

# BENEFITS GUARDIANSHIP NEWSLETTER

QUARTERLY NEWS / Q2

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:

- *Honeywell Asset Performance Management: new Knowledge articles*
- *Honeywell Enterprise Data Management: Knowledge articles for PHD & UI*
- *Honeywell Inspection Rounds: App Group distribution Settings in HIR*
- *Honeywell Blending & Movement - R340.4 release available*
- *Honeywell Workforce Competency - Accurate Reaction Conversion in UniSim Design Dynamics*
- *UniSim Design Suite – UniSim Design EO Blowdown Utility Configuration*
- *Honeywell Advanced Process Control – R520.1 release available*
- *Honeywell Production Management – R3.1.0 release available*

Have a technical question? The answers are at your fingertips.

Visit <https://process.honeywell.com/> where you can search our comprehensive library of Knowledge Base articles, FAQs, and expert tips. It's the quickest way to discover solutions, learn best practices, and keep your systems running smoothly.

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

[GlobalBGPDeliveryCentre@honeywell.com](mailto:GlobalBGPDeliveryCentre@honeywell.com)



## HONEYWELL ASSET PERFORMANCE MANAGEMENT (APM)

- APM Knowledge articles available

[READ ASSET PERFORMANCE MANAGEMENT ARTICLES](#)



## HONEYWELL ENTERPRISE DATA MANAGEMENT

- Uniformance Insight R2.5.1 SCN patches
- Excel Companion R323.4 release

[READ ENTERPRISE DATA MANAGEMENT ARTICLES](#)



## HONEYWELL INSPECTION ROUNDS

- App Group distribution Settings

[READ INSPECTION ROUNDS ARTICLES](#)



## HONEYWELL BLENDING AND MOVEMENT

- HBM Engineering Release Announcement R530.4 release available

[READ BLENDING AND MOVEMENT ARTICLES](#)



## HONEYWELL WORKFORCE COMPETENCY

- The Role of Henry's Law and CMEB in Closed Loop holdup system

[READ WORKFORCE COMPETENCY ARTICLES](#)



## UNISIM® DESIGN SUITE

- UniSim Design EO Blowdown Utility Configuration & with Two Relief Valves in Parallel

[READ UNISIM DESIGN ARTICLES](#)



## HONEYWELL ADVANCED PROCESS CONTROL (APC)

- Global Digital Sustenance Nerve Centre (GDSNC)

[READ ADVANCED PROCESS CONTROL ARTICLES](#)



## HONEYWELL PRODUCTION MANAGEMENT

- PAR release R3.1.0 available
- Knowledge articles for PAR

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- [Monitor](#) your Support Request
- Visit the [Customer Support](#) page.



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[UPCOMING PRODUCT RELEASES | CONTACT](#)

# Honeywell Asset Performance Management (APM)

If you're using **APM** to improve asset reliability, this is where you'll find information that helps you **detect issues earlier, reduce unplanned downtime, and take corrective action faster**—all through a unified view of asset health and performance.

👉 Explore APM [Honeywell Forge Performance+ for Industrials Asset Performance](#)

## 🔍 Product Support & Lifecycle

The **Product Support Policy** helps you understand what's supported for your current **APM version** and how support evolves across the release lifecycle. It also highlights the benefits of upgrading, including enhanced analytics capabilities, reliability improvements, and long-term support advantages.

👉 Click to view the [Product Support Policy documentation](#)

## Support Status for Asset Performance Management

Release	FULL SUPPORT / CURRENT	LEGACY / SUPPORTED	Phased-Out (Start Date)
R2.x (R2.0)	March 2026 - March 2028	March 2028 - March 2031	March 2031
R551.x (R551.1)	April 2025 - March 2026	March 2026 - April 2030	April 2030
R540.x (R540.1)	August 2023 - August 2025	August 2025 - August 2028	August 2028
R532.x (R532.1)	August 2021 - August 2023	August 2023 - August 2026	August 2026
R531.x (R531.1)	May 2020 - May 2022	May 2022 - May 2025	May 2025

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

*\*The existing SaaS offering will be transitioned to the hybrid offering and will be supported in accordance with the support policy outlined in the above table.*

## 🔒 Security & Stability

The **Qualification Matrix** identifies **Honeywell-qualified Microsoft and VMware updates**, helping you apply security patches confidently without impacting APM stability, analytics performance, or supportability.

👉 Click to view [Qualified updates and recommendations](#)

## 🔧 Upgrade & Migration Planning

Before upgrades or migrations, the **Compatibility Matrix** provides validated compatibility across **APM, platforms, operating systems, databases, and dependent components**, helping you avoid configuration issues and ensure smooth transitions.

👉 Click to view [Supported configurations](#)

## 🚀 What's New in Each Release

**SCNs, release notes, patches, and hotfix documentation** give clear visibility into new features, reliability enhancements, resolved issues, known limitations, and deployment considerations—so you can plan updates with confidence and maximize value from each APM release.

👉 Click to view [updated documentation](#)

## What's New to Watch Out For

**GTAC Knowledge Articles (KAs)** are created to provide deeper insights into key changes, common questions, and observed scenarios from customer environments. Click the article reference links below to view recently published Knowledge Articles. The complete library is available in the [Knowledge Articles Repository](#).

Article Reference	Topic of the article
<a href="#">APM KA000197769</a>	How H_ROC is calculated in Asset Performance Management (APM).
<a href="#">APM KA000196720</a>	Scheduling Index Maintenance Using Maintenance Plans in SSMS
<a href="#">APM KA000197793</a>	Insight Graphics in APM reads attribute data using Asset Type UOM rather than Instance UOM
<a href="#">APM KA000197927</a>	What special characters are permitted in the Asset Internal Name for Asset Performance Management (APM)?
<a href="#">APM KA000198880</a>	Enabling TRL for an Attribute

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# Honeywell Enterprise Data Management

## Uniformance Process Historian Database (PHD)

If you're using PHD to collect, store, and manage long-term process and event data, this is where you'll find information that helps you **maintain reliable data collection, plan upgrades confidently, and continue enabling fast, data-driven decisions** across your operations.

👉 Explore PHD – Enterprise Data Management → [Enterprise Data Management \(includes PHD\)](#)

## 🔍 Product Support & Lifecycle

The **Product Support Policy** helps you understand what's supported for your current **PHD version** and how support evolves across the release lifecycle. It also highlights the benefits of upgrading, including performance improvements, enhanced reliability, and long-term support advantages.

👉 Click to view the [Product Support Policy documentation](#)

As per the revised support policy, below are the support timelines for some current and upcoming releases.

RELEASE	RELEASE DATE	CURRENT	SUPPORTED	PHASED OUT
400	JUNE 2019	JUNE 2019 – MAY 2021	JUNE 2021- MAY 2024	JUNE 2024
410	MARCH 2021	MARCH 2021- FEBRUARY 2023	FEBRUARY 2023- JANUARY 2026	JANUARY 2026
430*	August 2023	August 2023 – September 2028	August 2023 – September 2028	September 2028

## 🔒 Security & Stability

The **Qualification Matrix** identifies **Honeywell-qualified Microsoft and VMware updates**, helping you apply security patches confidently without impacting PHD stability, historian performance, or supportability.

👉 Click to view [Qualified updates and recommendations](#)

## 🔧 Upgrade & Migration Planning

Before upgrades or migrations, the **Compatibility Matrix** provides validated compatibility across **PHD, platforms, operating systems, databases, and dependent components**, helping you avoid configuration issues and protect historian continuity.

👉 Click to view [Supported configurations](#)

## 🚀 What's New in Each Release

**SCNs, release notes, patches, and hotfix documentation** give clear visibility into new features, performance enhancements, resolved issues, known limitations, and deployment considerations—so you can plan updates with confidence while ensuring uninterrupted data collection.

👉 Click to view [update documentation](#), [Excel Companion SCN](#)

## What's New to Watch Out For

**GTAC Knowledge Articles (KAs)** are created to provide deeper insights into key changes, common questions, and observed scenarios from customer environments. Click the article reference links below to view recently published Knowledge Articles. The complete library is available in the [Knowledge Articles Repository](#).

Article Reference	Topic of the article
<a href="#">PHD KA000187184</a>	FAQ: PHD, Cloud Historian & UI Qualification for Nutanix Virtualization Platform
<a href="#">PHD KA000155020</a>	Network Optimization for PHD
<a href="#">PHD KA000198264</a>	How to write Data to PHD using OLE-DB Provider or ODBC, including NULL (confidence -1)
<a href="#">PHD KA000198287</a>	FAQ : Sophos Endpoint Agent compatibility with Honeywell PHD (Uniformance PHD)
<a href="#">PHD KA000183891</a>	How to change PHD archive location?
<a href="#">PHD KA000198812</a>	PHD REST API Authentication Issue: Unauthorized Requests Accepted Without Token
<a href="#">PHD KA000192938</a>	How to Configure PHD OPC Server registry to Failover between High Availability Dual Shadow Server (Shadow & Backup)

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## Uniformance Insight (UI)

If you're using **Uniformance Insight (UI)** for process visualization and analysis, this is where you'll find information that helps you **gain faster visibility into operations, troubleshoot issues more effectively, and collaborate using browser-based access to trends and dashboards**—anytime, anywhere.

Start here: **Explore Insight in the Honeywell stack** → [Enterprise Data Management \(includes Insight\)](#)

### **Product Support & Lifecycle**

The **Product Support Policy** helps you understand what's supported for your current UI version and how support evolves across the release lifecycle. It also highlights the **benefits of upgrading**, including performance improvements and long-term support advantages.

👉 Click to view the [Product Support Policy documentation](#)

RELEASE	RELEASE DATE	CURRENT	SUPPORTED	PHASED-OUT
102	MARCH 2017	MARCH 2017 - AUGUST 2017	AUGUST 2017 - AUGUST 2019	AUGUST 2019
110	AUGUST 2017	AUGUST 2017 - JUNE 2018	JUNE 2018 - JUNE 2020	JUNE 2020
Sep 2020: Support Policy Update/Corrections per Master HPS Support Policy (Rev May 2020)				
200	JUNE 2018	JUNE 2018 - MAY 2020	JUNE 2020 - MAY 2023	JUNE 2023
210	SEPTEMBER 2019	SEPTEMBER 2019 - AUGUST 2021	SEPTEMBER 2021 - AUGUST 2024	SEPTEMBER 2024
220	SEPTEMBER 2020	SEPTEMBER 2020 - AUGUST 2022	SEPTEMBER -2022 AUGUST 2025	SEPTEMBER 2025
2.3.0	DECEMBER 2021	DECEMBER 2021 - JANUARY 2023	FEBRUARY 2023 - JANUARY 2026	FEBRUARY 2026
2.4.0	JULY 2022	JULY 2022 - JUNE 2024	JULY 2024 - JUNE 2027	JULY 2027
2.5.0*	SEPTEMBER 2024	SEPTEMBER 2024 - CURRENT	CURRENT - JUNE 2029	JULY 2029

\* Projected lifecycle for current release. Subject to change based on timing of future releases and policy updates.

### **Security & Stability**

The **Qualification Matrix** identifies **Honeywell-qualified Microsoft and VMware updates**, helping you apply security patches confidently without impacting UI stability or supportability.

👉 Click to view [Qualified updates and recommendations](#)

### **Upgrade & Migration Planning**

Before upgrades or migrations, the **Compatibility Matrix** provides validated compatibility across **UI, browsers, operating systems, and dependent components**, helping you avoid configuration issues.

👉 Click to view [Supported configurations](#)

### **What's New in Each Release**

**SCNs, release notes, patches, and hotfix documentation** give clear visibility into new features, resolved issues, known limitations, and deployment considerations—so you can plan updates with confidence.

👉 Click to view [update documentation](#)

## What's New to Watch Out For

**GTAC Knowledge Articles (KAs)** are created to provide deeper insights into key changes, common questions, and observed scenarios from customer environments. Click the article reference links below to view recently published Knowledge Articles. The complete library is available in the [Knowledge Articles Repository](#).

Article Reference	Topic of the article
<a href="#">UI KA000196078</a>	How to change the default Uniformance Insight Trend Legend behavior?
<a href="#">UI KA000198309</a>	Insight Server Graphics: 'Blinking' Animation Custom Configuration
<a href="#">UI KA000198329</a>	Correction for UI 2.5.0 Installation Guide Document – External Content Whitelisting
<a href="#">UI KA000198343</a>	Uniformance Insight - Unable to set HCP content permission with newly created security role
<a href="#">UI KA000186449</a>	UI Trend tile shows one trace only or no traces after the Trend is migrated from UPS
<a href="#">UI KA000146878</a>	Excel Companion R323 requires 64-bit PHD Client
<a href="#">UI KA000198492</a>	FAQ: Vulnerability found in file libssl-3-x64.dll version 3.0.8 on Uniformance Insight

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# Honeywell Inspection Rounds (HIR)

This quarter's article introduces some of the features related to App Group distribution Settings in Inspection Rounds.

## **App Group distribution Settings in HIR**

The App Group feature operates similarly to mobile device accounts but provides greater efficiency for assigning rounds across multiple devices. Each level has its specific App Group, so when the user logs in, they automatically receive the rounds assigned for that group. Instead of assigning rounds to individual devices, rounds can be assigned at the App Group level.

The App Group functionality helps to prevent missed rounds by improving round synchronization across multiple devices. When rounds are assigned to multiple devices individually, completing the round on one device may cause the round to appear missed on others, impacting compliance. To avoid this, rounds can be assigned to an App Group. This allows multiple devices to log into the same App Group account, ensuring that the round status is synchronized automatically across all devices, preventing compliance issues. To know more about App group settings configuration, refer to the article in our support portal- [KA 000191414](#)

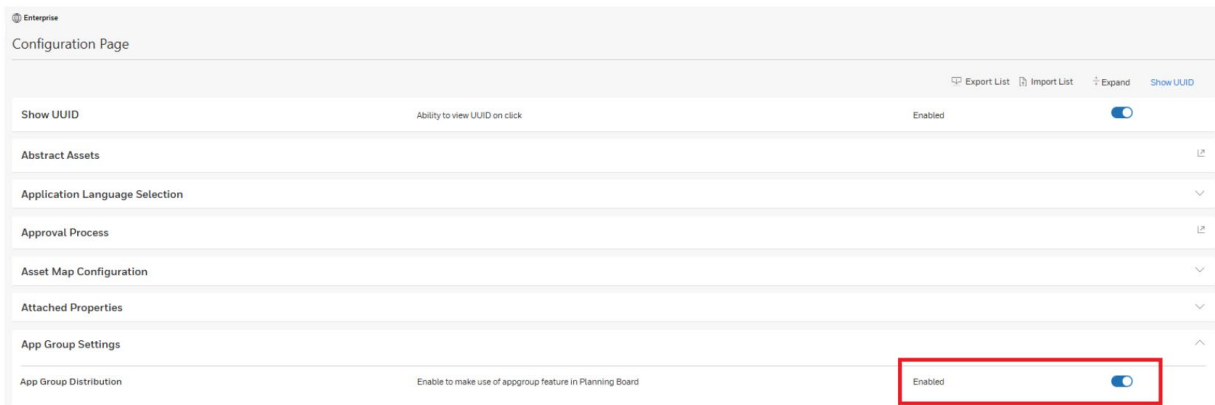
By assigning rounds to an App Group:

- Multiple devices can log in using the same App Group account.
- Round status updates are automatically synchronized across all devices.
- Compliance risks caused by inconsistent device-level updates are eliminated.

This is especially valuable for high inspection volume, where several users may share devices or rotate between them.

## **Configuration Settings**

The App Group feature can be **enabled or disabled** in the **EasyConfig->Configuration** tab. This setting is typically managed at the **enterprise level**.



Prerequisites: The user requires Easy Config global permission to access and make changes at the enterprise level. **This configuration is the new feature released in R8.4.9 version.**

### **When enabled:**

App Groups become visible in the Movilizer Portal by navigating **Easy Config Manage Devices** and selecting the required level

Enterprise > Plant > Utility

### Device Configuration

Search Device: 3 Total

EMAIL/PHONE	DEVICE NAME	DEVICE TYPE
800@honeywell.com	800	phone
a2693	AppGroup of Utility	appGroup

Annotations: Red arrows point to '800@honeywell.com' labeled 'Device account' and 'a2693' labeled 'App Group account'.

Perform a hard refresh of the portal to clear any cached data that might cause display issues.

The App Group options are also available in the **Planning Board** template for scheduling. To access them, navigate to the Planning Board, select the required level, and choose the appropriate template to be scheduled. Then, right-click the template, select Schedule, and click the '+' icon in the Assignments section.

### Assignments

Available resources

- a2691 (Plant) ← App Group accounts
- a2693 (Utility) ← App Group accounts
- @800@honeywell.com (800) ← Device accounts
- @or2@honeywell.com (or2device)

Resources to assign

↔

If the app group functionality is not used, we can disable it at the Enterprise level.

**When disabled:**

App Group settings will not be visible in either EasyConfig or the Planning Board. Only device-level assignments will be supported. App-group level assignments will not be available.

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## **HIR SaaS Updates details**

### **Honeywell Inspection Rounds R8.4.9 Release**

The latest Inspection Rounds release is version R8.4.9, scheduled for release in April 2026. The key features include:

- App group distribution settings in EC
- HFIR components are subject to frequent security vulnerabilities, which require regular security hotfixes.
- To mitigate risks and maintain compliance, security patches are applied on an ongoing basis rather than as one-time updates.

#### **January Security Updates:**

Security fixes were implemented for the following components:

- auth-service
- mobilizer-hfir-service-rest

#### **March Security Updates:**

- media-converter
- media-download-rest
- media-upload-tus
- or-authoring-ui

### **Honeywell Inspection Rounds R8.4.8 Release**

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.
- 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.
- Submit button is disabled once the clicked at add/edit level to avoid multiple toaster messages.

### **Honeywell Inspection Rounds R8.4 Release**

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

- 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
- 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, HCI Technical Support – Workforce Competency.**

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# Honeywell Blending and Movement

## Supported Releases

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

## Releases Approaching Phased Out Date

**PBM R510.1 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, 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: ■ Engineering Release Announcement**

### **Honeywell Blending and Movement R530.4**



The Honeywell Blending and Movement R530.4-point release is now available as an on-premise offering.

#### Highlights:

- Fixes bugs, hardens security and introduces minor enhancements for the Blend Controller, Blend Optimizer, Blend Performance Monitor, Blending and Movement Client and Server, LIMS Viewer and Movement Management applications that are part of the Blending and Movement solution. The minor improvements include the following:
  - o Web UI updates
  - o Quick planning capability to speed up the creation of simple movements
  - o Application health KPIs to Enabled Services (ES)
- Remains compatible with Experion R52x and R53x

Starting with HBM R530.4, a new workflow is provided to create a *simple one-to-one movement* on the web-like Active task List (ATL). The new workflow is called “Quick Planning on ATL” and is supported by an additional panel at the bottom of the ATL (see screen print below) which allows the user to do one of the following:

- Specify a source and destination, select a task type from a filtered list (based on the source and destination that have been selected), optionally set the logged start and end time of the movement and create a task
- Alternatively, select a task type, select a source and destination from a filtered list (based on the task type that has been selected), optionally set the logged start and end time of the movement and create a task

ACTIVE TASK LIST E150396 09-Mar-20 16:04:06

12 / 12 TASKS INCLUDE VIEW ONLY SHOW ALL COLUMNS

Order	Task	Asset	Type	Source	Dest	Material	Volume	Flow	Event	Status	Path Status	
IRD270126002	TSK0204	G10	Rundown	DOP348	T934	HEAVY_CAT_NA...	0	0	-	RELEASED		+
IRD130625001	TSK0202	G11	Rundown	7PS3SS	T900	Default material d...	0	0	-	STOPPED	START	+
ISH030326005	TSK0242	G10	Shipment	T228	DK1L1	JET-1A	0	0	-	RELEASED	START	+
IBL190629001	TSK0261	G11	Blend	T953,T940,T...	T810	Default material d...	0	0	-	RELEASED	START	+
IDF210228001	TSK0243	G10	DepotFill	T503	TMCBP144	ISOBUTANE	0	0	-	STOPPED	START	+
ISH030326004	TSK0241	G10	Shipment	T208	DK2L9	SUP_UNL_93_O...	0	0	-	RELEASED		+
IRD250126001	TSK0203	G11	Rundown	KROSL2	T932,T930	HEAVY CAT HEA...	0	0	-	STOPPED	START	+
IRD110625001	TSK0201	G11	Rundown	DOP348	T932,T930	NAPHTHA	0	0	- SWING	STOPPED	START	+
ICR260226001	TSK0161	G10	Recircula...	T100	T100	HEAVY CAT HEA...	0	0	-	RELEASED		+
ITF040326002	TSK0028	G11	Transfer	T906	T906	REG_UNL_87_O...	0	0	-	STOPPED	START	+
ITF030326002	TSK0003	G10	Transfer	T101	T102	JET-1A MILITARY	15898	0	-	STOPPED	START	+
ITF090326001	TSK0001	G10	Transfer	T501	T505	ISOBUTANE	0	0	-	RELEASED	ReadyForFlow	START -
				T501	T505	ISOBUTANE	0	0	-	RELEASED	ReadyForFlow	START

Type: [v] Order: [v] Task: [v] Source: [v] Dest: [v] Tar Vol: [v] Log Start: [v] Log Stop: [v] CREATE TASK

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## **The Role of Henry's Law**

In UniSim Dynamics, nitrogen is modelled as a Henry's-law component. As a result, its vapor–liquid equilibrium behavior—and specifically its K-value—is entirely governed by the Henry's Law method selected in the thermodynamic property package.

Physically, the K-value of a dissolved gas such as nitrogen should decrease as temperature decreases, meaning nitrogen becomes less volatile and remains more dissolved in the liquid at lower temperatures.

When the Prausnitz–Shair method is selected instead of the Legacy Default Henry method, the K-value for nitrogen is calculated correctly across the full operating temperature range. The phase equilibrium within the holdup is then accurately characterized, allowing the reaction solver to receive the correct liquid composition at every time step and produce accurate and consistent conversion results.

### **Recommended Action 1**

In the thermodynamic property package associated with the dynamic simulation, navigate to the **Parameters 2** tab and update the Henry's Law method. Select **Prausnitz–Shair** as the Henry-coefficient calculation method and ensure that nitrogen is selected.

For detailed information regarding the Legacy Default and Prausnitz–Henry's Law formulation, please refer to **Simulation Basis.pdf**, (Section A.3.28) located in the UniSim installation folder at: C:\Program Files (x86) \Honeywell\UniSim Design R500 OTS Build 25515\Documentation\UniSim Design

## **CMEB and the Two-Vessel Configuration**

### **CMEB Cannot Be Active with Reactions in the Same holdup unit**

CMEB enforces rigorous dynamic conservation of material and energy over the holdup control volume at every time step. This is particularly important in closed-loop configurations, where small errors in the component inventory can accumulate over the course of a simulation and gradually distort the composition seen by the reaction solver.

A key constraint is that CMEB cannot be active on a unit that also contains an active reaction set—this is by design. When both are present in the same unit, CMEB appears as **Restricted** rather than **Active**. This limitation is the fundamental reason the two-vessel configuration is required.

For detailed information regarding the Enhanced Component Mass and Energy balances, please refer to **Dynamic Modelling.pdf**, (Section 1.3.8) located in the UniSim installation folder (Section 1.3.8) at: C:\Program Files (x86) \Honeywell\UniSim Design R500 OTS Build 25515\Documentation\UniSim Design 25515\Documentation\UniSim

### **Recommended Action 2**

#### **Step 1 — Phase Order**

Navigate to the Basis Environment → Phase Order tab → Dynamic Merge Option → select No Merge. This is required for CMEB to be active on the holdup unit.

#### **Step 2 — Reaction Unit (No Holdup)**

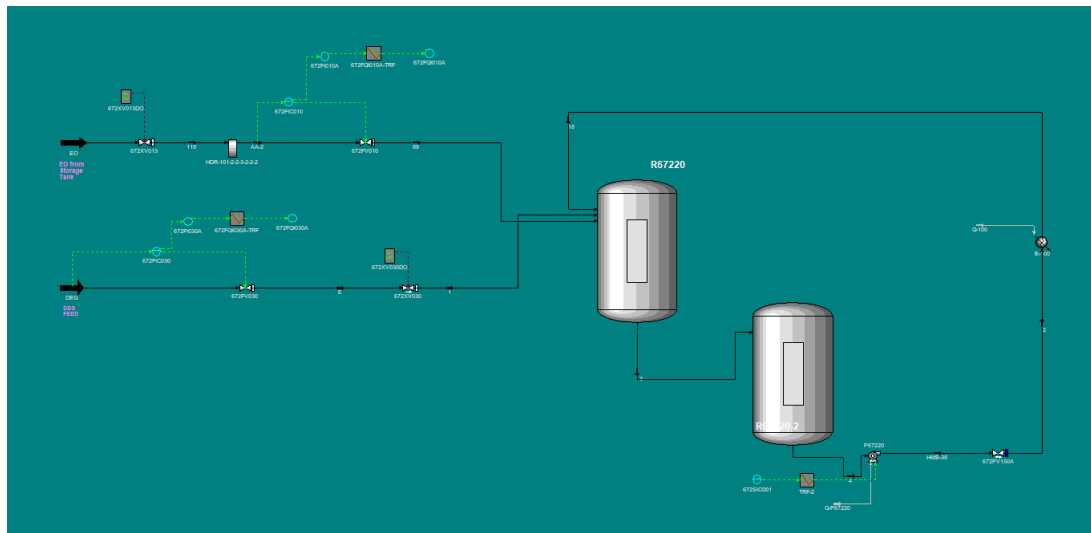
Enable the No Holdup checkbox under Dynamics → Specs. This unit holds the active reaction set and handles stoichiometry without maintaining an inventory. Connect it to the holdup unit via a flow-driven stream.

#### **Step 3 — Holdup Unit (No Reaction, CMEB Active)**

Configure this unit with no active reaction. Enable CMEB by navigating to Dynamic Settings → CMEB tab → select Always use CMEB. Confirm that CMEB shows as Active — not Restricted. Also, keep the Composition and Energy Execution Rates at 1 for this separator.

## Step 4 — Recycle Loop

The stream from the reaction unit feeds into the holdup unit. Streams from the holdup unit return to the reaction unit, completing the closed recirculation loop. This structure allows the reaction and holdup to each operate in their optimal configuration. The figure below shows the recommended configuration to achieve accurate reaction conversion:



### Why Both Changes Are Required

Correcting the Henry's Law method alone improves phase equilibrium accuracy, but component inventory errors may still accumulate over time without CMEB. Enabling CMEB alone improves the material balance, but the liquid composition seen by the reaction solver may still be incorrect without the Prausnitz-Shair method. Both changes together ensure accurate, consistent reaction conversion results.

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## **Honeywell Workforce Competency R530 update**

The latest update for Workforce Competency R530 is 530.2.1.0 (released on March 11th, 2025), below are some of the problems resolved in R530.2. To know more details on known issues refer to the below software change notice link(\*).

<https://process.honeywell.com/us/en/secure/technical-publication?search=Workforce+Competency+R530.2+Update+Details+Software+Change+Notice>

- Fix provided for PTS which was creating unwanted SNST snapshot file and exercise used to freeze though the auto save session state option was disabled in Workforce Competency.
- Fix for the Safety Manager First Out Alarm logic using ANN Type blocks not working in PTS.
- SIM-SM Adapter and SCADA Adapter availability with ProSim bridge Solution.
- Qualification of GE Mark Vie controller version i.e., 06.08.00C.
- Fix provided to support IFS Multi-OTS models.
- Fix provided for Communication issue between CeeAdapter to EPKS Input blocks which was throwing “CDA Error Message: %s: Change Not Permitted.
- Fix provided for Cee Adapter Model communication issue which fails with an Error “Problem with SyncWrite of AI’s to EPKS server”

## **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 problems resolved in R521.5. To know more details on known issues refer to the below software change notice link(\*).

<https://process.honeywell.com/us/en/secure/technical-publication?search=Workforce+Competency+R521.5.2.0+Update+Details+Software+Change+Notice>

- Fix provided for the issue where PTS reported a speed lower than the minimum expected value when using the SIMIT Adapter (observed as a 2× speed discrepancy).
- Fix provided for the condition where launching the model without starting the SIMIT OPC did not trigger a timeout error from the SIMIT OPC.
- Fix provided for the generic framework adapter not reading DCS values after loading a snapshot.
- Fix provided for CEE Adapter communication failures to EPKS input blocks that generated the error: “CDA Error Message: %s: Change Not Permitted.”
- Fix provided for the CEE Adapter model issue in PTS that caused the 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), below are some of the problems resolved in R520.3. To know more details on known issues, refer to the below software change notice link(\*).

<https://process.honeywell.com/us/en/secure/technical-publication?search=Workforce+Competency+R520.3+Update+Software+Change+Notice>

- Fix provided for the issue where the role of another domain user could not be modified within the User Manager.
- Fix provided for the CEE Adapter model communication failure that generated the error: “Problem with SyncWrite of AI’s to EPKS server.”
- Fix provided for CEE Adapter communication failures to EPKS input blocks that resulted in the error: “CDA Error Message: %s: Change Not Permitted.”
- Fix provided for SM CDA points in alarm not appearing in the Station’s alarm display.

**(\*) - Users must log in to the Honeywell Customer Support Portal before accessing the SCN links provided in each section.**

**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).

**Article submitted by –Raagul P S, HCl Technical Support – Workforce Competency.**

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# UniSim® Design Suite

Blowdown, the emergency or planned depressuring of process equipment, is a critical process safety operation. It may be necessary, in the event of a fire, leak, pipe rupture or other hazardous situation, as well as for a planned shutdown. Devices such as control valves, relief valves, restriction orifices, rupture disks, and safety valves transfer the potentially dangerous contents of process equipment to a safe lower-pressure location, or to the flare system for controlled combustion.

Some scenarios may require the use of multiple relief valves during the depressuring process. This article provides guidance on configuring a vessel depressuring scenario using the EO Blowdown utility when two relief valves are installed on the outlet of the NEQ vessel. The ability to model vessel depressuring with two relief valves is new in UniSim Design R520 and is enabled through the introduction of the Tee element in the EO Blowdown utility.

This article is based on the development of a UniSim Design model attached to the corresponding Knowledge Article, with the reference provided at the end.

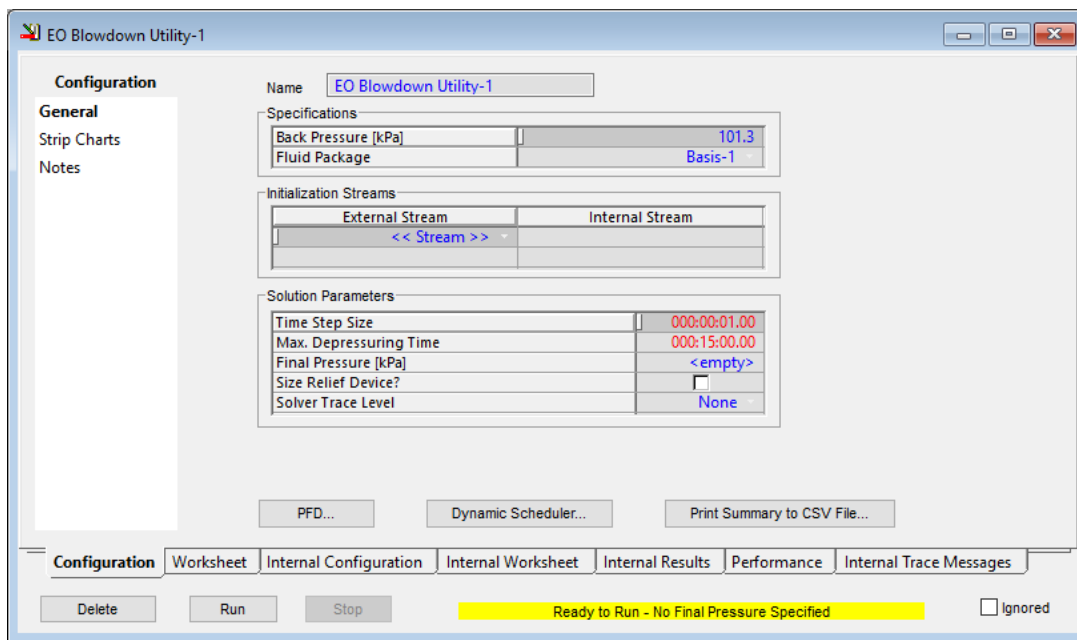
## UniSim Design EO Blowdown Utility Configuration

To use the EO Blowdown Utility, the utility must be added to the UniSim Design case:

1. In the **Tools** menu, select **Utilities**. The **Available Utilities** view appears.
2. From the list of available utilities in the right pane, select the **EO Blowdown Utility**.
3. Press the **Add Utility** button. The selected utility's property view appears.

To start the EO Blowdown simulation, specify enough information through the pages of the Configuration tab of the view and click on the Run button.

**Note:** The Run button is in the lower left corner of the view. This button becomes active when all the required configuration data has been entered.



When the Run button is pressed, UniSim Design constructs a UniSim EO (equation oriented) sub-flowsheet contains the unit operations used by the EO Blowdown Utility. The simulation is initialized and runs for the specified depressuring time. While the simulation is running, its progress is shown in the status bar and the strip charts, which are the principal means of viewing the simulation results, are dynamically updated.

The different tabs available for the EO Blowdown utility are listed below:

- **Worksheet** tab: contains a summary of the information contained in the stream property view for all the streams attached to the operation.
- **Internal Configuration** tab: allows specifying the parameters of the equipment defined for the Blowdown flowsheet model.
- **Internal Worksheet** tab: contains the following pages:
  - **Conditions** page
  - **Properties** page
  - **Compositions** page
- **Internal Results** tab: displays the values the utility calculates internally while performing the simulation.
- **Performance** tab: displays minimum and maximum wall temperatures and pressures.
- **Internal Traces Messages** tab: displays solver diagnostic information as the simulation is running.

In addition to specifying the above parameters, the **General** page also contains the **PFD button**, which opens sub-flowsheet of the EO Blowdown Utility. Six types of elements are supported by the EO Blowdown Utility – NeqVessel3, Relief Orifice, Pipe, Mixer, Tee, Relief Valve and Valve.

### **EO Blowdown Model in UniSim Design with Two Relief Valves in Parallel**

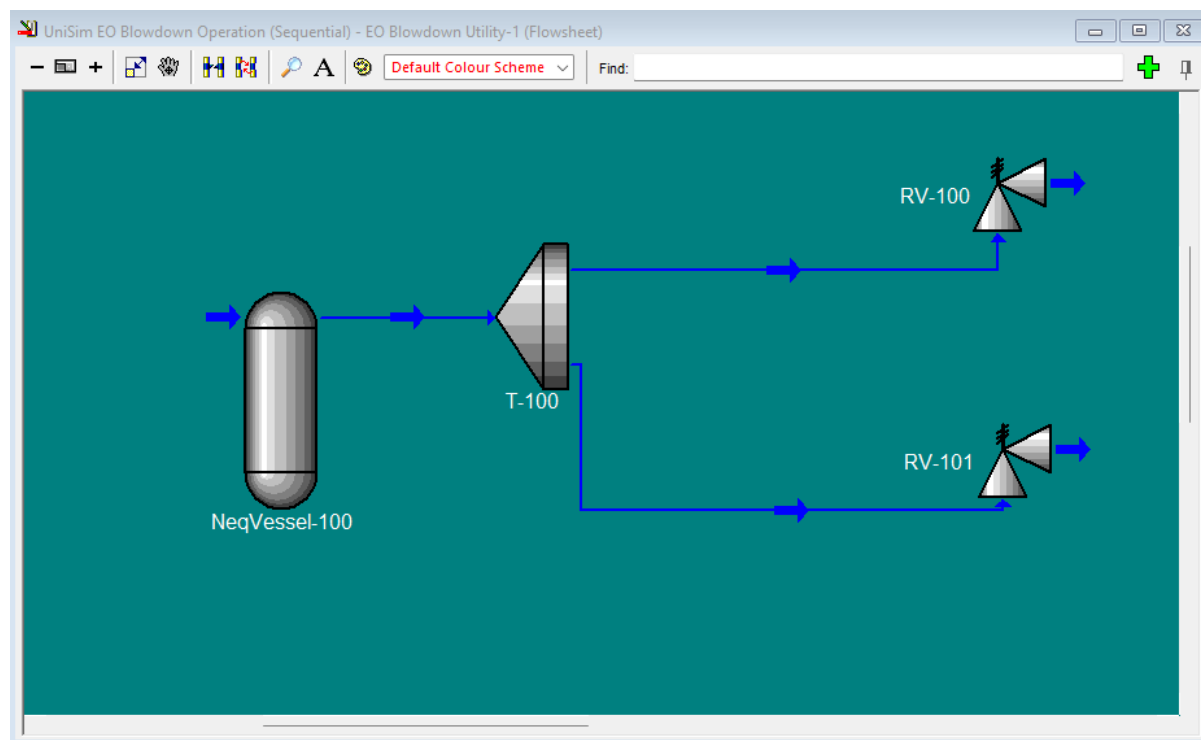
The NeqVessel3 supports any number of feeds but only one vapour product. This article describes how to configure the scenario of vessel depressurization, using the EO Blowdown utility in UniSim Design, with two relief valves arranged in parallel.

The UniSim Design sample case detailed in this article has been created to perform two simulations:

- **Scenario A: Cold case**
- **Scenario B: Fire case**

Since the NeqVessel element supports only a single vapor outlet, a Tee element must be used to split the stream into two branches, each supplying its corresponding relief valve.

The screenshot below shows the EO Blowdown utility configuration, including the NeqVessel, the Tee, and the two Relief Valve elements:



### Scenario A: Cold Case

The sample case has been created using the following assumptions:

- Ambient temperature = internal fluid temperature
- No vessel insulation included

### NeqVessel-100

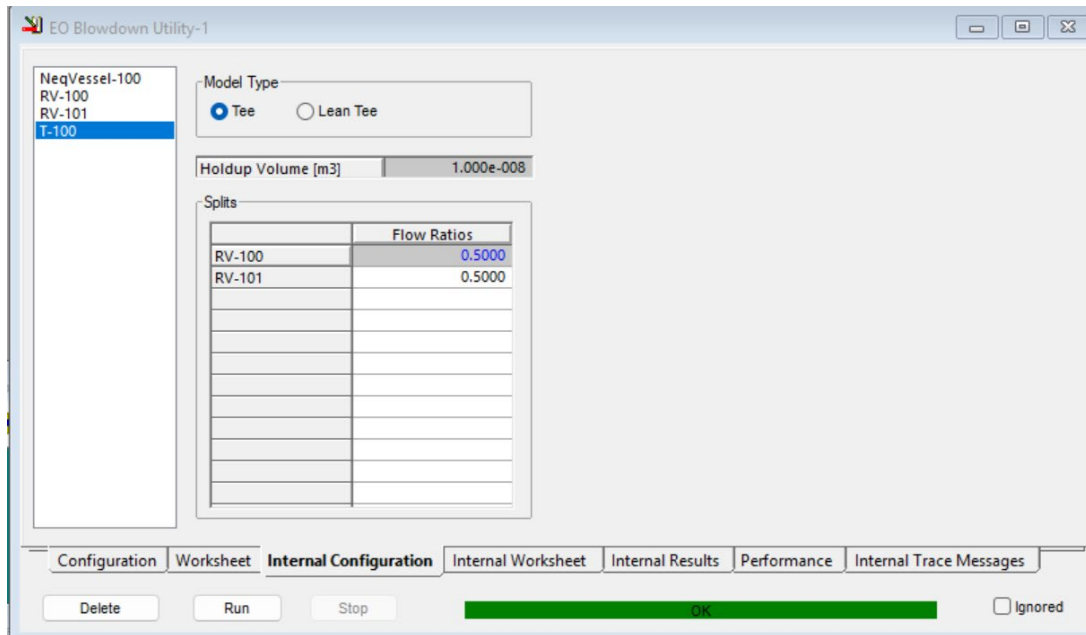
For model initialization, a hydrocarbon mixture stream was used. The detailed composition and operating conditions applied in the sample case are listed below:

	Inlets[0]	Outlet
Stream Name		
Vapour Fraction	0.9508	1.000
Temperature [C]	30.00	30.00
Pressure [kPa]	6200	6200
Mole Flow [kgmole/h]	10.00	10.00
Mass Flow [kg/h]	185.4	185.6
Std Ideal Liq Vol Flow [m3/h]	0.5360	0.5544
Molar Enthalpy [kJ/kgmole]	-9.594e+004	-8.617e+004
Molar Entropy [kJ/kgmole-C]	145.8	150.5
Heat Flow [kJ/h]	-9.594e+005	-8.617e+005

	Inlets[0]	Outlet
Nitrogen	0.001000	0.001052
CO2	0.028400	0.029840
H2S	0.015500	0.016256
Methane	0.848900	0.892845
Ethane	0.031000	0.032605
Propane	0.014800	0.015566
i-Butane	0.005900	0.006205
n-Butane	0.003000	0.003155
i-Pentane	0.001000	0.001052
n-Pentane	0.000500	0.000526
H2O	0.050000	0.000897

## T-100

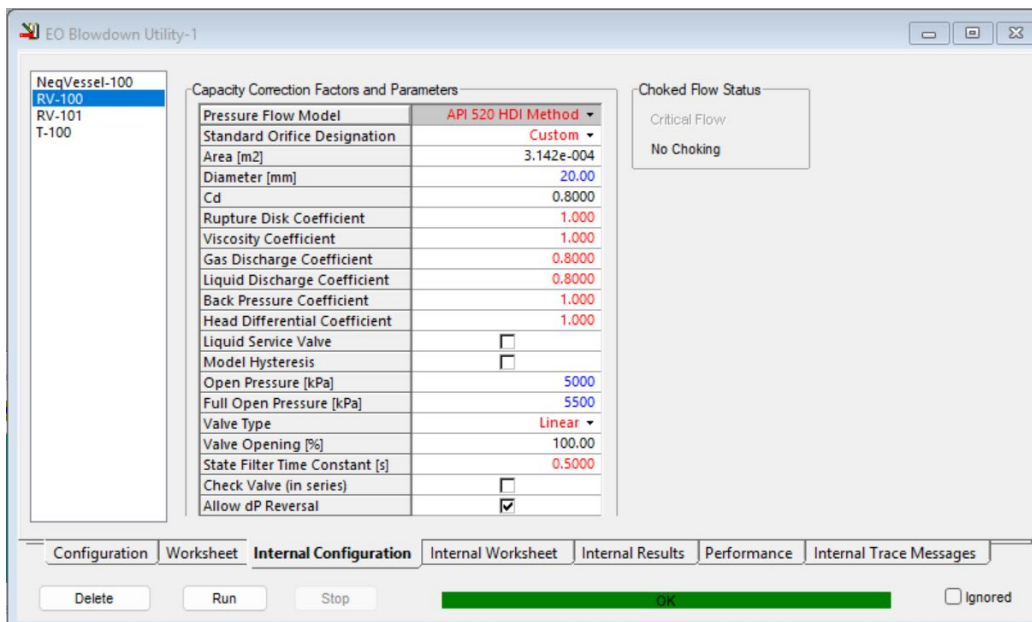
The Tee unit operation splits a process stream into two or more streams. When a Tee is added to the EO Blowdown utility, its properties can be accessed from the **Internal Configuration** tab, as shown in the figure below.



The inlet stream is the vapor outlet from the vessel. This stream is divided into two parallel branches, each feeding a dedicated relief valve.

## RV-100

The Relief Valve unit operation is used for modelling several types of spring-loaded Relief Valves. The **Capacity Correction Factors and Parameters** group contains the required relief valve parameters:



Where:

- **Open Pressure** is the pressure that the Relief Valve begins to open

- **Full Open Pressure** the pressure that the Relief Valve is fully open

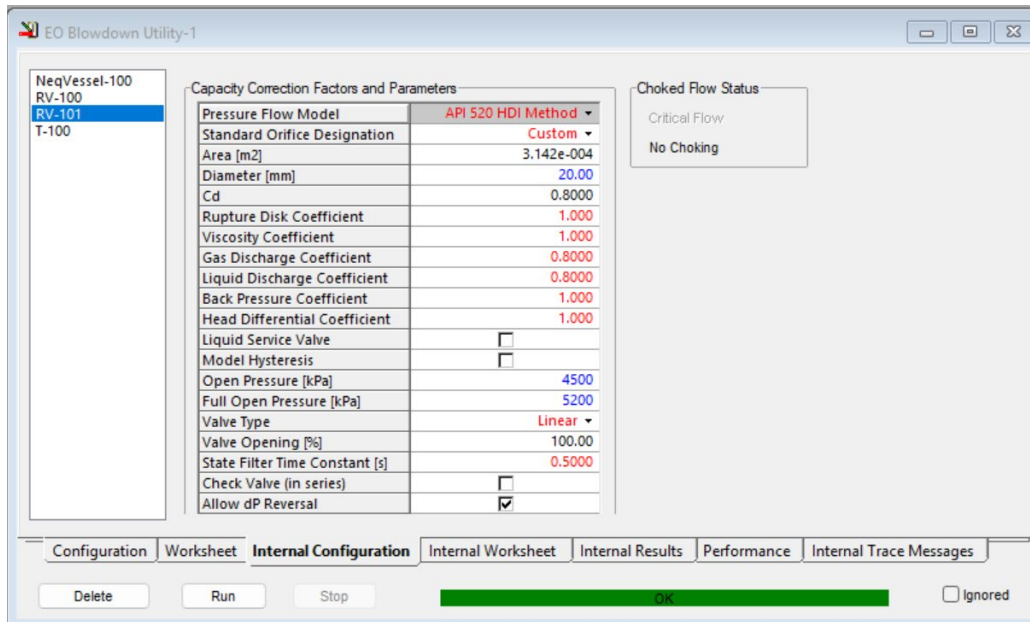
In this example, for RV-100, the following pressure settings have been defined:

- **Open Pressure** = 5000 Kpa
- **Full Open Pressure** = 5500 Kpa

### RV-101

For RV-101, the following pressure settings have been defined:

- **Open Pressure** = 4500 Kpa
- **Full Open Pressure** = 5200 Kpa

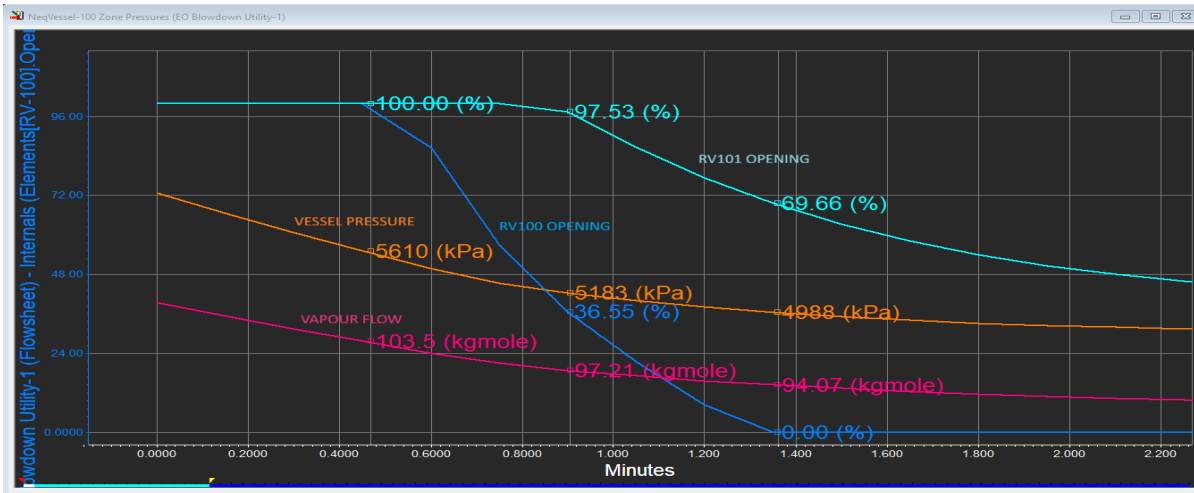


### Strip Charts

The **Strip Charts** page on the **Configuration** tab allows the user to select which variables to record during the simulation. When an EO Blowdown Utility is first instantiated, a default set of preconfigured strip charts are automatically created. The results of the simulation recorded in the strip charts. The following variables are used for monitoring the behavior of the relief valves during the blowdown process:

- EO Blowdown Utility-1 (Flowsheet) - Internals (Elements[RV-100].Opening)
- EO Blowdown Utility-1 (Flowsheet) - Internals (Elements[RV-100].Inlet:Fluid.MassFlow)
- EO Blowdown Utility-1 (Flowsheet) - Internals (Elements[RV-101].Opening)
- EO Blowdown Utility-1 (Flowsheet) - Internals (Elements[RV-101].Inlet:Fluid.MassFlow)

Once the simulation has been completed, the Strip Chart appears as shown in the screenshot below:



### Description of the EO Blowdown process results for sample case scenario A

As shown in the strip chart, at the start of the simulation both relief valves (RV-100 and RV-101) are fully open, since the vessel pressure exceeds the fully open pressure for both valves:

- **Vessel Initial Pressure** = 6200 Kpa
- **Full Open Pressure RV-100** = 5500 Kpa
- **Full Open Pressure RV-101** = 5200 Kpa

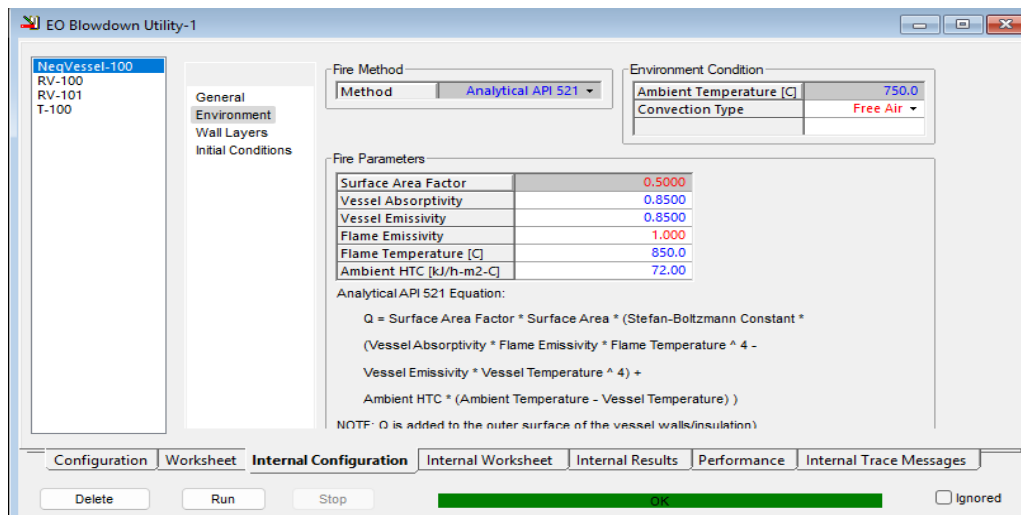
As both relief valves are initially open, the vessel pressure starts to decline. When the pressure decreases below the full open pressure of RV-100 (5500 Kpa), it starts closing. When the pressure reaches the open pressure of RV-100 (5000 kPa), RV-100 reseats (valve lift = 0%). RV-101, however, remains open until the vessel pressure falls to 4500 kPa, corresponding to its own open pressure, at which time RV-101 also closes completely.

### Scenario B: Fire Case

This scenario models the blowdown process initiated when the vessel is exposed to a fire. It uses the same case as for scenario A but with the addition of the fire model

### NeqVessel-100

On the **Internal Configuration** tab, the **Environment** page of the NeqVessel allows the definition of the fire parameters:



Fire exposure can cause equipment overpressure by generating vapor (through boiling or decomposition) or by expanding the fluid. It can also weaken the vessel walls by overheating.

Fire heat intensity can vary greatly depending on factors such as fuel type, ventilation, and release rate.

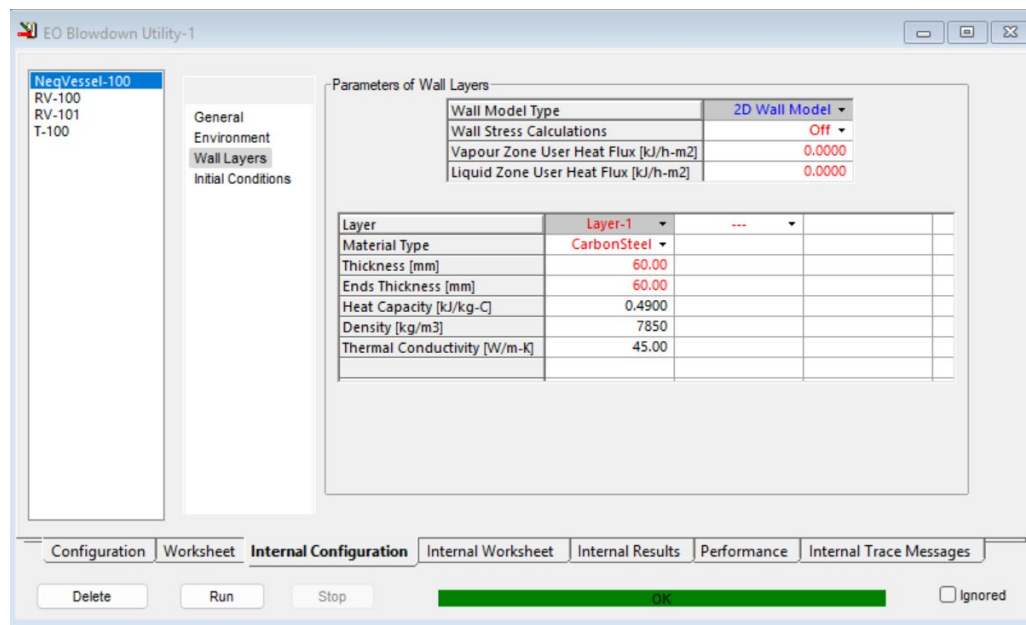
The **Environment** page of the **Configuration** tab is divided into three sections

- **Fire Method:** For the UniSim Design sample case described in this article, **Analytical API 521** has been used as **Fire Method**.
- **Environment Condition:** The air temperature specified for the current sample case is 750degC and the **Convection Type** has been set to **Free Air**.

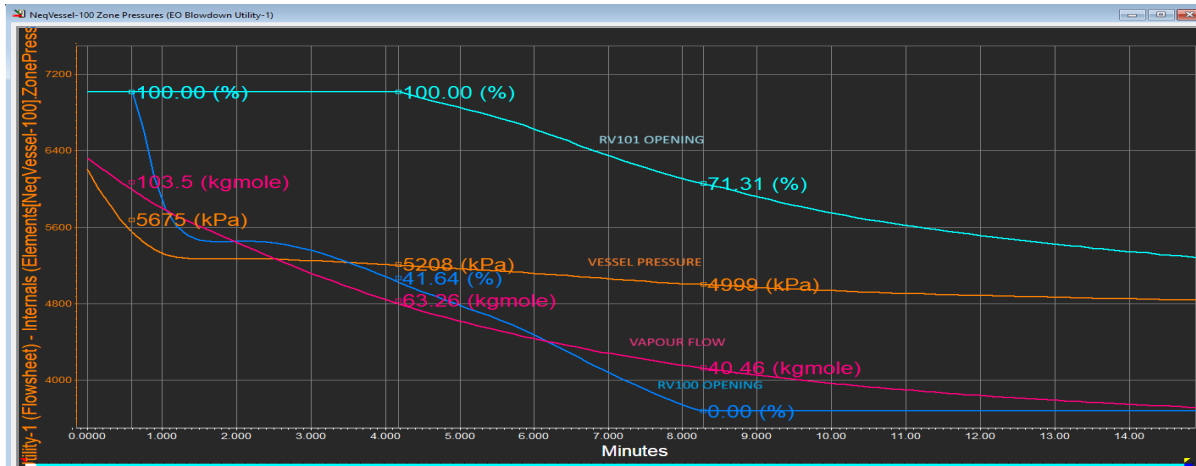
Prior to UniSim Design R520, the **Convection Type** could be configured as **Free, Forced, or None**. In UniSim Design R520, new types have been added: **Free Water, Forced Water, Free Air and Forced Air**.

- **Fire Parameters:** The required set of parameters vary depending on the specified **Fire Method**. The parameters used in this example are shown in the figured above.

The **Wall Layers** page of the **Internal Configuration** tab allows configuring the number of material wall layers and the properties of each layer. In this example, only one layer of **CarbonSteel** has been used with a thickness of 60mm:



Once the information in the Environment and Wall Layers pages has been entered, the EO Blowdown simulation can be run. The results are shown in the Strip Chart below:



### **Description of the EO Blowdown process results for sample case scenario B**

As shown in the strip chart, at the start of the simulation both relief valves (RV-100 and RV-101) are fully open, since the vessel pressure exceeds the full open pressure of both valves:

- **Vessel Initial Pressure** = 6200 Kpa
- **Full Open Pressure RV-100** = 5500 Kpa
- **Full Open Pressure RV-101** = 5200 Kpa

Because both relief valves are initially open, the vessel pressure begins to decrease. Once the pressure drops below the full open pressure of valve RV-100, that valve starts to close, continuing to reduce its lift until the pressure reaches its open pressure of 5000 kPa, at which point RV-100 fully reseats (valve lift = 0%).

RV-101 remains open, discharging until the vessel pressure falls to its own open pressure of 4500 kPa. At this point, RV-101 also closes completely.

Compared to the cold case, the pressure inside the vessel decreases much more slowly when the vessel is exposed to fire. This is because the higher wall temperature helps keep the internal pressure high for a longer time.

Without fire, RV-100 starts to close at about 0.42 minutes. When fire is present, its closure is delayed and begins around 0.6 minutes. The effect of fire is even more noticeable for RV-101. The time at which it starts to close increases significantly, from 0.9 minutes without fire to 4.2 minutes with fire exposure.

The same trend is seen for the complete closure of RV-100. In the cold scenario, it fully closes after 1.4 minutes. Under fire conditions, the full closure takes much longer, exceeding 8 minutes.

An article demonstrating how to model the Blowdown with two relief valves, is available on the Honeywell knowledgebase:

- 000198993 – UniSim Design - How to model a vessel depressurization with Two Relief Valves in Parallel using the EO Blowdown utility
- To access this article, please visit [process.honeywell.com](http://process.honeywell.com) , login and search for article number 000198993 .

For help with Login / Registration, please visit [process.honeywell.com](http://process.honeywell.com) , search for the article number 134664.

### **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](#).

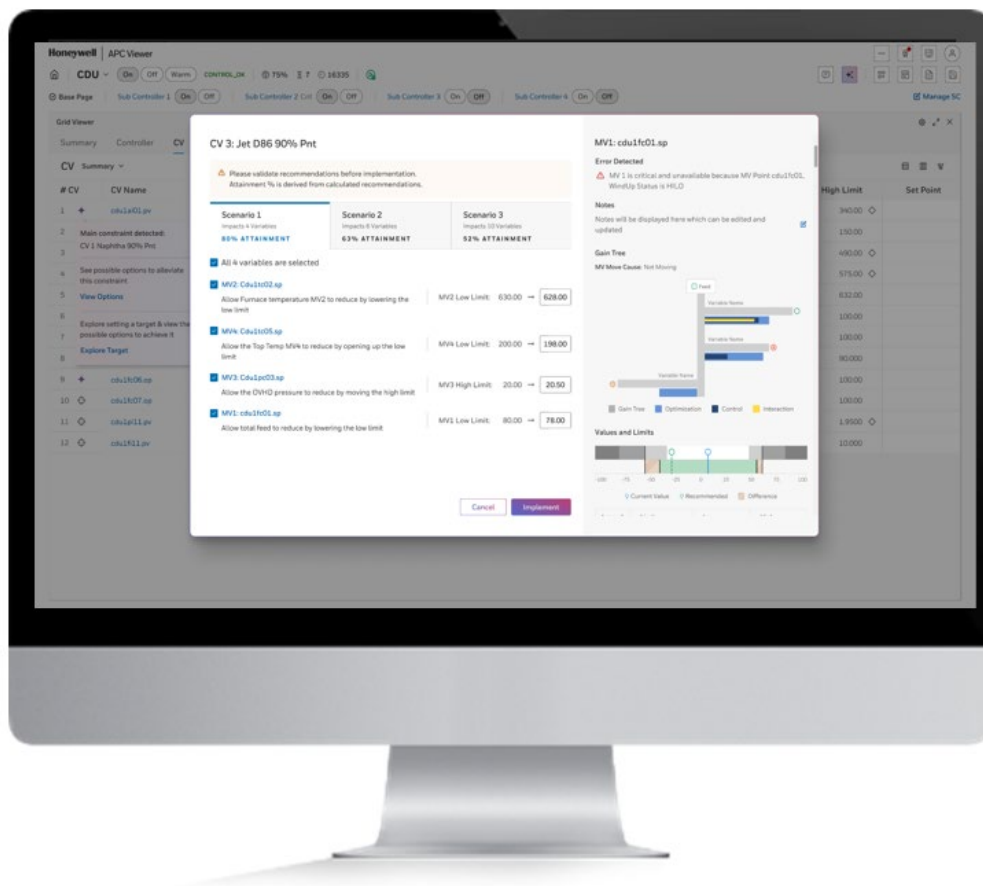
**Article submitted by – Laura Perez Robayna, UniSim Design Support Advanced Applications.**

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# Honeywell Advanced Process Control (APC)

## Advanced Process Control R520.1 Release announcement:

- Introducing APC R520.1 – Optimize with Confidence
- Honeywell Advanced Process Control R520.1 is a full media release that builds on the functionalities of R510.1, R511.1, R512.1, R513.1 and R514.1.
- The key highlights of this release are improvement in Plant-Wide Optimizer dynamic co-ordination between the primary controller variables and flowsheet objects, new functionality of automatic generation of seed model, APC variable list from History I.D., enhancements in APC operator guidance to improve operators' decision making, process stability and reduce variability, upgraded inferential model to support model retaining with new data, Upgraded APC web viewer with React infrastructure providing secure, modern, scalable, and maintainable platform, simplified installation, migration through streamlined setup, support to basic system health and telemetry data to improve reliability and diagnostics with Honeywell Digital Prime.



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## **What's new in Advanced Process Control R520.1?**

1. **Plantwide Optimizer (PWO) | Improved dynamic coordination between primary control variables and flowsheet objects**
  - Facilitate dynamic implementation of the optimal results from PWO to secondary controllers and multi-unit optimizers
  - Segregate the PWO using flow stream bridge points to decouple the PWO control solution via these bridge points
  - The optimization solution will still include entire flowsheet, but the control action will be more localized based on these bridge points configured at Design time in APCES.
2. **Advanced History Identification (Advanced History ID) | Enhances an APC engineer's workflow by transforming historical plant data into reliable seed models.**
  - Data Preprocessing
  - Model Identification
  - Variable Classification
  - Expected Matrix Suggestion
  - Statistical Analysis
  - Workflow Integration
3. **APC Assistant | Provides operators with powerful guidance for constraint management, APC insights, and APC knowledge. Operators may be able to get answers to some typical questions that are listed below:**
  - Why is my overall APC control performance only at 50%?
  - Why is my CV dropped?
  - Why is my CV out of limits?
  - When will my CV return within limits?
  - What are my key constraints?
  - What can I do to alleviate these constraints?
  - What can I do to alleviate these constraints?
  - How do I get my throughput to increase by 5 tph?
4. **APC and Intuition Infrastructure | Enhancements:**
  - a. Effortless Machine Relocation
  - b. Streamlined User Assignment
  - c. Reliable Certificate Management
  - d. Enhanced Installation Validation
  - e. Advanced Security Compliance
  - f. Improved Installation Capability
  - g. Integration into Honeywell Digital Prime
5. **Other improvements**
  - Honeywell APC Web Viewer React Infrastructure: The new APC Viewer addresses obsolescence concerns while providing a secure, modern, scalable, and maintainable platform for monitoring and operating APC systems.
  - Honeywell APC Web Viewer Enhanced User Experience:
    - Dark and Light theme support
    - Detailed structured workflows for controller interaction
    - Advanced configuration options
  - Honeywell APC Process Controller, Engineering Studio and Runtime Studio have been updated to support the new enhancements.

For any questions or concerns related to compatibility matrix, SCN, please reach out to your local GTAC support team

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# Honeywell Production Management

If you're using **PAR** to manage production accounting and reconciliation, this is where you'll find information that helps you **close accounting periods faster, improve data accuracy, enhance auditability, and make better operational and commercial decisions** across your production environment.

👉 Explore PAR under [Production Management](#)

## 🔍 Product Support & Lifecycle

The **Product Support Policy** helps you understand what's supported for your current **PAR version** and how support evolves across the release lifecycle. It also highlights the benefits of upgrading, including functional enhancements, usability improvements, and long-term support advantages.

👉 Click to view the [Product Support Policy documentation](#)

Support Status for Honeywell | Production Accounting and Reconciliation

RELEASE	RELEASE DATE	CURRENT (Start date)	SUPPORTED (Start date)	PHASED-OUT
R3.1.x	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

## 🔒 Security & Stability

The **Qualification Matrix** identifies **Honeywell-qualified Microsoft and VMware updates**, helping you apply security patches confidently without impacting PAR stability, data integrity, or supportability—especially during critical period-close activities.

👉 Click to view [Qualified updates and recommendations](#)

## 🔧 Upgrade & Migration Planning

Before upgrades or migrations, the **Compatibility Matrix** provides validated compatibility across **PAR, platforms, operating systems, databases, and dependent components**, helping you avoid configuration issues and ensure smooth transitions.

👉 Click to view [Supported configurations](#)

## 🚀 What's New in Each Release

**SCNs, release notes, patches, and hotfix documentation** give clear visibility into new capabilities, resolved issues, known limitations, and deployment considerations—so you can plan updates with confidence while minimizing risk to production accounting processes.

👉 Click to view [update documentation](#)

## What's New to Watch Out For

**GTAC Knowledge Articles (KAs)** are created to provide deeper insights into key changes, common questions, and observed scenarios from customer environments. Click the article reference links below to view recently published Knowledge Articles. The complete library is available in the [Knowledge Articles Repository](#).

Article Reference	Topic of the article
<a href="#">PAR KA000196079</a>	How to install PAR report without using standard installer

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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 **R2.5.1**
- 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	<a href="mailto:rac.support@honeywell.com">rac.support@honeywell.com</a>	1-289-333-1500
Honeywell APC (Profit Suite) Support	<a href="mailto:apc.apptech@honeywell.com">apc.apptech@honeywell.com</a>	1-800-822-7673
Technical Assistance Centre (TAC) – Americas		1-800-822-7673
Uniformance Help Desk	<a href="mailto:support@honeywell.com">support@honeywell.com</a>	1-403-216-2870
UniSim Design Suite Support	<a href="mailto:Unisim.Support@honeywell.com">Unisim.Support@honeywell.com</a>	1-800-822-7673
Honeywell Workforce Competency Support	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>	1-800-822-7673

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

Honeywell APC (Profit Suite) Support	<a href="mailto:apc.support.emea@honeywell.com">apc.support.emea@honeywell.com</a>	
OptiVision Help Desk	<a href="mailto:p3its_oncall@honeywell.com">p3its_oncall@honeywell.com</a>	+ 358 20752 2300
Blending and Movement (BMA) Solutions Support	<a href="mailto:bma.support.ap@honeywell.com">bma.support.ap@honeywell.com</a>	
UniSim Design Suite Support	<a href="mailto:unisim.support@honeywell.com">unisim.support@honeywell.com</a>	
Honeywell Workforce Competency Support	<a href="mailto:hpscusersupport@honeywell.com">hpscusersupport@honeywell.com</a>	

## Honeywell Asia Pacific regional GCCC hotlines:

Australia	<a href="mailto:GCCC.Pacific.HPS@Honeywell.com">GCCC.Pacific.HPS@Honeywell.com</a>	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)	<a href="mailto:CPM.support.emea@honeywell.com">CPM.support.emea@honeywell.com</a>	All global queries
OptiVision Help Desk	<a href="mailto:p3its_oncall@honeywell.com">p3its_oncall@honeywell.com</a>	+ 358 17 57 89 300

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

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