

# HONEYWELL INFORMATION, NEWS, AND TIPS



APRIL 2019

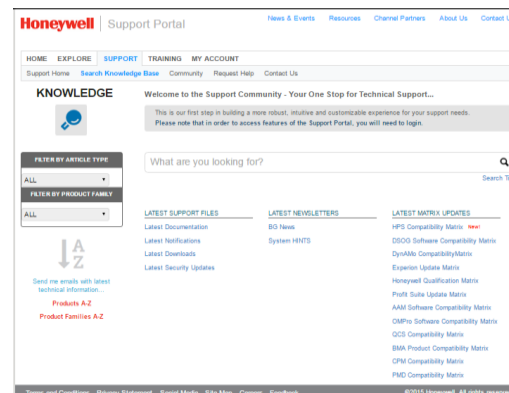
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## Subscribe to HINTS

Login to [www.HoneywellProcess.com](http://www.HoneywellProcess.com). Go to Support > **Search Knowledge Base** and click on [System HINTS](#) under Latest Newsletters. In the page that opens, click on [Subscribe to Support Newsletters \(System HINTS\)](#)

*The Search Knowledge Base page allows you to search our Knowledge Base with many technical support-related articles. So, if you need technical assistance, try the Knowledge Base first!*



## More Support Online (login)

You can also [create a Support Request online](#). You can monitor your Support Request cases by visiting the [Request Help](#) page. For all other support queries, please [contact our Customer Contact Center](#).

*For questions or comments related to the HINTS newsletter, please write to [HPS System HINTS](#).*



## How to Get Your Return on Investment Attending Honeywell Users Group

The 44<sup>th</sup> annual Honeywell Users Group (HUG) Americas will take place June 9–14, 2019, at [The Hilton Anatole, Dallas, Texas](#).

[Register Now](#)

[Registration is Open](#)

### Top 10 reasons to attend HUG:

1. Interact with industry peers and hear their presentations
2. Take a close look at the latest products and solutions in the [HUG Demo Center](#)
3. See our [General Sessions and keynote speaker Pablos Holman](#)
4. Listen to Spotlight Sessions in the HUG Demo Center
5. Meet your expert at the Consultant's Corner
6. Check out more than 90 Honeywell technology presentations
7. Join the Roundtable discussions to get fresh ideas
8. [Participate in one or all training sessions and/or workshops](#)
9. Join the UniSim<sup>®</sup> Design Community, or the new Intelix Users Day
10. Benefit from [exclusive HUG sales promotions](#)

And there will be more! We look forward to seeing you in [Dallas](#).

Your Honeywell Team

## Honeywell Connected Quality Control Technology To Enhance Paper And Flat Sheet Production

Honeywell has announced a new Software-as-a-Service (SaaS) offering for quality control and improved yields in the paper and flat sheet industries. By connecting machines and quality control systems (QCS) of paper, plastic, rubber, aluminum and other sheet production to the cloud, using big data and applying analytics, [Honeywell QCS 4.0](#) helps manufacturers maintain quality, eliminate waste, cut costs and boost production.



The new technology connects customers' quality control systems to the Honeywell Sentience Internet of things (IoT) platform that delivers robust and secure big data capabilities for Honeywell's connected solutions. QCS 4.0 continuously evaluates process performance, identifies improvement opportunities and maintains peak performance. This is the company's first cloud-based Industrial Internet of Things (IIoT) solution for the paper and flat sheet industries.

[Independent experts](#) estimate that digital technologies like these can cut production costs by up to 15 percent.

"As paper and flat sheet industries are facing expanding global markets and fierce competition, they are under immense pressure to cut costs and increase efficiencies," said Nick Parker, vice president and general manager of HPS' Lifecycle Service Solutions business. "The solution lies in new intelligent services that preserve existing assets, provide step-by-step upgrades, and are backed by fast return on investment (ROI). Our big data tools, software and the cloud provide manufacturers with the data storage, processing power and analytics they need to better balance cost, quality and production."

QCS 4.0 offers the real-time visibility and actionable insights to meet a range of today's operational requirements and to invest for future growth and challenges. This includes:

- Improving overall equipment effectiveness (OEE)
- Addressing low control utilization, poor performance and process variation
- Benchmarking paper machine performance against peer machines
- Responding to timely notifications on performance deviation
- Sustaining overall performance through process changes and disturbances

The SaaS offering allows users to not only maintain quality, but also reduce breaks, predict servicing and proactively tune machines to maximize profits.

For more information, please visit [Honeywell QCS 4.0](#).

## Phase Out Notification – Experion® PKS R430, R431, and R432 (R43x)

Experion® PKS R430, R431, and R432 (R43x) will be phased out effective **March 31, 2020**.

As per the Support Policy outlined in the Customer Resource Manual, a functional release will be phased out six years after the initial release.

Experion PKS R43x uses Windows 7 and Windows Server 2008 R2. Microsoft previously announced that these operating systems would no longer be supported effective January 14, 2020. For more information, go to: <https://support.microsoft.com/en-us/help/4057281/windows-7-support-will-end-on-january-14-2020>

From the first question in the FAQ on the above page, “After January 14, 2020, if your PC is running Windows 7, it will no longer receive security updates. Therefore, it’s important that you upgrade to a modern operating system such as Windows 10 [supported starting with Experion PKS R500], which can provide the latest security updates to help keep you and your data safer.”

If you continue to run Experion PKS R43x after January 14, 2020, you will no longer receive Microsoft security updates. You may, however, continue to receive Experion R43x-related patches and hotfixes until March 31, 2020. After that point, you will no longer receive this support.

Experion PKS R501 and R51x are fully supported, and both use Windows 10 and Windows Server 2016

### Experion Update Matrix

The Experion Update Matrix has been revised to version 230. The matrix can be found in the attachment or at (login required): [www.honeywellprocess.com/library/support/software-downloads/Experion/experion-update-matrix.zip](http://www.honeywellprocess.com/library/support/software-downloads/Experion/experion-update-matrix.zip).

Version	Date	Update
v230	17-Apr-19	<p>Microsoft Security Update ISO - 16 Apr 2019                      Microsoft Security Updates RMISO - 16 Apr 2019 - Honeywell Trace tab                      Suit ISO User Guide - 16 Apr 2019                      Anti-virus Quick Reference Guide - 27 Mar 2019                      Anti-virus Software Guidelines - 26 Mar 2019</p> <p>EPKS R510.2 FTE Driver Hotfix 1                      EPKS R510.1 Tools and Controller Hotfix 3                      EPKS R501.4 Tools and Controller Hotfix 1 - request from GTAC                      EPKS R501.4 ELCN HotFix 2                      EPKS R501.2 Tools and Controller 6                      EPKS R501.2 ELCN Hotfix 3                      EPKS R431.5 Tools and Controller Hotfix 3                      Honeywell Trace R130.1 Patch 1                      PN2019-12                      PN2019-10                      SN2019-03-28 01                      PN2019-11                      BW2019-06</p> <p>FTE Qualified IOS Firmware for Cisco Switches: Aug 2018 - newly added                      Whitelisting - update                      Experion Premium Virtualization - update                      EUCN / EPKS / TPN Matrix - update                      Housekeeping: Link updates</p>

## EUCN/ENB Experion Compatibility Matrix

The EUCN/ENB vs. Experion Compatibility Matrix has been updated. This document provides a compatibility matrix for EUCN/ENB Experion Release vs TPN Release vs Functionality.

### Instructions for Download:

Once logged in to [www.honeywellprocess.com](http://www.honeywellprocess.com), go to the Support Section and search for article [64657](#).

### How to Use the Matrix:

Make sure to understand the “Legend Terms” (at the end of the Excel document) before reading the matrix.

## Configuring PHD Built-in Redundancy for OPC RDI or PHD Experion Link

Since PHD R300, PHD OPC RDI/Experion link can be configured to use its own client redundancy instead of RDM when connecting to a redundant Experion Server. Article 70658 describes the configuration steps.

### Link to the Article:

Once logged in to [www.honeywellprocess.com](http://www.honeywellprocess.com), go to the Support Section and search for article 70658

## Experion Network L2/L1 Audit Checklist

The GTAC Experion Network Audit Document has been updated with important lessons learned since the last release of the technical audit document. Significant changes have been made to the R5xx FTE Driver configuration check (check 34)

Version:	Date:	Modification:
17	April 2019	Updated Check 3
		Updated Check 34

### Deliverables:

- TAC\_Experion\_Audit\_Network\_rev17.pdf
- GTAC\_Network\_Companion\_rev17.zip
- TAC\_Experion\_Audit\_Network\_rev17.doc

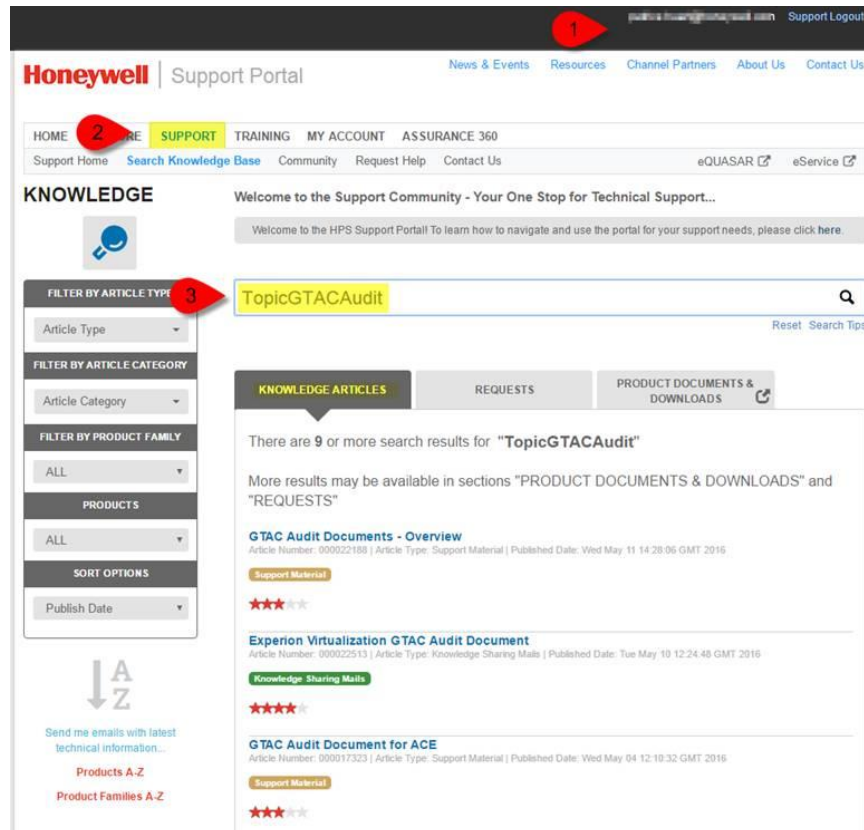
### List of All GTAC Technical Audit Documents:

Article #	Audit Document Title	Experion Scada	Experion with CDA points	Experion with TPS points	Experion with CDA and TPS points	EAS/RESS/Eservers
<a href="#">65350</a>	Experion Server Client GTAC Audit Document	X	X	X	X	X
<a href="#">65389</a>	Experion Network GTAC Audit Document	X	X	X	X	X
<a href="#">65349</a>	EBR GTAC Audit document	only when using EBR	only when using EBR	only when using EBR	only when using EBR	only when using EBR
<a href="#">65322</a>	GTAC Audit Document for ExperionPKS Controllers		X		X	
<a href="#">65302</a>	GTAC Audit Document for ACE		only when using ACE		only when using ACE	
<a href="#">65191</a>	GTAC HMIWEB Audit Document	X	X	X	X	X
<a href="#">65346</a>	Experion TPS Integration audit document			X	X	
<a href="#">65176</a>	PHD Experion Link GTAC Audit document	only when using PHD	only when using PHD	only when using PHD	only when using PHD	only when using PHD
<a href="#">65434</a>	Experion Virtualization GTAC Audit Document	only when using Experion Virtualisation	only when using Experion Virtualisation	only when using Experion Virtualisation	only when using Experion Virtualisation	only when using Experion Virtualisation
<a href="#">65131</a>	Experion Orion Console and Thin Client Audit Document	only when using Orion Console or Wyse thin client	only when using Orion Console or Wyse thin client	only when using Orion Console or Wyse thin client	only when using Orion Console or Wyse thin client	only when using Orion Console or Wyse thin client

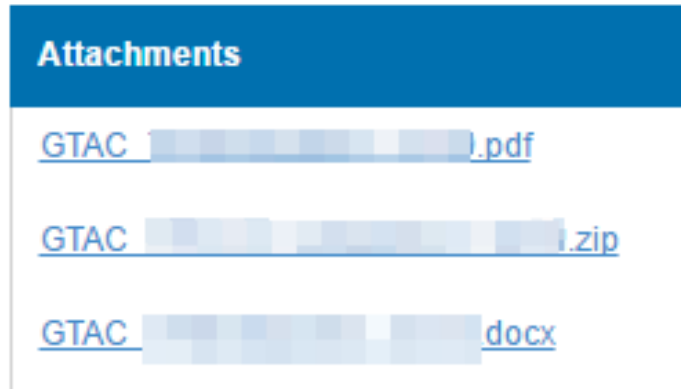
**Instructions for download:**

Once logged in to [www.honeywellprocess.com](http://www.honeywellprocess.com), go to the Support Section and search for 65389. Then select “Experion Network GTAC Audit Document”, which is article 65389.

GTAC is using the TOPICS feature in the Knowledge Base to cluster similar articles. For all GTAC audit documents, the topic name to be used is “TopicGTACAudit.” When you search for this topic (search without quotes), it will also return all other GTAC audit documents (see example below).



Files can be downloaded from the Attachment Section of the article as showed below:



If you have problems accessing the Support Portal, send an email to [HPSWeb@Honeywell.com](mailto:HPSWeb@Honeywell.com) to get your credentials verified.

## Experion FTE Recovery Procedure for Experion R4xx and R5xx

The “Experion FTE Recovery Procedure” document has been updated to revision 18. It has been enhanced with an simpler FTE Recovery procedure, and a full FTE Driver reset procedure to be used in rare scenario.



### Instructions for Download:

Once logged in to [www.honeywellprocess.com](http://www.honeywellprocess.com), go to the Support Section and search for article 65115.

# Support Portal Update – March 2019

The HPS Technical Support Portal was recently updated to achieve the following goals:

- Improve customer experience
- Increase the use of the Submit Support Request form
- Improve case deflection
- Improve case content quality

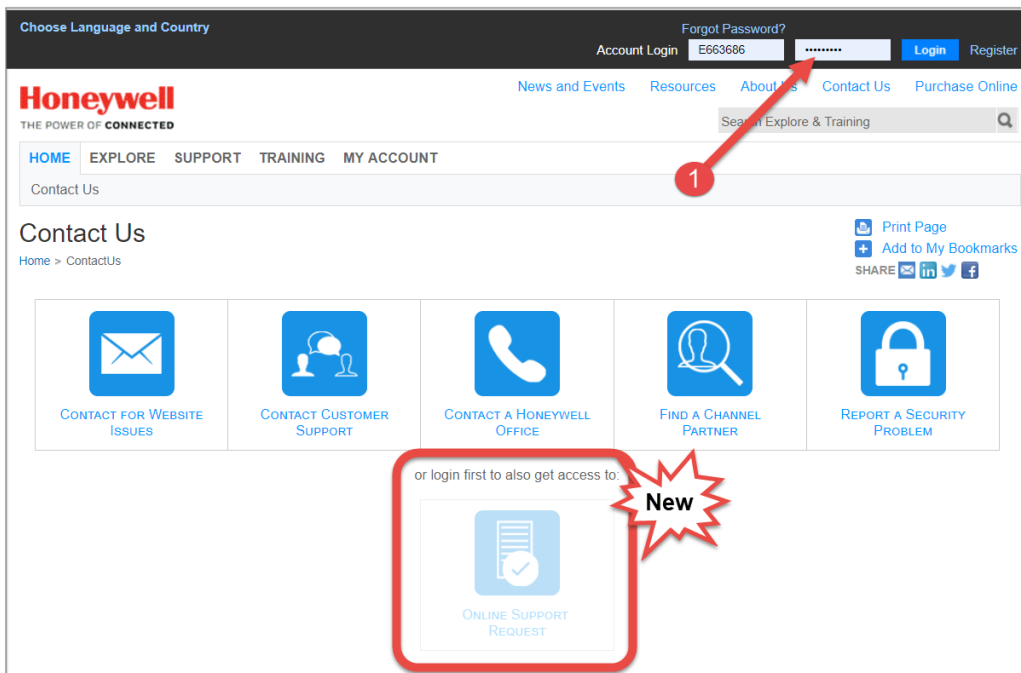
Two pages of the Support Portal were updated:

- Contact Us: <https://www.honeywellprocess.com/en-US/contactus/pages/default.aspx>
- Customer Support -HPS Customer Contact Center: <https://www.honeywellprocess.com/en-US/contact-us/customer-support-contacts/Pages/default.aspx>

## Contact Us

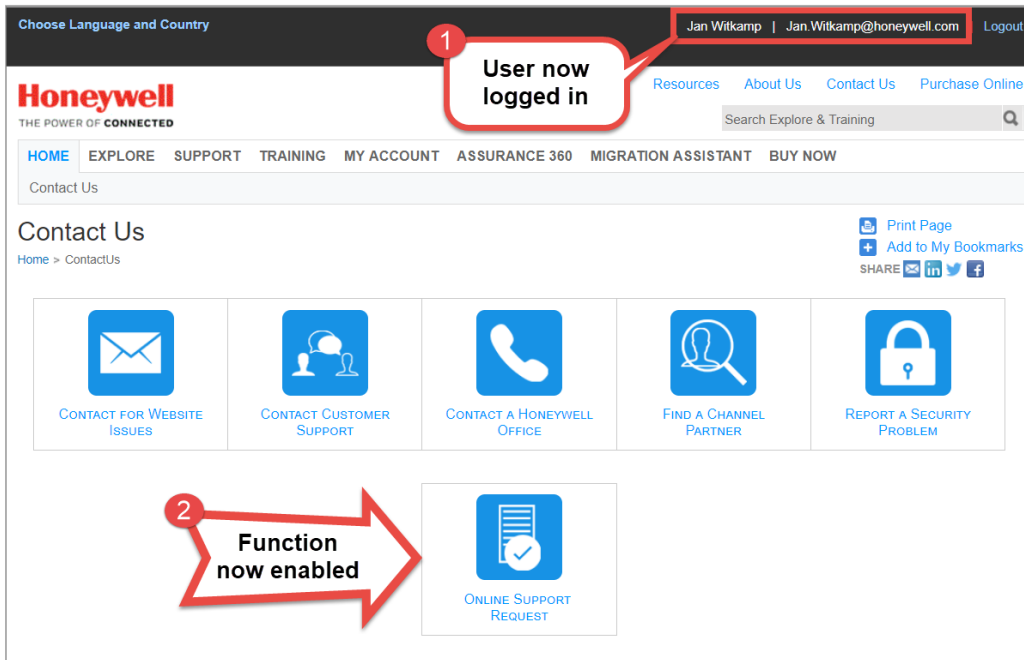
What has changed?

- A new option has been added to the Contact-Us landing page allowing visitors to immediately jump to the Online Request Form. As this function requires the user to be logged in, it is initially “greyed” out and not selectable
- Enter your login and password to use this new function (1)



- After logging in, the new function is enabled, allowing the user to immediately start creating an Online Service Request. This eliminates two to three steps in navigation to this page.





## Submit Support Request

### Online SR Form

The **Online Service Request** allows the user to raise a service request. The user then specifies:

- Product Family (1) or
- Product (will calculate Product Family) (2)
- Keywords describing the problem (3)

Limit searches to essential words only to maximize search results. The page first shows a number of suggested Knowledge Articles (4), based on the Product Family, Product & Keywords provided. When an article solves the user's problem, it is called "**Case Deflection**." If not, the user may continue with the next steps of the SR creation.

**SUBMIT A REQUEST**

1. Issue Identification 2. Support Info 3. Product Info & Symptoms 4. Customer Info

**REQUESTER**

REQUESTER NAME  
Jan Witkamp  
COMPANY  
Honeywell  
COUNTRY  
Netherlands  
EMAIL ADDRESS  
jan.witkamp@honeywell.com  
PHONE NUMBER  
+31205656110

\* Choose a Product Family ?  
1 Experion PKS

Choose a Product ?  
2

\* Provide keywords describing your issue  
3 OPC integrator

Search Again Next Cancel

How long might this take?  
Target Response and Resolution Times

Want Honeywell to view your system remotely?  
Access Remote Support

Suggested Articles  
4

97 Results 1 2 3 4 5 6 7 8 9 10 ▶▶

Sort By Relevance ▼

**KSM 2015-031 OPC Integrator Configuration Guidelines**  
Article Number: 000064968 | Article Type: Knowledge Sharing Mails | Published Date: 21 Jan 2019 |  
Summary: The attached document describes configuration guidelines for OPC Integrator. GTAC would like to highlight the following sections in the document "Write Throughput" and "Perform writes to local points rather than remote points via DSA".  
★★★★★

**How to configure OPC Integrator**  
Article Number: 000076345 | Article Type: Solutions | Published Date: 4 Feb 2018 |

## Customer Support - HPS Customer Contact Center

### Redesign of the Customer Contact Center Page

Same information as before, but:

Steps in order of priority:

- Ensure you are registered so you can take maximum advantage of functions offered on this portal
- Why raise a Service Request or Call Customer Care if the answer to your question might be in the Knowledge Base?
- Submit your request online. This will immediately create an SR, share the SR-number with you on the screen, then and send a confirmation mail sharing the SR details.
- No loss of information

Important: Requires the user to be logged in first.

- Order Spare Parts online
- Mail Customer Care for any other question

For urgent cases, please call Customer Care or (preferably) first raise your Online Service Request and then contact Customer Care to ensure immediate follow up is arranged, providing them with the SR number generated to you by the system.

Note: Users who are not logged in will only find public knowledge articles, which are just a subset of all articles published. Therefore, logging in is also strongly recommended for this function.

Choose Language and Country Forgot Password? Account Login E663686 [password] [Login](#) [Register](#)

**Honeywell** [News and Events](#) [Resources](#) [About Us](#) [Contact Us](#) [Purchase Online](#)  
THE POWER OF CONNECTED Search Explore & Training

[HOME](#) [EXPLORE](#) [SUPPORT](#) [TRAINING](#) [MY ACCOUNT](#)

Contact Us [Feedback](#)

### Customer Support - HPS Customer Contact Center

[Print Page](#)  
[Add to My Bookmarks](#)  
 SHARE [Email](#) [LinkedIn](#) [Twitter](#) [Facebook](#)

Register Yourself	Call Customer Care: Americas
Search Knowledge Base (Please login to get full access to all knowledge articles)	Call Customer Care: Asia Pacific
Submit Online Support Request for Technical Support (Please login first to submit a request)	Call Customer Care: Europe
Order Spare Parts Online	Call Customer Care: Middle East & Africa
Mail us for any other question	Tell Us About Your Experience

## Using Your Mobile Device

- Optimized for mobile platforms: Apple, Android & Windows
- Go to [www.honeywellprocess.com](http://www.honeywellprocess.com) and select the Support tab

**Honeywell** | Support Portal

MENU

### SUBMIT A REQUEST

REQUESTER

**REQUESTER NAME**  
[Redacted]

**COMPANY**  
Honeywell

**COUNTRY**  
Netherlands

**EMAIL ADDRESS**  
[Redacted]@honeywell.com

**PHONE NUMBER**  
[Redacted]

←   →     ...

# How to Create a Custom Display for System Status

## Symptoms

---

How to create a custom display to show the status for the following system components:

1. Server Redundancy state
2. Console Station state
3. SCADA Controller state
4. C300 Controller state
5. TPN Server state
6. Primary Server indication

## Context

---

- Experion Console Station (ES-T) R43x
- Experion Server PKS (ESVT) R43x
- Experion Console Station (ES-T) R5xx
- Experion Server PKS (ESVT) R5xx

## Diagnosis

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Custom display to be designed to display system components status

## Cause

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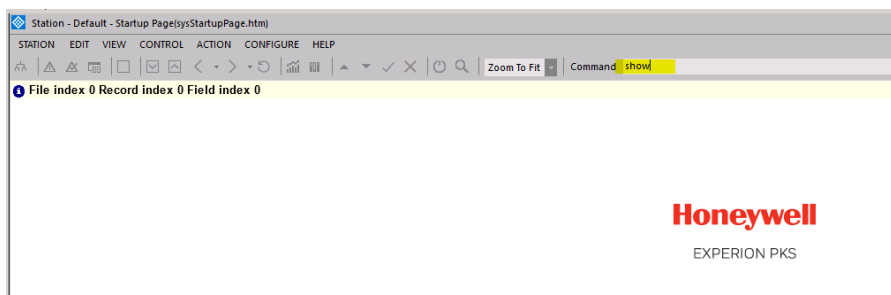
Custom display of system health

## Resolution

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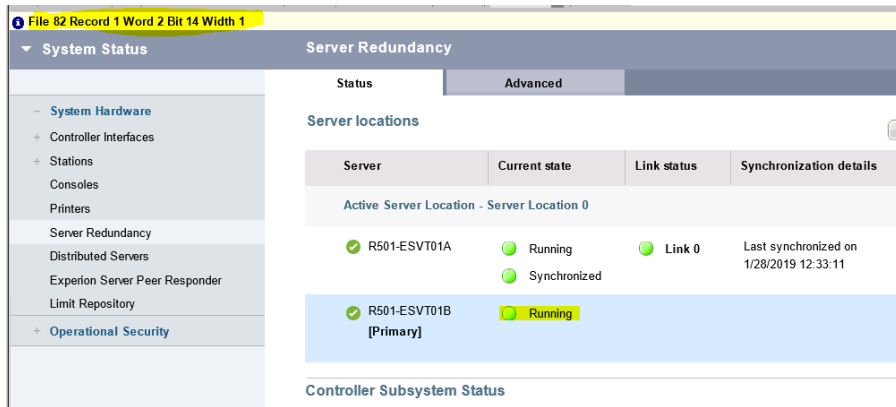
Open Station on Primary Server and type the command “Show” (without the quotes) in the command bar and press enter.

Note: The file/record/number might differ in some points.



**1. For Redundant Server Status:**

- Navigate to Configure > System hardware > Redundant Server Page > Status Tab
- Click on Running status of primary server (it will display File / Record / Word / Bit / Width data)
- Create a display as shown and enter the data in the circle shape (alphanumeric shape shown to indicate the numeric value of the status)



**a. Server A Status:**

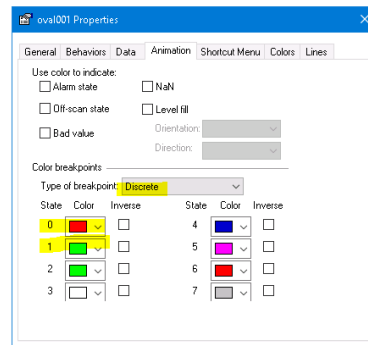
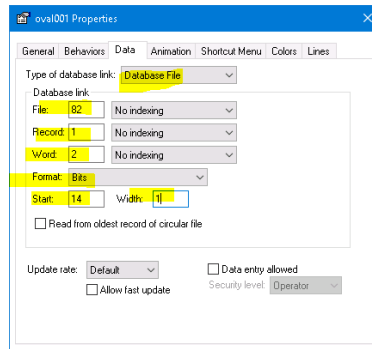
Stopped = 0  
 Running = 1  
 File = 82 / Record = 1 / Word = 3 / Format = Bits / Start = 14 / Width = 1

**LED Animation:**

0 = RED  
 1 = GREEN

	Status	Sync Status
Primary Server	9999.99	9999.99
Backup Server	9999.99	9999.99

	Status	Sync Status
Primary Server	9999.99	9999.99
Backup Server	9999.99	9999.99



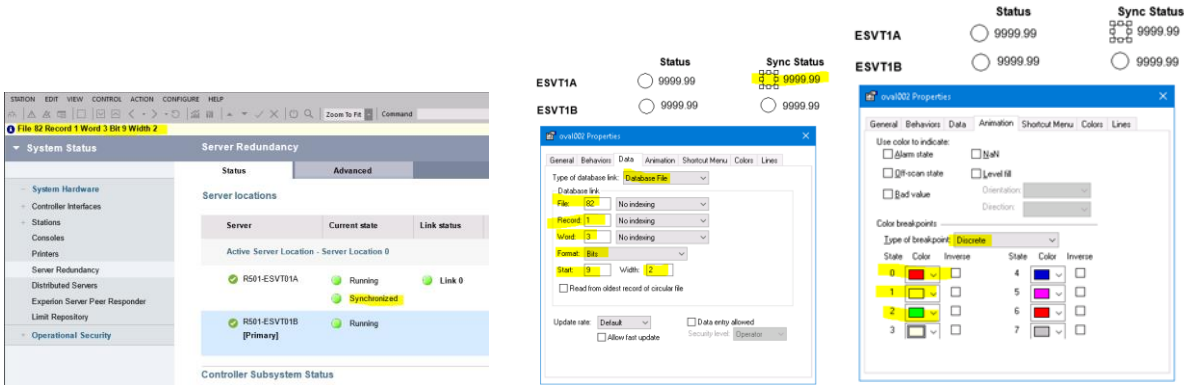
**b. Server A Sync Status:**

0 = Not Synchronized  
 1 = Synchronizing  
 2 = Synchronized  
 File = 82 / Record = 1 / Word = 3 / Format = Bits / Start = 9 / Width = 2

**LED Animation:**

0 = RED  
 1 = YELLOW  
 2 = GREEN

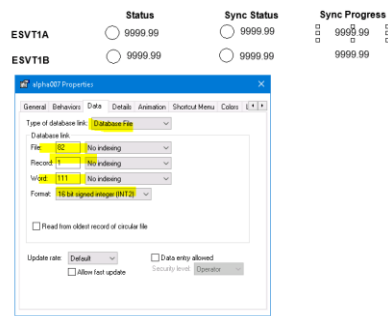
**Note:** The Word number changes for status of Server A and B. As such, you need to enter differently.



Note: The Data tab should contain the same information for the LED also.

**a. Server A Sync Progress:**

File = 82 / Record = 1 / Word = 111 / Format = INT2



**b. Server B Status:**

Stopped = 0

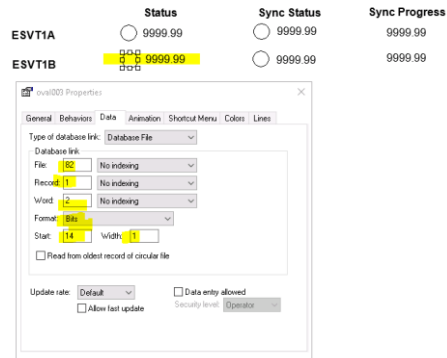
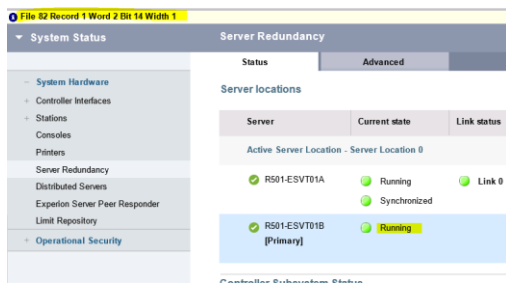
Running = 1

File = 82 / Record = 1 / Word = 2 / Format = Bits / Start = 14 / Width = 1

**LED Animation:**

0 = RED

1 = GREEN



**c. Server B Sync Status:**

0 = Not Synchronized

1 = Synchronizing

2 = Synchronized

File = 82 / Record = 1 / Word = 5 / Format = Bits / Start = 9 / Width = 2

**LED Animation:**

0 = RED

1 = YELLOW

2 = GREEN

Note: The Word number changes for status of Server A and B. As such, you need to enter differently.

**d. Server A Sync Progress:**

File = 82 / Record = 1 / Word = 112 / Format = INT2

**e. Output on Custom System Display Looks like below:**

	Status	Sync Status	Sync Progress
ESVT1A	<span style="color: red;">●</span> 0.00	<span style="color: yellow;">●</span> 1.00	90.00
ESVT1B	<span style="color: green;">●</span> 1.00	<span style="color: green;">●</span> 2.00	100.00

## 2. Console Station Status:

Below is the File, Record information for Console Station Node status.

Console Station Node Status:                      LED Animation:  
 Disconnected = 1                                      1 = RED  
 Synching = 3    3 = YELLOW  
 OK = 4    4 = GREEN

File = 95 / Record = 2 / Word = 2 / Format = INT2

## 3. SCADA Channel / Controller:

- SCADA Controller Status:
- State Descriptor: OK / MARGINAL / FAILED / UNKNOWN

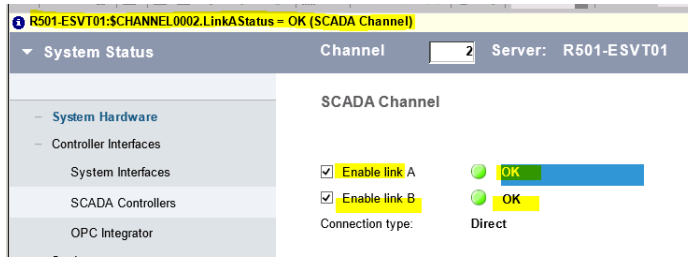
SCADA Controller      LINK A ● State  
 LINK B      State

SCADA Controller      LINK A ● State  
 LINK B      State

SCADA Controller      LINK A ● Failed  
 LINK B ● Marginal

### SCADA Channel Status:

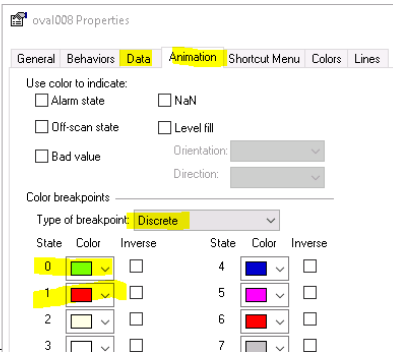
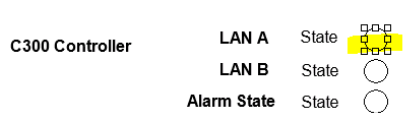
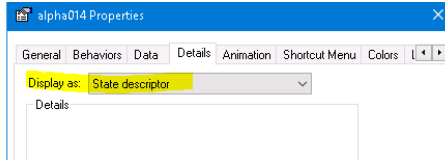
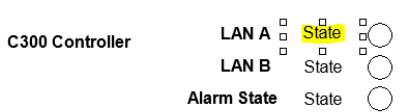
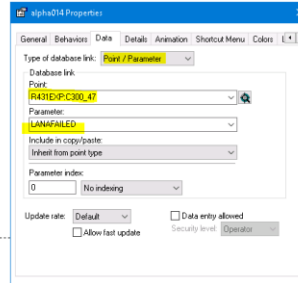
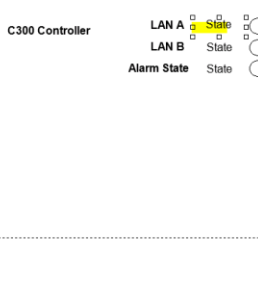
- Same method applies to SCADA Channel Status
- Point: R501-ESVT01:\$CHANNEL002
- Parameter: LinkAStatus



**4. C300 Controller State:**

The point parameter for checking if the controller is in alarm and displaying it on a custom system status

- a. Check if FTE LAN A and LAN B is OK  
 FTE LAN A Status = <<Servername>>:C300\_XX.LANAFALIED  
 OFF = Normal Status  
 ON = Failed Status
- b. FTE LAN B Status = <<Servername>>:C300\_XX.LANBFAILED  
 OFF = Normal Status  
 ON = Failed Status



Note: The Data tab should contain the same information for the LED

- c. C300 Alarm Status = <<Servername>>:C300\_XX.INALM  
 OFF = Normal Status  
 ON = Alarm Status



R431EXP:C300\_47.INALM - ON (Controller (2 I/O Links))

/System

**C300\_47**  
Controller (2 I/O Links)

**Controller**  
**CEERUN**  
FTE ● A ● B

CPU free(%) **79.22**  
Temp.(degC) **35.25**

Sync. State  
**SYNCAINT**  
Redundancy  
**PRIMARY**

**Alarm**

Location  
Device ind  
IP Address  
SNTP Sen  
IOLINK1  
IOLINK2  
CEE

Executi  
Controller:  
Controller:  
Control Le  
Battery St  
Soft Failur  
(See Soft:  
 Control

CPU  
Percent CI  
Minimum (

C300 Controller

LAN A State ○  
LAN B State ○  
Alarm State State ○

alpha016 Properties

General Behaviors **Data** Details Animation Shortcut Menu Colors

Type of database link: Point / Parameter  
Database link: R431EXP:C300\_47  
Parameter: INALM  
Include in copy/paste: Inherit from point type  
Parameter index: 0 No indexing

Update rate: Default  Data entry allowed  
 Allow fast update Security level: Operator

C300 Controller

LAN A State ○  
LAN B State ○  
Alarm State State ○

alpha016 Properties

General Behaviors Data **Details** Animation Shortcut Menu Colors

Display as: State descriptor

C300 Controller

LAN A State ○  
LAN B State ○  
Alarm State State ○

ova010 Properties

General Behaviors Data Animation **Shortcut Menu** Colors Lines

Use color to indicate:  
 Alarm state  NaN  
 Off-scan state  Level fill  
 Bad value Orientation: Direction:

Color breakpoints  
Type of breakpoint: Discrete

State	Color	Inverse	State	Color	Inverse
0	Green	<input type="checkbox"/>	4		<input type="checkbox"/>
1	Red	<input type="checkbox"/>	5		<input type="checkbox"/>
2		<input type="checkbox"/>	6		<input type="checkbox"/>

Note: The Data tab should contain the same information for the LED  
d. Final Output on Custom Display:

**C300 Controller**

**LAN A** OFF ●

**LAN B** OFF ●

**Alarm State** ON ●

## 5. TPS Interface on ESVT:

To show TPN Server Data Connection state on custom status display. Status is shown from the Primary Server.

File 5 Record 501 Word 181 Int2

System Status	TPS Connection	Alias: TPS
<ul style="list-style-type: none"> <li>System Hardware</li> <li>Controller Interfaces</li> <li>System Interfaces</li> <li>SCADA Controllers</li> <li>OPC Integrator</li> <li>Stations</li> <li>Consoles</li> <li>Printers</li> <li>Server Redundancy</li> <li>Distributed Servers</li> <li>Firewall Server Peer Responder</li> </ul>	<p><b>Status</b></p> <p>Data network link</p> <p>Link: Localhost</p> <p>Status: <span style="color: green;">●</span> OK</p> <p><b>Data</b></p> <p>TPN server state: <span style="color: black;">●</span> Unknown</p> <p>Connection status: <span style="color: red;">●</span> Access denied</p> <p>Last reconnect: 4/16/2019 9:37:11 AM</p> <p>Last disconnect: 4/16/2019 9:40:27 AM</p> <p>Last error (Hex): 0x80070005</p>	

TPS Interface TPN server State 9999.99 ●

TPS Interface TPN server State 9999.99 ●

TPS Interface TPN server State 9999.99 ●

Note: The Data tab should contain the same information for the LED  
 The output on custom display will be as follows:

TPN Server State: Stopped

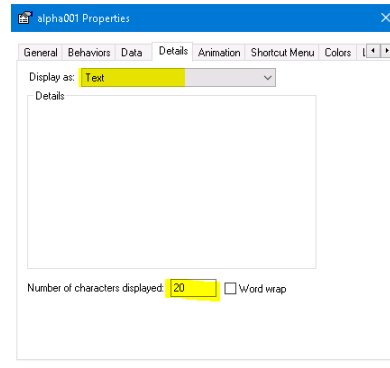
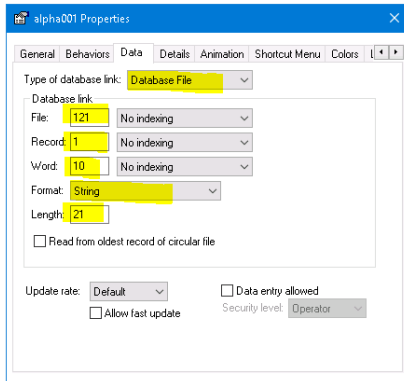
**TPS Interface TPN server State** 0.00 ●

TPN Server State: Running

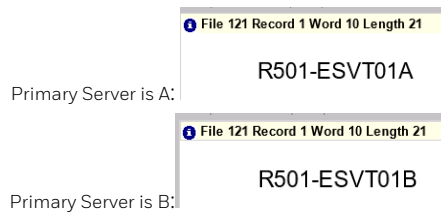
**TPS Interface TPN server State** 1.00 ●

## 6. Primary Server Indication

To show Primary Server Indication on custom status display for a redundant server system



The output on custom display will be as follows:



## Honeywell System Inventory Tool - No Purchase Required

The Honeywell System Inventory Tool, complimentary from Honeywell for current Experion® PKS customers, is a self-service tool to scan the inventory details of the entire system, including network, switches and associated nodes at predefined intervals. The tool generates an inventory file of hardware and software (including licenses) that users upload to the Honeywell Support Portal to see their inventory details in a logical and graphical overview.

With the Honeywell Inventory Portal, you will:

- **Know your system** - view a level of granularity you haven't seen before
- **Improve your service experience** - every request starts with knowing your system inventory
- **Make better decisions** - plan migrations, upgrades and maintenance with more clarity

Integral to Experion PKS, the System Inventory Tool runs in the background and will not impact the control system. It is fully supported by GTAC and will improve troubleshooting efficiency. The tool uses secure authentication on HoneywellProcess.com with enhanced security and support via TLS 1.1 or higher, and data access is highly restricted by the Honeywell Data Governance team and protected via authentication.

Get started today at <http://www.honeywellprocess.com/support>> System Inventory (requires log-in).

## HPS Priority Notifications

HPS Priority Notifications are available under “Latest Notifications” in [The Support Community](#). Be sure to check back regularly as new content is continually added in the form of Notifications, Be Aware Newsletters, Knowledge Base Articles and Updates.

Recent published notifications include:

Document Title	Product	Rel/Rev	Date Created
PN2019-13 Universal Safety IO fails with error code EC123	Safety Manager. Safety Manager SC	R153.7, R162.1 (Safety Manager), R200.2, R200.3 (Safety Manager SC).	04/17/2019
BW2019-05 Introducing new FIM4-FIM8 Hardware Revision	CC-PFB401 Fieldbus I/F, 4-seg & CC-PFB801 Fieldbus I/F, 8-	Experion PKS R310, R311, R400, R410, R430, R431, R432, R500, R501	03/22/2019
PN2019-09 Inability to control desired output parameters of ENUM type in Ethernet/IP Drive or Devices	C300	Experion PKS R501 & R510	03/22/2019
PN2017-24A Detect HART handheld function USIO not activated with Force key	Safety Manager	R152, R153, R160 & R161	03/21/2019
PN2019-07 System Inventory Tool installed from Experion DVD	Safety Manager	R510.x	02/28/2019
PN2019-06 External Power down on 48VDC or higher voltage output modules may cause control processors to halt	Safety Manager	R150, R151, R152, R153, R160, R161, R162	02/22/2019

## Products Revisions and Support Status

Latest Media Revision	Latest Patch/Update	Functional Release - First Shipment Announcement	Support Status	Software Product Category
Alarm Configuration Manager R321	R321.11	2014-08	Supported	Standalone Software
Alarm Event Analysis R321	R321.5		Supported	Standalone Software
Blending and Movement Automation R430.y	R430.4	2014-06	Supported	Software Package
Control Performance Monitor R56x	R560.1	2013-03	Supported	Software Package
Control Performance Monitor R57x	R570.1	2014-12	Current	Software Package
Control Performance Monitor R60x	R601.2	2018-05	Current	Software Package
ControlEdge 2020 R14x	R140.1	2017-04	Supported	System Software

ControlEdge 2020 R15x	R151.1	2018-11	Current	System Software
DynAMo Alerts & Notifications (A&N) R110	UA R321.2		Supported	Standalone Software
DynAMo Alerts & Notifications (A&N) R120	UA R321.2		Supported	Standalone Software
DynAMo Alerts & Notifications (A&N) R200	UA R321.2		Current	Standalone Software
DynAMo Documentation & Enforcement (D&E) R110	ACM R321.11	2016-05	Supported	Standalone Software
DynAMo Documentation & Enforcement (D&E) R120	ACM R321.11	2016-05	Supported	Standalone Software
DynAMo Documentation & Enforcement (D&E) R200	ACM R321.11	2016-05	Current	Standalone Software
DynAMo Metrics & Reporting (M&R) R110	R110.2		Supported	Standalone Software
DynAMo Metrics & Reporting (M&R) R120	R120.2		Supported	Standalone Software
DynAMo Metrics & Reporting (M&R) R200	R201.1	2016-05	Current	Standalone Software
DynAMo Operations Logbook (DOL) R100	R100.1	2014-07	Supported	Standalone Software
DynAMo Operations Logbook (DOL) R121	R121.1	2016-09	Supported	Standalone Software
DynAMo Operations Logbook (DOL) R200	R200.1	2017-02	Current	Standalone Software
DynAMo Operations Logbook (DOL) R211	R211.4	2017-08	Supported	Standalone Software
DynAMo Operations Logbook (DOL) R220	R220.3	2018-06	Current	Standalone Software
DynAMo Operations Monitoring (DOM) R100	R100.1	2013-04	Supported	Standalone Software
DynAMo Operations Monitoring (DOM) R121	R121.1	2016-09	Supported	Standalone Software
DynAMo Operations Monitoring (DOM) R200	R200.1	2017-02	Supported	Standalone Software
DynAMo Operations Monitoring (DOM) R211	R211.4	2017-08	Supported	Standalone Software
DynAMo Operations Monitoring (DOM) R220	R220.3	2018-06	Current	Standalone Software
Experion Backup and Restore R43x	R431.1	2014-06	Supported	Software Package
Experion Backup and Restore R500	R500.1	2017-04	Supported	Software Package
Experion Backup and Restore R501	R501.2	2017-12	Current	Software Package
Experion HS R41x	R410.1	2013-07	Supported	System Software
Experion HS R43x	R430.1	2015-03	Supported	System Software
Experion HS R50x	R500.3	2017-08	Supported	System Software
Experion HS R51x	R510.1	2018-09	Current	System Software
Experion LS R30x	R300.1	2009-11	Supported	System Software
Experion LS R40x	R400.1	2011-06	Current	System Software
Experion LX R10x	R100.1	2013-08	Supported	System Software
Experion LX R11x	R110.2	2014-09	Supported	System Software
Experion LX R12x	R120.1	2015-03	Current	System Software
Experion MX CD Controls R61x	R610.1	2013-02	Supported	Software Package
Experion MX CD Controls R70x	R701.1	2017-03	Current	Software Package
Experion MX CDMV Controls R61x	R610.1	2013-02	Supported	Software Package
Experion MX CDMV Controls R70x	R701.1	2017-03	Current	Software Package
Experion MX IDP Scout R61x	R610.1	2013-02	Current	Standalone Software
Experion MX IntelliMap R61x	R610.1	2013-02	Current	Standalone Software
Experion MX MD Controls R61x	R611.1	2013-02	Supported	Software Package
Experion MX MD Controls R70x	R701.1	2017-03	Current	Software Package
Experion MX MDMV Controls R61x	R611.1	2013-02	Supported	Software Package
Experion MX MDMV Controls R70x	R701.1	2017-03	Current	Software Package
Experion MX/MXProLine R60x	R603.1	2011-04	Supported	System Software
Experion MX/MXProLine R61x	R615.3	2013-02	Supported	System Software

Experion MX/MXProLine R70x	R701.1	2017-06	Current	System Software
Experion PKS R43x	R432.2	2014-03	Supported	System Software
Experion PKS R50x	R501.4	2017-01	Supported	System Software
Experion PKS R51x	R510.2	2018-08	Current	System Software
Fail Safe Controller R710	R710.9	2016-11	Supported	System Software
Fail Safe Controller R801	R801.2	2019-02	Current	System Software
Field Device Manager R50x	R501	2018-03	Supported	Standalone Software
Field Device Manager R44x	R440.1	2014-06	Supported	Standalone Software
Field Device Manager R45x	R450.1	2015-02	Supported	Standalone Software
Field Device Manager R50x	R500.1	2017-03	Current	Standalone Software
Honeywell Trace R100	R100.1		Supported	Standalone Software
Honeywell Trace R110	R110.1		Supported	Standalone Software
Honeywell Trace R120	R120.1		Current	Standalone Software
Immersive Competency	R100.1	2018-07	Current	Standalone Software
Intuition Executive R22x	R220.1	2014-05	Supported	Standalone Software
Intuition Executive R23x	R230.1	2015-07	Current	Standalone Software
Intuition KPI R11x	R110.1	2014-05	Supported	Standalone Software
OptiVision R531	R531.1	2012-01	Supported	Standalone Software
OptiVision R540	R540.1	2014-08	Supported	Standalone Software
OptiVision R541x	R541.1	2015-12	Current	Standalone Software
PlantCruise R10x	R100.3	2013-07	Supported	System Software
PlantCruise R11x	R110.2	2014-09	Supported	System Software
PlantCruise R12x	R120.1	2015-03	Current	System Software
PMD R83x	R831.1	2015-02	Supported	System Software
PMD R90x	R900.2	2017-02	Supported	System Software
PMD R91x	R910.1	2018-12	Current	System Software
Procedure Analyst R40x	R400.0	2011-05	Supported	Software Package
Procedure Analyst R41x	R410.0	2013-01	Supported	Software Package
Procedure Analyst R43x	R430.1	2015-06	Current	Software Package
Procedure Analyst R6.x	R6.1	2008-12	Supported	Software Package
Profit Blending and Movement R431.y	R431.4	2015-06	Supported	Software Package
Profit Blending and Movement R500.y	R500.2	2016-11	Supported	Software Package
Profit Blending and Movement R501.y	R501.2	2018-05	Current	Software Package
Profit Suit R41x	R411.1	2013-05	Supported	Software Package
Profit Suit R43x	R431.1	2014-12	Supported	Software Package
Profit Suit R44x	R441.1	2017-04	Supported	Software Package
Profit Suit R50x	R500.1	2018-10	Current	Software Package
Quality OptiMiser R540x	R540.1	2010-10	Supported	Standalone Software
Quality OptiMiser R550x	R550.1	2012-12	Supported	Standalone Software
Quality OptiMiser R550x	R550.2	2014-07	Current	Standalone Software
Quality OptiMiser for QCS R550x	R550.2	2014-12	Current	Standalone Software
Risk Manager	R170		Current	Standalone Software
RTU2020 R11x	R110.1	2015-06	Supported	System Software
RTU2020 R12x	R120.1	2016-05	Supported	System Software
Safety Historian R141	R141.1	2008-07	Supported	System Software

Safety Historian R201	R202.1	2018-11	Current	System Software
Safety Manager R146	R146.2	2010-09	Supported	System Software
Safety Manager R153	R153.7	2016-10	Supported	System Software
Safety Manager R162	R162.1	2019-01	Current	System Software
Safety Mangaer SC R200	R200.3		Current	System Software
Secure Media Exchange (SMX)	R102.3		Current	Standalone Software
TPN (AM) CLM R36x	R360.12	2002-01	Supported	System Software
TPN R685.x	R685.4	2016-06	Supported	System Software
TPN R686.x	R686.4	2016-10	Supported	System Software
TPN R687.x	R687.3	2018-02	Supported	System Software
TPN R688.x	R688.1	2019-01	Current	System Software
TPS (APP) CLM R20x	R200.2	2012-07	Supported	System Software
TPS Builder R430	R430.1	2016-05	Supported	Software Package
TPS R42x	R421.3	2009-11	Supported	System Software
Uniformance Asset Sentinel R510	R510.1	2017-04	Supported	Standalone Software
Uniformance Asset Sentinel R511	R511.2	2017-10	Supported	Standalone Software
Uniformance Asset Sentinel R520.1	R520.1	2018-12	Current	Standalone Software
Uniformance Executive R31x	R311.1	2018-03	Current	Standalone Software
Uniformance Insight R102	R102.1	2017-02	Supported	Standalone Software
Uniformance Insight R110	R110.1	2017-10	Supported	Standalone Software
Uniformance Insight R200	R200.1	2018-06	Current	Standalone Software
Uniformance KPI R12x	R121.1	2017-05	Supported	Standalone Software
Uniformance KPI R13x	R130.1	2018-03	Current	Standalone Software
Uniformance PHD R321	R321.1	2015-03	Supported	Standalone Software
Uniformance PHD R340	R340.1	2017-10	Current	Standalone Software
Uniformance Process Studio R322	R322.2	2016-09	Current	Standalone Software
UniSim Competency Suite	R450.1	2016-11	Supported	Standalone Software
UniSim Competency Suite	R451.1	2016-11	Supported	Standalone Software
UniSim Competency Suite	R452.1	2016-11	Supported	Standalone Software
UniSim Competency Suite	R460.1	2018-04	Supported	Standalone Software
UniSim Competency Suite	R461.1	2019-01	Current	Standalone Software
UserAlert R321	R321.2		Supported	Standalone Software
Web Order Services 540x	R540.1	2014-08	Current	Standalone Software

Note: Software releases not listed in the table above are in "Phased Out" lifecycle status. The HPS Product Support Guide for Control, Safety and Monitoring Systems is available for download [here](#).

Only Latest and Latest-1 patches/updates are supported by GTAC at the defined support level for the software functional release.

## Definitions:

"Software Package" means any HPS software product developed for the specific functional release of System Software.

"Standalone Software" means any HPS software product developed for independent operation from a System Software functional release.

"System Software" means machine-readable data and executable programs used to define the functionality of the HPS control system and Standard Hardware products, but does not include firmware, operating system, application software or other software products.