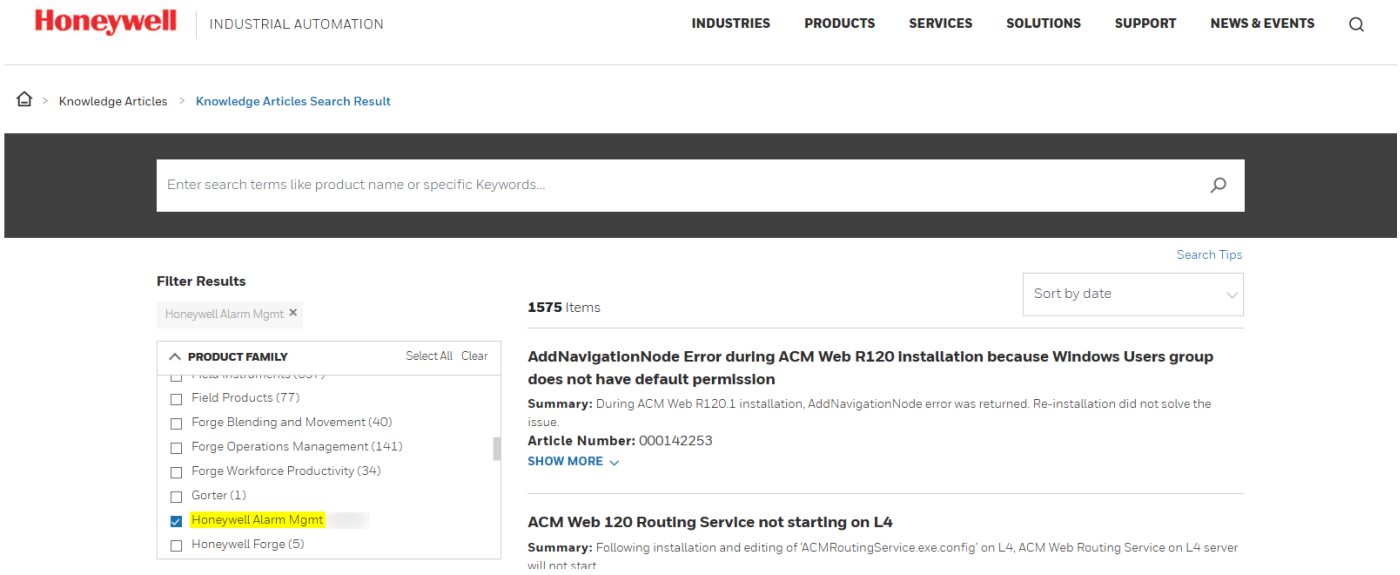
Overview

We have now completed the consolidation of legacy Alarm Management product families and their respective products into the current product family name, **Honeywell Alarm Mgmt**. This change affects the following supported products:

Legacy Product Family Name	Product Name
AAM - Alarm Management	Alarm Configuration Manager
DynAMo	DynAMo Metrics & Reporting
DynAMo	UserAlert
Honeywell Forge Alarm Management	Alarm Performance Optimizer
Honeywell Forge Alarm Management	Honeywell Forge Alarm Management – Reporting
Honeywell Forge Alarm Management	Honeywell Forge Process Safety Analyzer

Knowledge Article Search Impact

When searching knowledge articles please filter on **Honeywell Alarm Mgmt** Product Family to limit the results to all alarm management products:

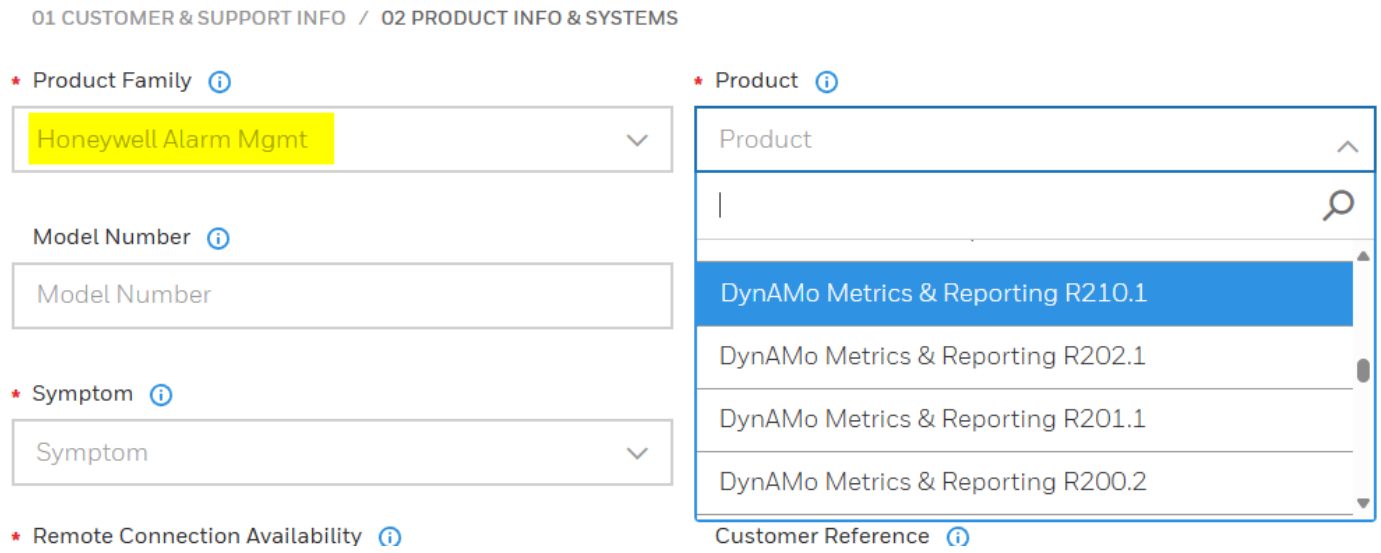


Submit Technical Support Request Impact

When raising a Technical Support Request (SR) please use the Product Family **Honeywell Alarm Mgmt** so that all alarm management products will be listed under the Product field:

Submit Technical Support Request

For critical cases, you must call 1-800-822-7673



Alarm Management Product Support Update

- **DynAMo Metrics & Reporting R210.x** support status changes to **Phased Out** in May 2025
- **Process Safety Analyzer R20x** support status changes to **Phased Out** in January 2025
- **Alarm Configuration Manager R321** support status changes to **Phased Out** in December 2026

REMINDER! Experion upgrade to R520/530 causes HAM-Reporting (DynAMo M&R) Collector Data Corruption

If the Experion DCS is upgraded to R520+ from an earlier version, it may lead to data corruption problems with DynAMo Metrics & Reporting (M&R) or HAM Reporting (HAM-R) installations. This migration can introduce extra (and invalid) Tagnames, potentially affecting the licensed tag-count limit. Additionally, it may result in the creation of extra Assets, which could negatively impact report performance.

For more details refer to knowledge article KSM2022-DYN003x.

Also refer to Knowledge Article 000189115 – 'EAS ODBC R530 Client Hotfix Matrix' which lists the ODBC version required against the Windows Operating System installed on the collector, and the minimum version of Experion required to communicate with the ODBC driver.

If you have any questions please contact the Honeywell Alarm Management Technical Support (GTAC) team if you are planning to migrate to Experion R520+, they will review your system and inform you of what steps are needed to avoid system downtime.

Upgrading Experion to R520/530 prevents HAM-Documentation/ACM Clients from connecting to the application server

Experion 520+ recommends encryption types **AES256_HMAC_SHA1, AES128_HMAC_SHA1**, and **future encryption types** as default for Kerberos authentication to ensure secure communication and data integrity. Below is an extract from Experion documents:

Category	Policy	Value
Group policy	Network security: Configure encryption types allowed for Kerberos	AES128_HMAC_SHA1, AES256_HMAC_SHA1, Future encryption types

When these policy settings are implemented on the Experion server, the related client-server applications, like ACM, must be updated as well. Specifically, all client and server machines, along with service users, must be compatible with the new encryption types. If this compatibility is not achieved, it could lead to authentication problems during DCOM communication between the application client and server.

A knowledge article how to address this problem will be published soon. **If you are facing problems with ACM clients not connecting to the ACM application server then please contact the Honeywell Alarm Management Technical Support (GTAC) team.**

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Honeywell Forge Operations Management

Honeywell Operations Management R246.3 (On-Prem offering)

We are pleased to announce that **Honeywell Operations Management R246.3** has been released in June 2025. This release provides new functionality as well as addressing prior release issues.

New features include:

- A user-friendly **mobile experience** for accessing Logbook Shift reports. Users can effortlessly create, update, and submit their reports. Supervisors, in addition, will have the capability to view and approve reports, as well as navigate through various timelines and assets to review all relevant reports.

- New DAS plugins to expand data connectivity options for both Logbook and Monitoring applications. These plugins enable seamless integration with systems supporting **OPC UA** and facilitate connectivity to PI systems through the **PI Asset Framework (AF**), enhancing data management and operational efficiency.

- Two new applications as part of our Logbook suite, specifically designed to enhance safety management: **Permit to Work** and **Incident Management**. These applications provide robust tools to streamline safety processes, ensuring compliance and promoting a safer work environment

    - The **Permit to Work (PTW)** application streamlines the creation and management of work permits and their workflows, ensuring adherence to safety protocols through defined stages including request, validation, approval, and completion. By assigning multiple roles within the workflow, it enhances operational safety and transparency, fulfilling regulatory documentation requirements.

    - The **Incident Management (IM)** module supports workplace safety by providing a structured process for documenting and addressing incidents that occur during authorized tasks. It ensures that incidents are reported, reviewed, and resolved, fostering a culture of safety and continuous improvement. This module helps organizations track, resolve, and learn from incidents, thereby enhancing proactive risk management and minimizing the potential for future occurrences.

- **Enhanced Logbook Report Templates**: Introduction of multi-select dropdowns and external source dropdowns in Data Entry Table (DET) and Matrix snippets, along with support for basic calculations using cell references in Matrix snippets.

- **Improved Standing Order Notifications**: Enhanced email notifications now include Plan notes and improved readability for better communication.

- **Shift Handover Workflow Upgrade**: Added functionality to capture and record user signatures directly in shift handover reports for enhanced verification.

- **Monitoring Target Deviation Update**: Ability to recalculate the financial impact of Monitoring Target deviations when factors are modified.

The Software Change Notice (SCN) will be published to Process.Honeywell.com for more information.

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Honeywell Operations Management Enterprise | Logbook R3.0.0

We are pleased to announce that Enterprise Logbook R3.0.0 is set for release in November 2025, marking a major milestone in Honeywell's Operations Management portfolio. This release is designed to modernize the Intuition platform architecture, enabling quicker upgrades, faster installation, and seamless API integration for enterprise customers.

Key Benefits for Customers

1. Cloud-First Deployment

- R3.0.0 is optimized for cloud deployment in your environment, supporting modern IT strategies and reducing infrastructure overhead. For Windows or VM-based deployments, you should continue with R246 releases, but R3.0.0 sets the stage for future migration paths.

2. Architecture Modernization

- The new release supports the Intuition platform's modernization, which means you benefit from improved scalability, reliability, and futureproofing for your operations management systems.

- With this release, customers get a centralized enterprise system. It enables users to seamlessly onboard multiple sites or expand existing sites in the same system without the need for additional installation.

3. Faster Upgrades & Installation

- Enterprise Logbook R3.0.0 introduces streamlined upgrade and installation processes, minimizing downtime and accelerating time-to-value for new deployments.

4. Enhanced API Integration

- With robust API support, you can integrate Logbook with other enterprise systems, enabling richer data flows and more flexible automation across their operational landscape.

5. Enterprise-Grade Performance

- The release has undergone extensive performance testing, including support for 600 concurrent users, improved installation and setup times for better scalability and reliability.

6. Security & Compliance

- Cybersecurity enhancements and improved user management with SSO integration with your identity provider ensure that Enterprise Logbook R3.0.0 meets the latest standards for enterprise IT environments.

7. AI Enablement

- The product roadmap includes AI Enablement of Logbook capabilities with Agentic logbook creation, and Intelligent Logbook search.

8. Support & Migration

- While full migration guides from R246 to R3.0.0 will be available in future releases (R3.1.0), partial migration procedures are documented for ensuring a smooth transition for early adopters. Please note migration for customers with Operations Monitoring module including instructions will be available with R3.1.0 tentatively planned for April'2026.

  Please reach out to your account manager to get more details on Enterprise Logbook R3.0.0 Release

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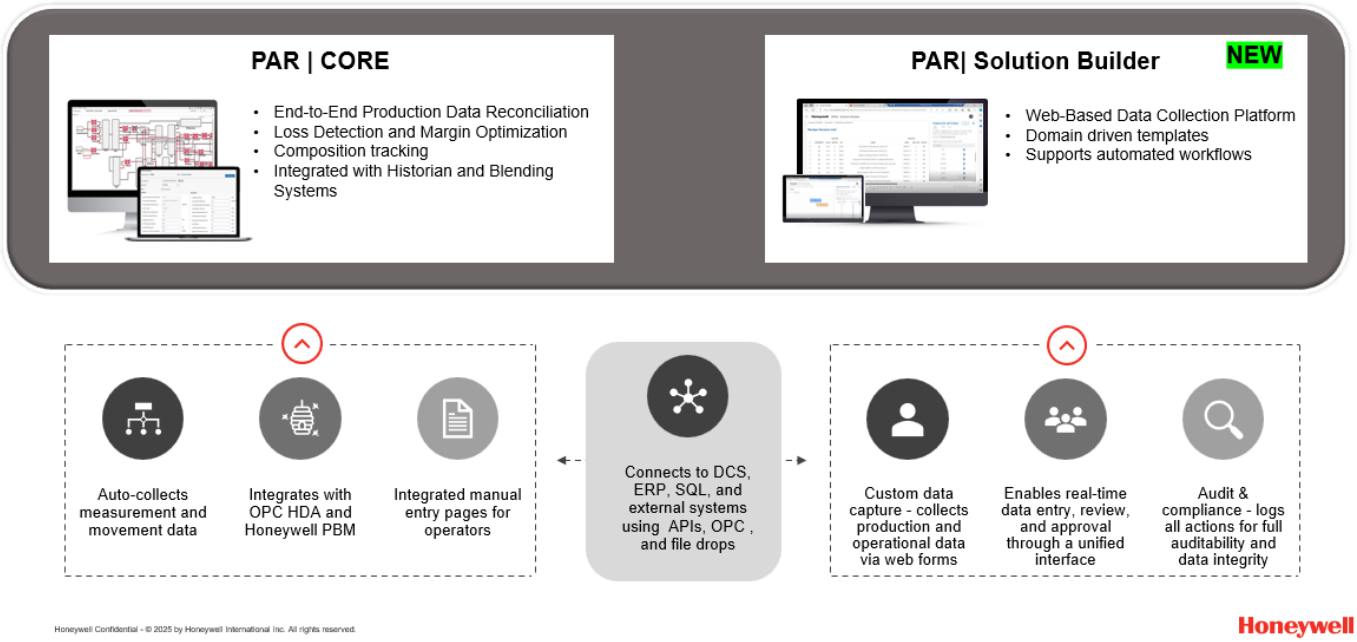
Honeywell Production Management

Upcoming release Production Accounting & Reconciliation R3.1.0 in Q3 2025 (September)

Production Accounting and Reconciliation is a state-of-the-art production accounting solution. Production accounting is the process of measuring, validating, reconciling, and publishing accurate and reliable production data (in terms of flows, inventories, and movements) by balancing a plant's (or unit's) inputs with its outputs based on mass or volume.

Solution Builder is a next-generation module in Honeywell Production Management offering, built to modernize and unify production data workflows. It streamlines data collection, transformation, and reporting - delivering real-time insights and industry-specific automation. By replacing fragmented Excel with structured, auditable systems, it enhances data integrity, reduces manual effort, and supports scalable, compliant operations.

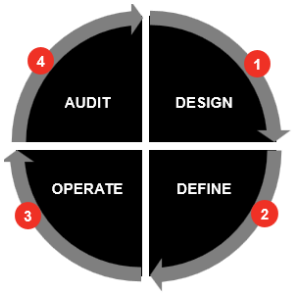


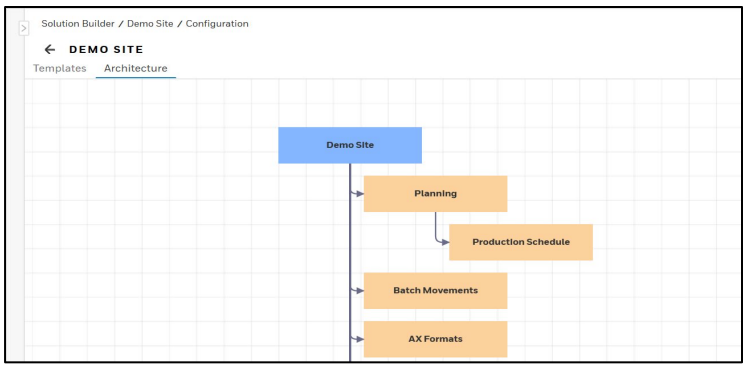
Release highlights –

1. **Solution Builder** is a new module within PAR that helps to digitize manual production data entry, giving fully configurable data collection with auditing. This is essential to reduce errors and ensure accurate production and inventory numbers.
2. **Tank Calculator API** helps to calculate hydrocarbon inventory using industry standard calculations (American Petroleum Institute & American Society for Testing & Measurement) & tank strapping tables.
3. Reduce time to close balances using the upgrades to **Adhoc movements.**
4. Validate data integrity using **exported audit reports**.

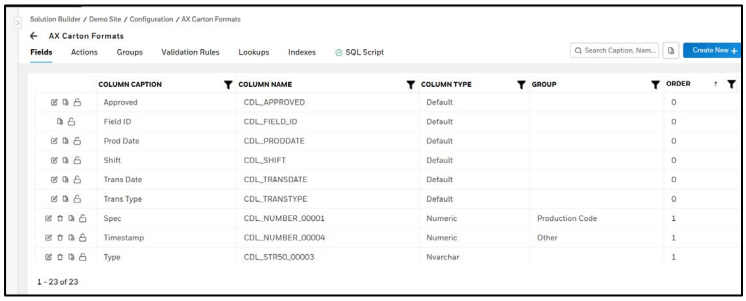
Key Feature of R3.1.0 - Solution Builder

To enable a scalable and intelligent production operations framework, this solution is structured around four foundational capabilities. These capabilities are designed to be modular and adaptable, allowing teams to implement them progressively or as a complete solution depending on business needs. Each phase supports the end-to-end lifecycle of production data—from design to audit—ensuring traceability, standardization, and real-time responsiveness across operations:

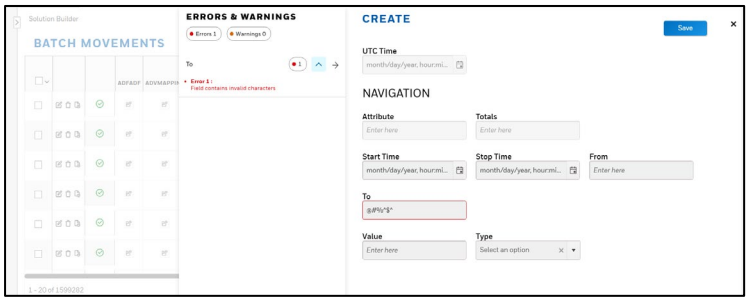




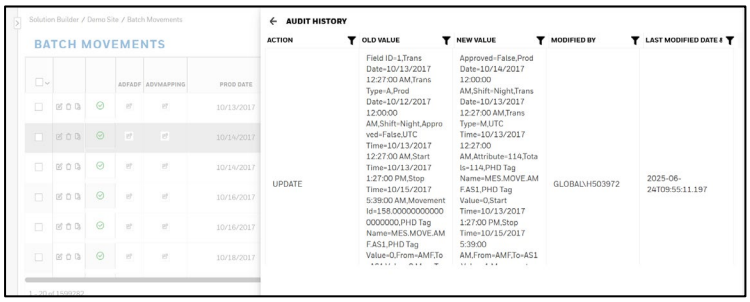
1. **DESIGN**
   Design and build business specific data structures to collect, and track key production and operational data store



2. **DEFINE**
   Define automated data capture, data validation rules, business actions, and data flows to automate and standardize business processes



3. **OPERATE**
   Enable real-time data entry, review, and approval through collaborative workflows. Operators and supervisors work from a single source of truth, triggering business actions directly from the user interface.

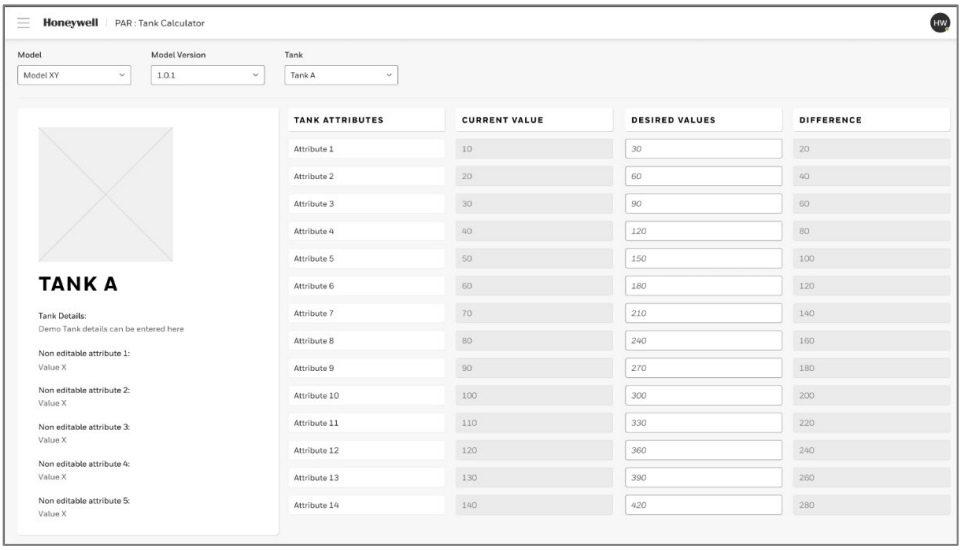


4. **AUDIT**
   Audit data records automatically captured for every action performed and review data for the lifetime of the system.

Key Feature of R3.1.0 – Tank Calculator API

Tank Calculator API to invoke PAR tank calculations to calculate volume and other from level measurements while accounting for temperature, shell material, and product effects. • The API allows any third-party application to compute volume and dip differences from level measurements—factoring in temperature, volume, and product effects.

Sample screenshot –



Other features in R3.1.0 for ease in accounting -

1. **Adhoc Movements**
2. PAR 310 lets users capture AdHoc movements by reading measurements and density/component fraction values directly from historian tags, rather than manual entry.
    - PAR 310 allows users to select density values based on the material flowing through the route rather than the pre-configured values
3. **Automatic Writeback for IM Models**
    - PAR 310 now automatically writes daily inventory data to historian tags for Inventory Models, making it available faster for all stakeholders.
4. **Audits Export to Excel**
    - The changes made by a production accountant to close the balances can be verified easily with function to Excel export for audit logs. Just hit the Export to Excel button on any audit screen and get your data in a clean, shareable format.

Honeywell PAR updated support policy

RELEASE	RELEASE DATE	CURRENT (Start date)	SUPPORTED (Start date)	PHASED OUT
R3.1.0	Oct 2025	Oct 2025	Oct 2027	Oct 2030
R212.x	Aug-2022	Aug-2022	Sept 2025	Aug 2027
R211.x	Dec-2020	Dec-2020	Aug-2022	Jan - 2026
R210.x	Jan-2019	Jan-2019	Dec-2020	Jan - 2025
R201.x	Aug-2017	Aug-2017	Jan-2019	May-2022

**Planned. Information about future releases is subject to change without notice*

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Current Product Releases

Advanced Applications:

Honeywell Alarm Management

- Reporting **R2.2.1**
- Alarm Performance Optimizer **R2.0.0**
- Documentation (**ACM R321.12.7**)
- Notifications (UA R321.2)
- Process Safety Analyzer **R2.1.1**

Honeywell Operations Management R246.2

- Operations Logbook
- Operations Monitoring
- Operations Instructions
- Operations Limit Repository

UniSim Design Suite

- UniSim Design **R500**

Honeywell Workforce Competency R530.1

- Process Training Simulator
- Tutor
- Curriculum
- ProSim

Honeywell Production Management

- Production Accounting and Reconciliation **R212.3**

Honeywell APC (Profit Suite)

- Release **R513.1**

Uniformance

- Uniformance PHD **R430**
- Uniformance Process Studio R323
- Uniformance Asset Sentinel **R532**
- Uniformance Insight **R240**
- Uniformance Cloud Historian R100
- Uniformance Executive **R331**
- Uniformance KPI **R140.1**

Control Performance Monitor

- Control Performance Analytics-Unified (CPA-Unified) **R610.1**
- TaiJi PID **R320.2**

Honeywell Blending and Movement (HBM) Suite

- Blending and Movement (PBM) **R530.2**
- Blend Performance Monitor (BPM)
- Experion Blend Controller (EBC)
- Experion Tank Monitor (ETM)
- Profit Inventory Monitor (PIM)
- Profit Blend Controller (PBC)
- Profit Blend Optimizer (PBO)
- LIMS Viewer (LV)
- Profit Movement Management:
  - Movement Monitor (MM)
  - Movement Control (MC)

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Contact Information

All GTAC support should be directed through https://www.process.honeywell.com/en-US/contact-us/customer-support-contacts/Pages/default.aspx Portal.

Americas Support Centre Contact Information

Forge Blending & Movement (**FBM**/PBM/BMA/OM&S) Support	rac.support@honeywell.com	1-289-333-1500
Honeywell Forge APC (Profit Suite) Support	apc.apptech@honeywell.com	1-800-822-7673
Technical Assistance Centre (TAC) – Americas		1-800-822-7673
Uniformance Help Desk	support@honeywell.com	1-403-216-2870
UniSim Design Suite Support	UniSim.Support@honeywell.com	1-800-822-7673
Honeywell Forge Workforce Competency Support	hpscustomersupport@honeywell.com	1-800-822-7673

Asia Pacific (AP) Technical Assistance Centre (TAC) for Honeywell Connected Industrial contacts

Honeywell Forge APC (Profit Suite) Support	apc.support.emea@honeywell.com	
OptiVision Help Desk	p3its_oncall@honeywell.com	+ 358 20752 2300
Forge Blending and Movement (FBM) Solutions Support	bma.support.ap@honeywell.com	
UniSim Design Suite Support	unisim.support@honeywell.com	
Honeywell Forge Workforce Competency Support	hpscustomersupport@honeywell.com	

Honeywell Asia Pacific regional GCCC hotlines:

Australia	GCCC.Pacific.HPS@Honeywell.com	1 300 301 135
China:	400-820-0386	800-820-0237
India:		1-800 2335051
Indonesia:		0018-03-440-212
Malaysia:		1 800-812-674
New Zealand:		0800 855 663
Pacific (outside Australia and New Zealand):		+65 6787 1788
Philippines:		1-800-1441-0223
Singapore:		6823-2215
Taiwan:		0800-666-051
Thailand:		0018-004-415-283

Europe and Middle East and Africa, (EMEA) Technical Assistance Centre (TAC) for Honeywell Connected Industrial contacts

Control Performance Monitor (CPM)	CPM.support.emea@honeywell.com	All global queries
OptiVision Help Desk	p3its_oncall@honeywell.com	+ 358 17 57 89 300

EMEA Honeywell Connected Industrial Helpline		+32 (0)2 728 2200
Honeywell APC (Profit Suite)	apc.support.emea@honeywell.com	
Blending and Movement (FBM)	bma.support.emea@honeywell.com	
Honeywell Workforce Competency Support	hpscustomersupport@honeywell.com	
UniSim Design Suite Support	unisim.support@honeywell.com	
Honeywell Academy	https://process.honeywell.com/us/en/services/training	

For questions, comments, or archived copies of the Guardian newsletter, please contact Gunjeet Chaudhari at Gunjeet.Chaudhari@Honeywell.com.

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