

BENEFITS GUARDIANSHIP NEWSLETTER

QUARTERLY NEWS / Q1

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:

- *Asset Performance Management - Global Digital Sustenance Nerve Centre (GDSNC)*
- *Honeywell Inspection Rounds: Incidents in EasyConfig*
- *Honeywell Blending & Movement - KA for Enabling the Detection of Stuck Gauges*
- *Honeywell Workforce Competency - Revolutionizing the Capability of OTS with Honeywell's IFS Adapter*
- *UniSim Design Suite – R520 release available*
- *Honeywell Alarm Management: Alarm Configuration Manager (ACM) End of Life Extension*
- *Honeywell Operations Management R3.0.0 release available*
- *Honeywell Production Management – R3.1.0 release available*

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

GlobalBGPDeliveryCentre@honeywell.com



ASSET PERFORMANCE MANAGEMENT

- Global Digital Sustenance Nerve Centre (GDSNC)

[READ ASSET PERFORMANCE MANAGEMENT ARTICLES](#)



HONEYWELL INSPECTION ROUNDS

- Incidents in EasyConfig

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HONEYWELL BLENDING AND MOVEMENT

- KA for R530 Enabling the Detection of Stuck Gauges

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HONEYWELL WORKFORCE COMPETENCY

- Revolutionizing the Capability of OTS with Honeywell's IFS Adapter

[READ WORKFORCE COMPETENCY ARTICLES](#)



UNISIM® DESIGN SUITE

- UniSim Design Suite R520 release available

[READ UNISIM DESIGN ARTICLES](#)



HONEYWELL ALARM MANAGEMENT

- Alarm Configuration Manager (ACM) End of Life Extension till Dec' 2026

[READ ALARM MANAGEMENT ARTICLES](#)



HONEYWELL OPERATIONS MANAGEMENT

- HOM R3.0.0 release available

[READ OPERATIONS MANAGEMENT ARTICLES](#)



HONEYWELL PRODUCTION MANAGEMENT

- PAR release R3.1.0 available

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Honeywell Asset Performance Management

The Global Digital Sustenance Nerve Centre Journey: From Vision to Value



Transforms Customer Success Through Centralized Remote Monitoring Excellence

It began with a very small team in Year 2022 which has now evolved into a Global Nerve Centre of 20+ specialists, driving sustainable and measurable value for Honeywell's global customers. The **Global Digital Sustenance Nerve Centre (GDSNC)**, established at the Honeywell Pune Office, represents a transformative approach to Asset Performance Management (APM) post-deployment support—**turning operational complexity into long-term competitive advantage**.

Purpose: Built for Post-Deployment Success & Increase recurring business through ARR Model

To support customers in **maximizing the full potential of APM applications after deployment**, Honeywell established a **state-of-the-art Digital Sustenance Nerve Centre** in Pune. The objective was clear: move beyond traditional support and enable continuous value realization through a structured, outcome-driven sustenance model.

Through contractual sustenance agreements, the Nerve Centre team supports customers by:

- Ensuring **high availability and uptime** of APM applications
- Training the end users to **improve adoption and utilization**
- Resolving technical issues with speed and precision
- Update and upgrade the models
- Continuously **monitoring and analysing early alerts** to identify value opportunities

This proactive approach enables customers to **minimize unplanned downtime of critical rotating equipment** and **maximize productivity**, safety, and asset reliability.

The Genesis: Addressing a Critical Gap

In 2022, we identified a recurring challenge across customer engagements: while APM deployments were technically successful, **post-deployment adoption and sustained value realization remained inconsistent**. Customers faced:

- Difficulty sustaining outcome-based solutions
- Gaps in optimized condition monitoring processes
- Limited internal resources to fully utilize APM
- Ongoing needs for upgrades, model enhancements, and system optimization

Our response was decisive - A dedicated **Remote Monitoring and Sustenance Centre** designed to bridge the gap between **APM deployment and tangible business outcomes**.

The Growth Journey

Phase 1 (2022): Laying the Foundation

The journey began with a **core team of 6 engineers** focused on building a centralized remote monitoring capability that went beyond traditional support.



Key focus areas included:

- Stabilizing APM operations post-deployment
- Improving condition monitoring and alert workflows
- Increasing user adoption and system utilization
- Supporting ongoing updates, enhancements, and model tuning

The Pune Nerve Centre ensured **continuity, reliability, and proactive engagement**, helping customers not just sustain the APM—but truly benefit from it.

Phase 2 (2023): Expansion and Business Impact

Encouraged by early success and growing customer confidence, the Nerve Centre expanded in **2023** to a **team of 10+**, marking a shift from operational support to **strategic value creation**.



Key outcomes:

- Sustenance services translated into **recurring AMS revenue**
- Customers expanded engagement through **new scopes and programs**
- The consulting organization strengthened through **real-world operational insights**

The Nerve Centre became an integral part of the **customer lifecycle**, directly connecting technology, expertise, and business outcomes.

Phase 3 (2024–25): Global Scale and Maturity

By **2024–25**, the Global Digital Sustenance Nerve Centre matured into a **fully scaled global operation with 20+ specialists**, supporting customers across multiple industries and geographies.



Key Achievements

- Formalized the **Global Digital Sustenance – Nerve Centre operating model**
- Developed standardized **asset monitoring workflows**, estimation frameworks, and proposal templates
- Created **APM overview and sustenance training videos** to accelerate adoption
- Centralized monitoring and analytics delivered overall potential saving of **\$190M as ROI**.
- Launched **“Catch of the Week”**, a newsletter highlighting insights, wins, and continuous learning

This evolution reflects Honeywell’s commitment to **continuous improvement, transparency, measurable customer success** & same reflect with below ROI confirmed by customer.



Driving Measurable Value Through Global Remote Monitoring

Since 2021, the Digital Sustenance Nerve Centre has contributed to **\$190 million in cumulative customer savings**. Today, a pool of 20+ specialists actively monitors **3,500+ assets** across sectors and geographies.

Key Projects Under Active Monitoring



A Strong, Scalable Operating Model

The strength of the Nerve Centre lies in its **well-defined, collaborative team structure**, comprising:

- Equipment Reliability Experts
- Monitoring Leads
- Dedicated Support Pool
- Configuration teams spanning APM, UI, visualization, analytics, monitoring, and support

This integrated model ensures **speed, consistency, and depth of expertise** across every engagement.

Looking Ahead: Sustaining the Momentum

Innovation continues to drive the Nerve Centre forward. Current initiatives in progress include:

- Automating **manual diagnostic processes** to accelerate issue resolution

- Standardizing and automating **ROI reporting** for transparent value realization
 - Expanding the footprint of **HVT-APM integration & UOP-PSA** to enhance predictive maintenance capabilities
 - Expanding capabilities in new verticals like **Mining & Semiconductors**.
-

A Commitment Beyond Technology

What sets the Digital Sustenance Nerve Centre apart is not just technology—but a **commitment to partnership**. By filling customer resource gaps, delivering continuous system optimization, and proactively identifying value opportunities, the Pune Nerve Centre ensures customers **don't just deploy APM—they continuously extract value from it**.

The Global Digital Sustenance Nerve Centre (GDSNC) stands as a testament to how innovation, expertise, and sustained commitment can transform support into a strategic advantage—delivering outcomes that truly matter.

Knowledge Articles

Article Ref	Title
APM_KA000196720	Scheduling Index Maintenance Using Maintenance Plans in SSMS
APM_KA000197769	How H_ROC is calculated in Asset Performance Management (APM).

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Honeywell Inspection Rounds (HIR)

This quarter's article introduces the features related to incident creation during Inspection Rounds. It helps to improve the operational safety by enabling integrated **Incident** reporting and streamlined workflow management within the Honeywell Inspection Rounds solution.

Overview

In Honeywell Inspection Rounds, the **Incident** feature allows operators to quickly record and report anything unusual, unsafe, or unexpected that they notice during their inspections. These issues are more serious than normal readings and may indicate safety, operational, or compliance risks. It provides an Incident Reporting capability to capture and escalate these findings in real time. This ensures timely awareness & faster corrective action.

While performing a scheduled inspection round, an operator notices an unexpected abnormal condition, for example:

- A visible leak or spill
- A blocked access path
- Damaged insulation or protective guards
- A safety device not functioning as expected
- A gauge, display, or indicator showing values outside acceptable range
- A missing or damaged safety sign or barrier

These types of findings are not routine inspection results. They represent issues that may pose operational or safety risks.

In this scenario, the operator can create an Incident directly from the Inspection Rounds mobile application or through the Movilizer Portal. They can report,

- Description & Severity of the issue
- Type of the incident
- Photo/video evidence
- Any immediate actions taken

Once the Incident is submitted,

- Supervisors receive real-time alerts.
- The backend system (Honeywell SAP) generates a maintenance notification or work order for further investigation.
- They can temporarily adjust operations or switch to standby equipment to prevent further damage.

Reporting incidents on mobile devices

Preconditions

You need to have already logged in to Honeywell Inspection Rounds mobile client.

You do not need an Internet connection to start reporting incidents and enter incident details. An Internet connection is only necessary to synchronize data with the cloud. For optimal data exchange, an Internet connection is recommended.

Perform the following steps to report an incident on your device via the Honeywell Inspection Rounds client:

Procedure for Mobile/Tablet

1. Choose  in the header bar.
2. Choose Report Incident/Recommendation.
3. The REPORT INCIDENT/RECOMMENDATION screen opens.
4. From the level list, select the level that must be performed to resolve the incident.
5. If the asset has a barcode or QR code, choose SCAN CODE under Asset Details.
6. If the asset does not have a barcode or QR code, skip this step and continue to Step 6.
7. The TAKE PICTURE screen opens. The camera view displays the device-internal viewfinder, which allows you to scan the barcode or QR code.

- a) While using the viewfinder, point the camera at the scanning code. When the scanning code is in focus, the client automatically detects and scans the code.
 - b) Choose DONE.
 - c) You return to the REPORT INCIDENT/RECOMMENDATION screen. The details of the relevant assets are displayed in the Asset Details section.
8. If the asset does not have a scanning code or the code cannot be scanned, enter the name of the relevant asset in the search Asset bar. As you type, the search bar lists the matching assets. Select the relevant asset from the search results.
 9. The details of the relevant assets are displayed under Asset Details.
 10. After you select an asset, the Task Details section appears.
 11. In the Select Task field, select a task from the dropdown list.
 12. In the Value tab, type a value for the task.
 13. (Optional) If the Value for a task selected as Numeric in Value tab, UOM (Unit of measurement) tab appears.
 14. Select a UOM unit for the task value.
 15. In the Incident/Recommendation Details field, type the details of the incident.
 - a. In the Short Description field, type a description.
 - b. Select the incident type from the Type drop-down list.
 - c. Select the incident priority from the Priority drop-down list.
 16. (Optional) Type a comment in the Incident/Recommendation Notes field.
 17. In the Add Attachments section, to attach an audio to the incident Choose ADD AUDIO.
 - a. The Audio Recorder screen appears.
 - b. Record your voice as a note or instructions for the incident.
 - c. Choose DONE.
 - d. You return to the REPORT INCIDENT/RECOMMENDATION screen.
 18. To add a photo to the incident, choose ADD PHOTO.
 - a. The TAKE PICTURE screen appears and allows you to capture the image.
 - b. You can add up to 5 images if you want to modify the image, click ANNOTATE IMAGE. To re- capture an image, click RETAKE.
 - c. Choose DONE.
 - d. You return to the REPORT INCIDENT/RECOMMENDATION screen.
 19. You can add a video to the incident, choose ADD VIDEO.
 - a. The TAKE VIDEO screen opens. The camera view displays the device-internal viewfinder, which allows you to set the exposure and capture the video.
 - b. Take the video as usual. You can capture one video only.
 - c. Choose DONE.
 - d. You return to the REPORT INCIDENT/RECOMMENDATION screen.
 20. To add an attachment to the incident, choose ADD DOCUMENT.
 21. Choose SEND REPORT.
 22. If your Round is still open, complete the Round.
 23. The client automatically synchronizes with the cloud. The HOME screen opens.
 24. Choose Sync. The client immediately synchronizes with the cloud.
 25. The incident data is sent to your operator. After few seconds the data will be entirely processed in the cloud and the operator can access the incident data.

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Create Incidents in EasyConfig

Incidents can also be created manually in EasyConfig.

You need the EC config Admin access to perform these actions. If you have any queries about obtaining the required user role, Contact the Honeywell Support team.

Procedure

Perform the following steps to create incidents in EasyConfig:

1. Navigate to EasyConfig.
2. Click  on the left. The Filter dialog opens on the left.
3. From the Select Date drop-down list on the left, select the relevant From and till dates.
4. From the Levels Hierarchy drop-down list on the left, select the relevant Level.
5. Under Issue Category, choose Incidents.
6. Select APPLY FILTER. You see the Issues: Incidents table on the right.
7. You can filter the list based on the following attributes:
 - a) Users
 - b) Issue type
 - c) Priorities
 - d) Status
8. To create a new issue, choose + Add Issue. The Add Issue dialog opens.
9. In the Issue Name field, enter the name of the incident.
10. From the Issue Type drop-down list, select a type of the incident.
11. From the Priority drop-down list, select a priority of the incident.
12. From the Asset Name drop-down list, select the name of the relevant asset.
13. In the Issue Description field, enter a short description of the incident.
14. From the Task Name drop-down list, select a task relevant to selected asset.
15. Choose ADD ISSUE.
A notification indicates whether the incident is successfully created.
16. If you want to attach an image and to add any comment on the image to the incident, perform the following steps:
 - a) After you create an issue, on current issue screen, choose Attachments tab.
Choose Add new attachments on the right. The Add Attachments dialog opens.
 - b) Choose BROWSE IMAGES to attach any reference image from your local drive on the dialog screen. OR,
Drag & drop any reference image from your local drive on the dialog screen. You can attach .jpeg or .png supported image file only.
 - c) Choose DONE. The notification indicates whether the image is successfully added.
 - d) In the Comments tab, choose Add Comment to add a short description for the uploaded image.
 - e) Choose POST COMMENT. The comments are displayed above the Comments field with the current date and time.

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Approve Incidents in EasyConfig

During the incident approval workflow, incidents go through different incident statuses. For example, an incident starts with the status Open, progresses to In Progress or Rejected, and its life cycle ends with the status Done. The incident approval workflow allows you to manage this life cycle.

To process incidents, portal users need an approval role. Approval roles grant the rights to perform specific tasks in the incident approval workflow. For example, a portal user that is tasked with performing reviews can be assigned an approval role that allows this portal user to change the status of an incident from In Progress to Rejected or Approved.

A user can see issues at a higher level rather than only at the selected level. E.g., L1 level selection should show all issues reported in below levels.

Preconditions

You need explicit permission to perform these actions. Contact Honeywell support team to obtain the required user role.

Procedure

Perform the following steps to Approve incidents in EasyConfig:

1. Navigate to EasyConfig
2. In the left-navigation pane, choose the Issues icon 
3. The Issues page opens having the following options on the left-pane:
 - Select Date
 - Levels Hierarchy
 - Issue Category
4. From the Select Date drop-down list on the left, select the relevant From and till dates.
5. In Levels Hierarchy, click Expand Hierarchy to select the relevant Level.
6. Under Issue Category, choose Incidents.
7. Select APPLY FILTER. You see the Incidents table on the right.
8. To search for an incident from the incident table, use the search bar. When you start typing, the results immediately display the search results that match the characters that you entered.
9. You can filter the table list using the  icon on the right, based on the following attributes:
 - Issue name
 - Level name
 - Issue type
 - Priority
 - Status
 - User
 - Time stamp
10. User and Time stamp attributes are optional on the incident table; you can remove or add them by clicking the  icon on right side of attributes row and tick or un-tick the respective checkbox.
11. For easy search of any incident, you can do the sorting of any attributes from the table as per ascending or descending order, choose up or down icon  next to each attribute.
12. If the count of incident is more than 10, then pagination will appear on the bottom of the screen to operate and move to the next 10 count. Also, you can increase the count per page to 20, 30 respectively.
You can create, check and update any number of incidents from the table. The supervisor can click on an incident to view its details. To update the status (e.g., from 'Pending' to 'Approved'), they can use the 'Change Status' button.
13. To display the sub-level issues along with current level issues in the Incidents table, Choose the option Yes in the Display Sub-Level-Issues at the bottom on the Incidents table. Once you select Yes, option will disappear for you.

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HIR SaaS Updates details

Honeywell Inspection Rounds R8.4.8 Release

The latest release for Inspection Rounds is R8.4.8 (released on Nov 28, 2025). The main features include

Connector updates

- The Erlang OTP was updated to version 27.3.4.3.
- The RabbitMQ was updated to version 4.1.4.

Scheduling enhancements

- Under Scheduling the user will have an option enable/disable Repeat feature

Easy Config Enhancements

- When you refresh the issue list page while editing or deleting, it reloads the same page.
- When you refresh the issue list page while creating a new issue, it just reloads the same page.
- Description of the error is displayed during Asset create/edit server error during excel upload.
- Submit button is disabled once the clicked at add/edit level to avoid multiple toaster messages.
- Broken image symbol is fixed for uploaded devices excel.

Honeywell Inspection Rounds R8.4 Release

Inspection Rounds is R8.4 (released on Jul 31, 2023) The main features include

- Access HIR uniquely based on the Role-based hierarchy
- Receive Email notifications for the key events in the HIR application
- Improved EasyConfig UI
- Add more no.of limits for the tasks type – Check box & Drop
- Updating an existing Advanced Round Template
- Read archived data through SSRS reports

Honeywell Inspection Rounds R8 Release

Inspection Rounds is R8 (released on Jul 20, 2022) The main new features include

- Native Dashboard visualization
- Capturing audio during rounds
- View task history in EasyConfig
- Flexible Shift Modeling
- Map-based navigation to asset location
- Single sign-on(SSO)
- Mandatory task execution workflow
- Skip multiple assets during round execution with one click

Honeywell Inspection Rounds R6 & R5 are now in Phased out Status.

For more details about updates on each release, known issues and problem resolved refer the Software Change Notice (SCN) at Honeywell Process Solution (HPS) Support [Portal link](#)* and look for specific Release Notes.

(*) - Portal Users must SIGN IN to the Honeywell Process Solution Support Portal before accessing the links provided.

Article submitted by –Abirami Chidambaram, HCl 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	<i>Jan 2024</i>	<i>Jan 2030</i>
FBM R520.1	<i>Aug 2021</i>	<i>Aug 2027</i>

Releases Approaching Phased Out Date

PBM R510.x was 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, and 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 into 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.

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Honeywell Blending and Movement: Knowledge Article

Did you know that “Enabling the Detection of Stuck Gauges” feature is being offered in HBM 530.3 release?

The below paragraphs describe the infrastructure and components that have been implemented to detect “stuck gauges”. The detection of stuck gauges is intended to extend the standard Blending and Movement tank monitoring capability to manage the following two mutually exclusive situations.

Hung Gauge

The tank is active in one or more tasks that have started but the level PV has not changed for an extended period. This is primarily an issue with Varec tape & float gauges. The tank is alarmed if the level PV does not change by the smallest measurable change (1/16”) within a time limit. Each time the duration exceeds another multiple of the time limit, the alarm is reissued.

For instance, if the time limit is 2 hours, then the alarm is issued at 2 hours, 4 hours and so on until the PV changes or the tank goes to an “inactive” state. The alarm message contains the level value in feet-inches-1/16” and the duration of no detectible level PV change in hours (T1486: Alarm Lvl_Hung at 06-08-01 for 8.1 hrs).

The hung gauge detection is primarily aimed at addressing a tank overflow event where a tank is both a source and destination (“running gauge”) and the static level is not detected by normal monitoring functions. Tanks that are only in a circulation task should be excluded because the level will normally be static unless the circulation is intense enough to cause ripples.

Unexpected Movement

The tank is inactive (the tank is not involved in any task or all tasks the tank is involved with are stopped) but continues to show a non-zero flow / volume change over an extended period.

The unexpected movement detection is implemented because the standard Blending and Movement Inventory Monitoring leak alarm is mass-based and depends on a reliable temperature measurement and is therefore of limited value when tank temperature instruments are not working properly. Unlike the standard leak alarm which resets the base mass each time it alarms, the unexpected movement detection application retains the volume at the start of the problem and does not reset until the flow goes to zero or the tank status changes.

The alarm message contains the volume change in barrels and the duration in hours (T35: Alarm Unx_Mvmt move 1321 B in 2.0 hrs). Again, if the condition persists, it is re-alarmed at each multiple of the time limit.

Some custom parameters are used by the StuckGauge_tank.dll code block (see section below) to raise and lower the two new alarms that are identified in Table below.

Detection of Stuck Gauges - New Cus1 Tank Alarms

Index	Abbreviation	Description	Type	Priority
3	LVLHUNG	Lvl Hung at <OptSp1> for <OptSp2> hrs	Alarm	Low
4	UNXMVMT	Unx_Mvmt move <OptSp1> B in <OptSp2> hrs	Alarm	Low

You can find more detailed information about “Enabling the Detection of Stuck Gauges” in HBM 530.3 Software Change Notice. You can also contact your Honeywell Account Manager or your local Application Support office.

Application Support Contact Information:

The Americas: rac.support@honeywell.com

Europe, Middle East and Africa: bma.support.emea@honeywell.com

Asia Pacific: bflex.support.ap@honeywell.com

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Honeywell Workforce Competency

Revolutionizing the Capability of OTS with Honeywell's IFS Adapter

The capability of the Honeywell Operator Training Simulator (OTS) can be expanded by integrating it with the Honeywell Immersive Field Simulator (IFS). In industrial settings, this integration helps train the workforce, including both plant operators and field technicians. This quarter's article introduces the IFS adapter within the workforce competency product family, which facilitates the integration of Honeywell OTS and the Honeywell IFS solution. This Immersive Training Simulation is a virtual reality (VR) training system that utilizes digital twins (OTS model), 3D industrial environments, and immersive simulation techniques to train the workforce

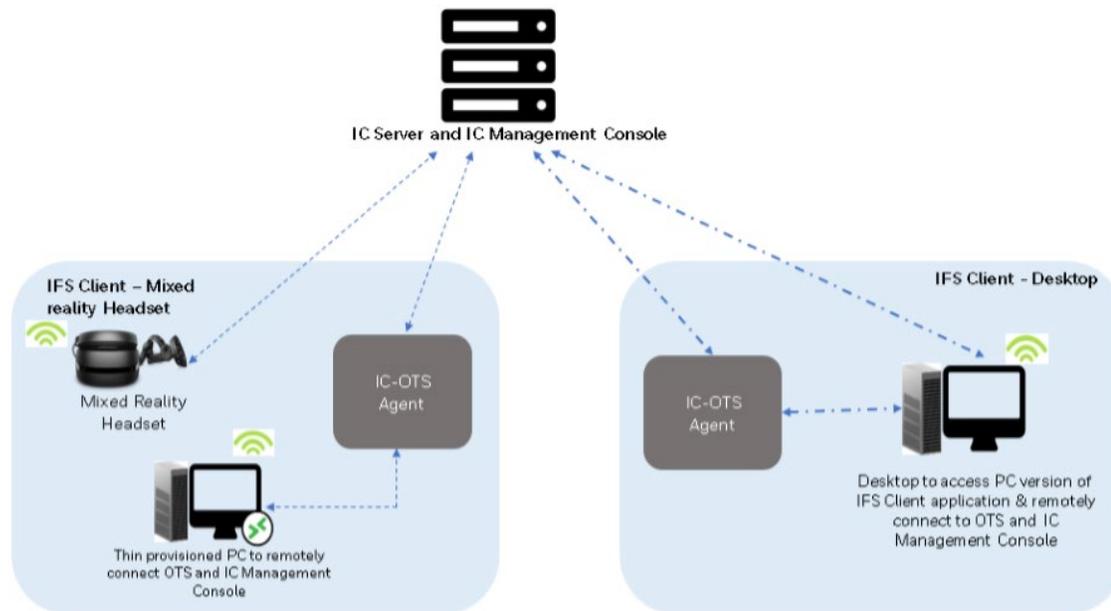
Introduction:

The Immersive Field Simulator (IFS) Adapter connects the Process Training Simulator (PTS) with the Immersive Field Simulator. The IFS provides a virtual environment for field and panel operators to train together, reducing onboarding and on-the-job training time. Previously limited to panel simulators, Honeywell now integrates the IFS with the Operator Training Simulator (OTS). This integration offers dynamic animations and customizable avatars for inclusive, realistic training. There are a few training modes available in Immersive Field Simulation:

- **Exploratory Mode:** New hires explore the plant virtually to become familiar with equipment and layout.
- **Step-by-Step Guided Mode:** Narrated walkthroughs with visual cues for deeper learning.
- **Assessment Mode:** Operators perform complex tasks under evaluation, requiring 90-100% proficiency.

Architecture of the IFS Adapter:

The IFS Adapter connects the Process Training Simulator (PTS) and the IC-OTS Agent. This connection allows for two-way communication of data from the OTS into the IFS and of operator actions from the IFS into the OTS. The simulation values from the OTS will be displayed in the IFS to allow the field operator to react to changing plant conditions. When the field operator completes her actions, these changes will be captured by the OTS and applied to the simulation.



There is no special hardware required for the IFS Adapter. Based on the IFS version, refer to the IFS documentation for the hardware requirements associated with the IC-OTS Agent. The IFS Adapter requires UniSim Competency Suite R471 or later, and there are no special software requirements for the IFS Adapter.

Additionally, there's an enhancement in Workforce Competency R530.2, which allows the IFS Adapter to provide additional model context to support multiple simulation models with the IFS.

DcsAdapter File Configuration:

The .DcsAdapter File Configuration defines how the IFS Adapter connects to the IC-OTS Agent. It uses an XML file with general settings under <Adapter> and IFS-specific settings under <properties>, including:

The entities are provided in an ASCII text file. A typical example follows:

```
<?xml version="1.0" encoding="utf-8"
?><Adapter><AdapterName>IFSAdapter</AdapterName><properties><ICAgentHostName>localhost</ICAgentHostName><ICAgentPort>123456789</ICAgentPort><DebugMode>False</DebugMode></properties></Adapter>
```

ICAgentHostName: Host name or IP of the IC-OTS Agent (usually localhost).

ICAgentPort: Communication port from IC-OTS Agent documentation.

DebugMode: Enables detailed logging when set to True.

The file must be saved as [Model Name].DcsAdapter. Additionally, an empty Initial Condition file (Newly Configured Initial Conditions.sic) is created for first-time model loading. Finally, the adapter is integrated into PTS using the Simulation Session Designer by adding it as a new controls model.

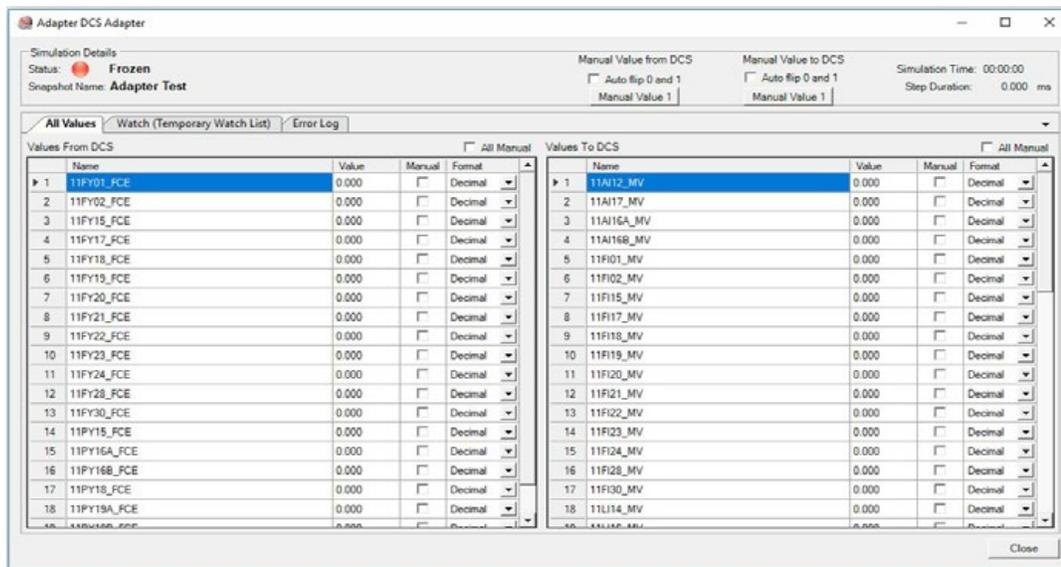
User Interface:

The bottom section of the interface displays data being transferred between systems. It includes two lists:

- Left: Values retrieved from the DCS for other simulation engines.
- Right: Values written from other simulation engines to the DCS.

Each list has four columns:

- Name: Tag name from IOMAP or .REF file.
- Value: Current value held by the adapter.
- Manual: Allows manual override of values for transfer.
- Format: Specifies the display format for the value.



For more details about step to create the IFS adapter model and troubleshooting refer the "IFS Adapter Guide.pdf" at the installation software installation path or Portal [link](#).

Workforce Competency Software Updates available

Workforce Competency Software Updates are now available for R530, R521, R520 versions which are currently supported versions of Workforce competency software.

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Honeywell Workforce Competency R530 update

The latest update for Workforce Competency R530 is version 530.2 (released on March 11th, 2025). Below are some of the software Enhancements in R530.2. For more details about Known Issues and Problem resolved, download the Software Change Notice from the support portal [link\(*\)](#).

- Immersive Field Simulator Adapter - Adapter will provide additional model context to support multiple simulation models with IFS. *
- ProSim Bridge - In addition to Experion CEE Adapter, ProSim solution will also support Experion SCADA adapter and SIM-SM (Safety Manager Adapter).
- GE Mark VIe Controller Integration - Support for Mark VIe controller version V06.08.01C and Support for Mark VIeS Controller version V06.05.00C
- Safety Manager Adapter PCT specifications are extended to support up to 63 SIM-SM Controllers.
- Process Training Simulator - User configuration to disable snapshot save/overwrite option during model close.

Honeywell Workforce Competency R521 update

The latest update for Workforce Competency R521 is R521.5.2.0 (released on December 12th, 2025), Below are some of the software Enhancements in R521.5. For more details about Known Issues and Problem resolved in the patches, download the Software Change Notice from the support portal [link\(*\)](#).

- Yokogawa Version Support - Support for new Yokogawa CentumVP R6.10 and ProSafe RS R4.09.
- TriStation Version Support - Triconex translation has been enhanced to support TriStation Version 5.6.
- Simit Version Support - Support for Simit V11.

Honeywell Workforce Competency R520 update

The latest update for Workforce Competency R520 is 520.3.3.0 (released on February 7th, 2025), Below are some of the software Enhancements in R520.3 patche. For more details about the known issues and problem resolved, download the Software Change Notice from the support portal [link\(*\)](#).

- The Engineering Studio is now enhanced to support Arrays and loops extraction and supported in the emulation.
- Rockwell Echo SIM Controller Support for FactoryTalk Logix Echo 1.00.00
- SCORM (Sharable Content Object Reference Model) is a set of technical standards for eLearning software products.
- Generation of Consolidated report for PTS evaluation.

UniSim Competency Suite R471 is now in phased out status, Patch releases.....

The latest patch for UniSim® Competency Suite R471 is Patch 6 (released on March 6, 2023).

UniSim Competency Suite R470 is now in phased out status, Patch releases.....

The latest patch for UniSim® Competency Suite R470 is Patch 9 (released on August 30, 2023).

(*) – Portal Users must SIGN IN to the Honeywell Process Solution Support Portal before accessing the SCN links provided in each section.

Article submitted by –Rakesh Kumar V G, HCI Technical Support – Honeywell Workforce Competency.

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UniSim® Design Suite

UniSim Design – R520 Is Released

UniSim Design Suite R520 was released December 2025.

UniSim Design R520 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 R520 release includes these key new features and enhancements:

- **Steady State new features and enhancements**
 - A new fixed bed ammonia reactor unit operation supporting Haber-Bosch processes was implemented. This unit enables simulation of ammonia synthesis reactors incorporating detailed reaction kinetics. Includes a parameter calibration tool for fine-tuning reactor settings to align with plant data. Supports two typical reactor configurations based on bed cooling methods:
 - Adiabatic Quench Cooling Reactor (AQCR).
 - Adiabatic Indirect Cooling Reactor (AICR).
 - EO Blowdown utility Enhancements:
 - Support for multiple outlets for vessels where there is more than one orifice.
 - Allows different ambient medium, other than air.
 - Exposes filtering time-constant applied to orifice opening/closing.
 - Sparse Solver Framework Enhancements for VLLE columns.
 - Relief Valve Enhancement. A new “Isentropic Coeff” option for API 520 Method was included. This option uses isentropic coefficient instead of Cp/Cv. The gas coefficient is now displayed for all three API Cp/Cv options.
 - The carryover model in the Separator unit operation has been enhanced to support a combined Feed + Product Basis, allowing users to perform carryover calculations using both feed and product flow information.
 - A new Pressure Ratio specification has been introduced for the Pump unit operation, providing additional flexibility in defining pump performance.
 - Tray Sizing utility has been enhanced by adding the Downcomer volume variable.
 - Case Study enhancement – allows selecting individual component compositions as independent variables.
 - Oil-injected screw compressor convergence improvement – improved solution convergence in phase change regions.
 - Reactor convergence improvement - improvement – improved solution convergence in phase change regions.
- **User Interface**
 - PFD color scheme legend is now available in the new palette.
 - Drag/drop is now supported for variables in the scripting sidebar to capture backdoor monikers.
 - New Dashboards feature now allow users to pop out views into separate windows that tile. For example, users can keep UniSim Design on one monitor, with one or more PFDs on other monitors. Dashboards now also use the available window height and width for material stream windows.
 - Sidebar automation manager
- **Thermodynamics Feature Enhancements**
 - The Ideal Gas Gibbs Free Energy of Formation values for ortho- and para- hydrogen have been updated. These changes provide a more accurate representation of the equilibrium interconversion reaction between the two species.
 - Electrolyte (eNRTL) model enhancements.
 - New Mathias Alpha Function and Mathias-Klotz-Prausnitz mixing rule in GCEOS property package for vapor-liquid-liquid equilibrium calculations.
 - New Gibbons-Laughton alpha function and modified Mathias-Klotz-Prausnitz mixing rule in GCEOS fluid package.
 - The PR-eThermo package has been updated to use COSTALD-estimated volume translation coefficients in the default equation of state density model.
 - The Peng–Robinson and SRK property packages now support a free-water flash option, which enables the calculation of thermodynamic properties for an aqueous phase consisting of pure water.
 - A new UMR-PRU property package has been implemented. It is an advanced cubic equation of state model combining Peng-Robinson EOS with UNIFAC model by utilizing the universal mixing rule (UMR).

- A new Freeze-Out utility has been added, expanding the original CO₂ Freeze-Out functionality to support freeze-out calculations for any component.
- A new Phase Stability Analysis utility has been introduced to detect the presence of multiple phases. This utility performs a four-phase (VLLL) flash on the attached stream to determine whether it can split into three liquid phases. This capability is particularly important for systems containing components with low solubility in other liquid or aqueous phases and have tendency to form their own phase such as mercury, or for systems prone to forming wax or asphaltene phases.
- New TRAPP Thermal Conductivity model implemented in Peng-Robinson property package to support calculations from PVTsim Nova.
- New Property Package Assistant tool to suggest selection of thermodynamic property packages based on Process Type, Component Type and General suggestions following decision trees algorithm.
- Enhancement to PVTsim Stream Loader in PVT Environment. The simulation basis within the PVT Environment has been enhanced to support JSON file formats from Calsep's PVTsim Nova software, in addition to the previously supported text file format. This enhancement enables access to newly introduced features in PVTsim Nova that are not available through traditional text file imports. For instance, parameters related to the SRK Huron-Vidal-Pedersen (HVP) mixing rule in PVTsim Nova can only be accessed via the JSON format.
- Component view page enhancement allows users to see the source of component database along with UniSim Design's release number.
- The Heterogeneous Catalytic and extension reaction models have been enhanced to allow reaction rates to be specified per mass of catalyst, as an alternative to the traditional void-volume basis. Users may now choose between void-volume and catalyst-mass bases, with the relevant reaction rate parameters (such as the frequency factor) updated accordingly. At present, this capability can be used in the Plug Flow Reactor (PFR). For the CSTR reactor model, only void-volume-based rate units are supported.
- Within the Oil Manager environment, the Chromatograph assay type has been updated to include a new option enabling the entry of combined PIONA fractions up to C50. These fractions are sorted by their average boiling points and can be used in both Assay and Assay Synthesis tabs.
- Import binary and density, viscosity data, liquid Cp, Excess Enthalpy data into regression tool.
- In the OLI Electrolyte package, the ability to report pre-scaling tendency was added.
- Extension of Henry's constant estimation to all the activity models and exposure through OLE.
- Enhancements on:
 - NIST database loader.
 - Jaubert BIP estimation (PPR78 mixing rule).
 - CPA package.
 - Tabular Properties.
 - PCSAFT package.
 - Regression Tool.
- **UniSim EO:**
 - A new option has been added to the EO Plug Flow Reactor unit operation allowing users to select isothermal. The results pages have been also updated by adding new tables and enabling key data to be displayed in plot format.
- **UniSim Hybrid Model**
 - Ability to import standard format of ONNX into UniSim Design in addition to .csv file into UniSim Design ML evaluator.
 - Upgraded plot interface.
- **UniSim Connect**
 - Unit operation stream and variable attachment methods added.
 - Column environment support.
 - Alarm manager addition.
 - For vector variables, added methods to pass optional offset number(s).
 - Set PFD position of unit operations.
 - Smart template support to match COM interfaces.
 - DynInitFrom method added.
 - Expand integrator interface to include sequence sampling rate and flash calculation rate.
- **Miscellaneous Features**
 - "Smart" naming option for copying multiple units.
 - Workbook topography export from UniSim to Excel (SHDP).
 - The default selection for graphical plot in the Heat Exchanger was changed to T/Q.

- Option to close UniSim Design after a specified period of solver inactivity.
- Preferences - Font changes to apply immediately.
- Preferences – Naming – Add new Flowsheet Object types to the bottom of the list.
- Ability to generate plain text from licensing diagnostic.log programmatically or from command line.
- New setting of Standard Condition (Preference-Simulation-Basis Options).
- ASTM D323-82 RVP correlation now checks whether the component list contains H2O, N2, and O2, as all three components are required for the calculation. If any are missing, this correlation cannot be selected and an error message is issued. Similarly, ASTM D4953-91 and ASTM D5191-91 now check for the presence of N2 and O2.
- Scope to improve XML reader for Petro-SIM generated XML cases.

For further information about UniSim Design R520, including details of how to obtain it, please see: [UniSim Design R520 information](#)

“How do I ...” Videos and Technical Webinars

The following two Knowledge Base articles list the available “How do I ...” and technical webinar videos:

- [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 do not see this view, activate it with the gear wheel or person button at the top right of UniSim Design.)

Follow these links to view other relevant Knowledge Base articles:

- [Existing customers - how to obtain UniSim Design Suite R520 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 Irina Florea, UniSim Design Suite Global Support Team.

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Honeywell Alarm Management

Alarm Configuration Manager (ACM) End of Life Extension

As highlighted in the Q3'25 BGP Newsletter, 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:

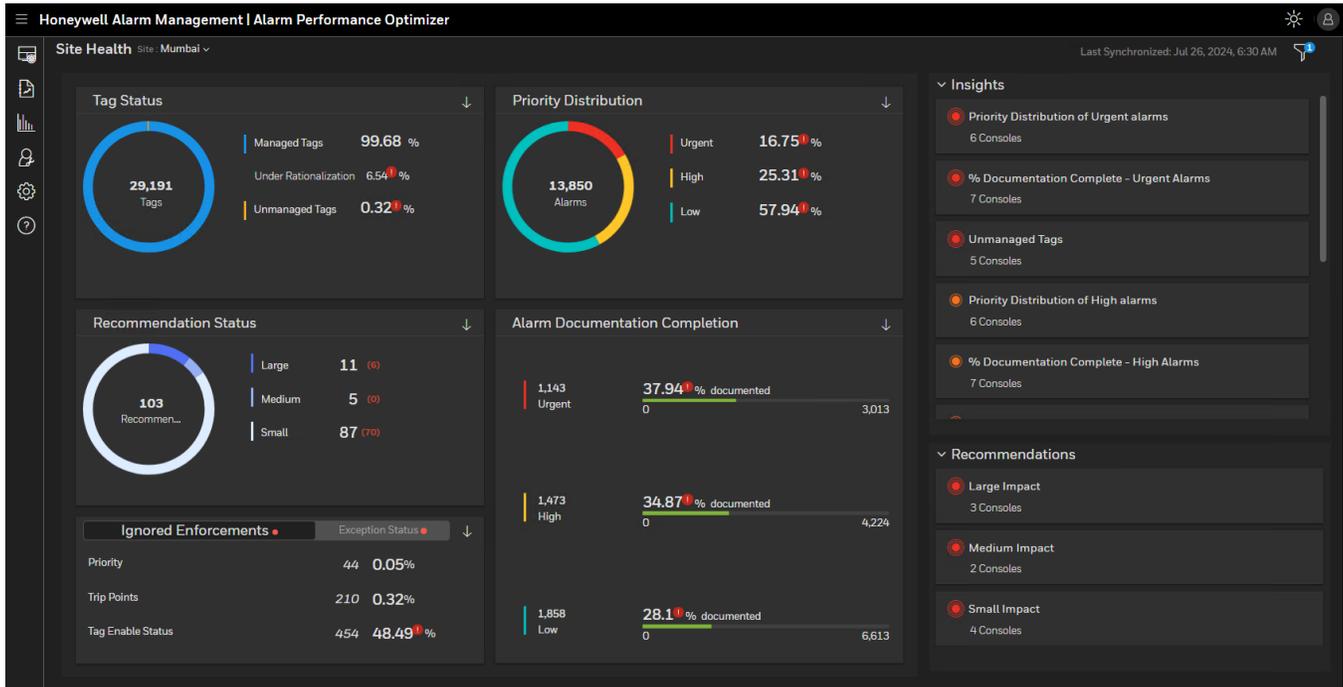
- **End of Sale:** No new ACM sales will be made from this point
- **Phased-Out Support:** Limited TAC Support, commercially reasonable effort support, no new enhancements will be made to the product
- **End of Support:** No TAC Support, No defect fixes, No development

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 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 changes, 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 overwrites 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 from 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 Alarm Management	Alarm Performance Optimizer
Honeywell Alarm Management	Honeywell Alarm Management – Reporting
Honeywell Alarm Management	Honeywell 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:

The screenshot shows the Honeywell Knowledge Article Search interface. At the top, there is a search bar with the placeholder text "Enter search terms like product name or specific Keywords...". Below the search bar, there are navigation links for "Knowledge Articles" and "Knowledge Articles Search Result". The main content area is divided into two sections: "Filter Results" and "Search Results".

Filter Results: A dropdown menu is open, showing the selected filter "Honeywell Alarm Mgmt". Below it, a list of product families is displayed with checkboxes and counts:

- Field Products (77)
- Forge Blending and Movement (40)
- Forge Operations Management (141)
- Forge Workforce Productivity (34)
- Gorter (1)
- Honeywell Alarm Mgmt
- Honeywell Forge (5)

Search Results: The results are sorted by date. The first result is titled "AddNavigationNode Error during ACM Web R120 Installation because Windows Users group does not have default permission". The summary states: "During ACM Web R120.1 installation, AddNavigationNode error was returned. Re-installation did not solve the issue." The article number is 000142253. The second result is titled "ACM Web 120 Routing Service not starting on L4". The summary states: "Following installation and editing of 'ACMRoutingService.exe.config' on L4, ACM Web Routing Service on L4 server will not start."

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

01 CUSTOMER & SUPPORT INFO / 02 PRODUCT INFO & SYSTEMS

* Product Family ⓘ

Model Number ⓘ

* Symptom ⓘ

* Remote Connection Availability ⓘ

* Product ⓘ

- DynAMo Metrics & Reporting R210.1
- DynAMo Metrics & Reporting R202.1
- DynAMo Metrics & Reporting R201.1
- DynAMo Metrics & Reporting R200.2

Customer Reference ⓘ

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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 doubt 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.**

Knowledge Articles

For a complete list of knowledge articles published to **Process.Honeywell.com** please follow this [link](#).

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Honeywell Operations Management

Honeywell Operations Management Enterprise | Logbook R3.0.0

Released in November 2025, Enterprise Logbook R3.0.0 marks 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 future-proofing 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.

Knowledge Articles

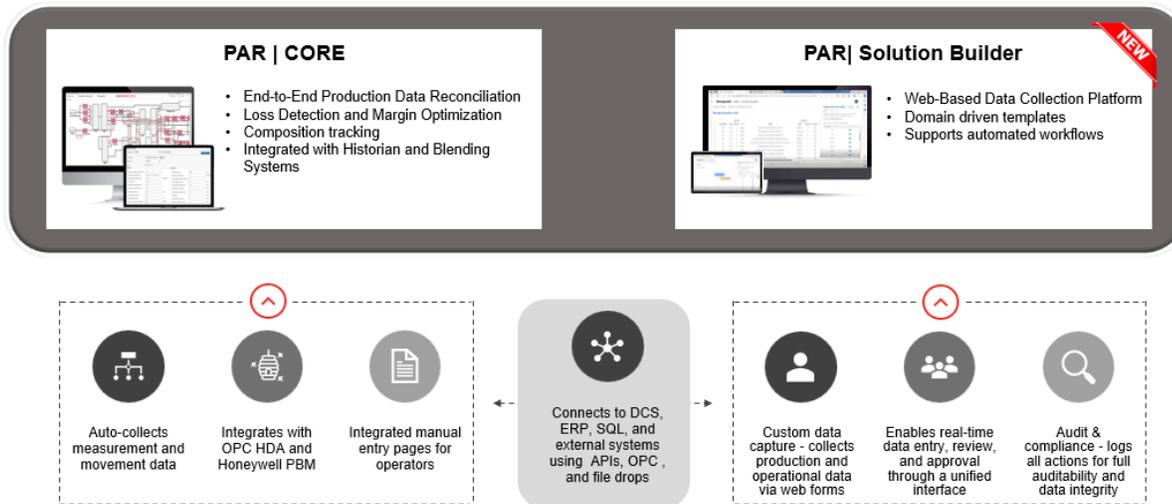
For a complete list of knowledge articles published to Process.Honeywell.com please follow this [link](#).

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Honeywell Production Management

Release of Production Accounting and Reconciliation R3.1.0

Released in October 2025, Production Accounting and Reconciliation R3.1.0 introduces the Solution Builder Module that complements the proven statistical reconciliation and graphical flowsheet-based accounting with a configurable template based accounting forms to streamline manual data collection processes, thereby accelerating the digital transformation of production accounting process



Key Benefits for Customers

1. Introducing Solution Builder | now integrated with PAR

- Digitizing manual production data entry is essential for reducing errors and ensuring accurate production and inventory numbers
- PAR's new Solution Builder module, takes forward the capabilities of Matrikon Production Manager, and provides fully configurable data collection templates with a comprehensive audit trail.
- Migration toolkit for legacy Matrikon Production Manager – CDL Module

2. Tank Calculator API | connect to open ecosystems:

- Tank Calculator API is a new licensable module that leverages PAR's inherent capability to calculate hydrocarbon inventory using industry standard calculations (American Petroleum Institute & American Society for Testing & Measurement) & tank strapping tables.
- This ensures that the Inventory calculations in PAR, become the single version of truth for production & inventory numbers
- The API allows any third-party application to compute volume and dip differences from level measurements—factoring in temperature, volume, and product effects.

3. Reduce Time to Close Balances

- Automatic Writeback of IM Models:** PAR 3.1.0 now automatically writes daily inventory data to historian tags for Inventory Models, making it available faster for all stakeholders.
- Adhoc Movements to read values from Historian:** PAR 3.1.0 lets users capture AdHoc movements by reading measurements and density/component fraction values directly from historian tags, rather than manual entry.
- Adhoc Movements | Density selection:** PAR 310 allows users to select density values based on the material flowing through the route rather than the pre-configured values

4. **Validate Data | 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.

Active Products Support Status

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 **R2.3.0**
- Alarm Performance Optimizer **R3.0.0**
- Documentation (ACM R321.12.7)
- Process Safety Analyzer **R2.2.0**

Honeywell Operations Management R246.2

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

UniSim Design Suite

- UniSim Design **R520**

Honeywell Workforce Competency R530.1

- Process Training Simulator
- Tutor
- Curriculum
- ProSim

Honeywell Production Management

- Production Accounting and Reconciliation **R3.1.0**

Honeywell APC (Profit Suite)

- Release **R520.1**

Uniformance

- Uniformance PHD **R430**
- Uniformance Process Studio R323
- Uniformance Asset Sentinel **R551**
- Uniformance Insight **R2.5.0**
- Uniformance KPI **R140.1**
- Advanced Formula Manager **R206**

Control Performance Monitor

- Control Performance Analytics-Unified (CPA-Unified) **R610.1**
- Taiji PID **R321**

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

Blending & Movement (PBM/BMA/OM&S) Support	rac.support@honeywell.com	1-289-333-1500
Honeywell 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 Workforce Competency Support	hpscusersupport@honeywell.com	1-800-822-7673

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

Honeywell APC (Profit Suite) Support	apc.support.emea@honeywell.com	
OptiVision Help Desk	p3its_onscall@honeywell.com	+ 358 20752 2300
Blending and Movement (BMA) Solutions Support	bma.support.ap@honeywell.com	
UniSim Design Suite Support	unisim.support@honeywell.com	
Honeywell Workforce Competency Support	hpscusersupport@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_onscall@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	hpscusersupport@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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