

# HONEYWELL INFORMATION, NEWS, AND TIPS



JUNE 2019

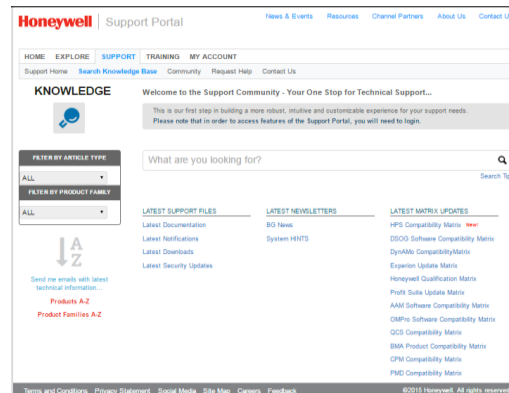
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Login to [www.HoneywellProcess.com](http://www.HoneywellProcess.com). Go to Support > **Search Knowledge Base** and click on [System HINTS](#) under Latest Newsletters. In the page that opens, click on [Subscribe to Support Newsletters \(System HINTS\)](#)

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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 the Honeywell Users Group

The 31<sup>st</sup> annual Honeywell Users Group, Europe, Middle East and Africa will take place September 23-26 at [The Hague World Forum](#).

[Register Now](#)

### Top 10 reasons to attend HUG

1. Watch peers present
2. Take a closer look at the latest products and solutions in the [HUG Demo Center](#)
3. See our [General Sessions and keynote speaker Andreas Ekström](#)
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. [Follow one or all training and or workshops](#)
9. Attend the Intelex Users Day
10. Only at HUG benefit from **exclusive HUG sales promotions**

And there will be more! We look forward to seeing you in [The Hague, The Netherlands](#).

**Registration is Open:** Register before August 30 and save almost 635 Euro!.

See all information at [www.honeywellusersgroup.com](http://www.honeywellusersgroup.com).

Your Honeywell team

# Honeywell Users Group Americas - How to find the presentations

We hope you had a safe return back home. The 2019 HUG presentation PDFs, and pictures are available on our website: [www.honeywellusersgroup.com](http://www.honeywellusersgroup.com), select Americas and select Presentations. See the log in at the upper right corner of the HUG presentations page, to be able to see the End User presentations: **you need to be logged in.**

We will send you another message and survey link if you have participated in any of the workshop/trainings to get your input on those. If you wish to send any additional requests, comments or suggestions with regard to this year's HUG, please feel free to email us at: [\[email protected\]](#).

Feel free to engage with the global Honeywell Users Group (HUG) community year-round by following our [LinkedIn company page](#).

Thank you for joining us at 2019 Americas HUG. We hope you found the time well spent and look forward to seeing you again at HUG, next year 2020:

**June 21-25 at the JW Marriott Orlando, Grande Lakes.**

Your HUG Organizational team

## Uniformance PHD R400 is Available!

PHD R400 was released to customers in June 2019. R400 provides the ideal migration path and unparalleled customer value through:

- Extremely fast responses to queries, excellent responsiveness to desktop users, Times to fulfill data queries improves by 65-80%
- IT departments benefit from lower CPU utilization and a 4x improvement in data storage rates, allowing PHD to keep up with the ballooning volumes of data required by users.
- PHD's new redundancy option ensures that applications and end users are never left cold during a PHD server outage. The new 4-way Robust PHD option ensures:
  - Data is always flowing to the two synchronized PHD servers. If one server is down due to planned maintenance or unplanned failures, the other is available to provide real-time continuity to users.
  - The PHD R400 robust client quickly switches the user or application from the failed PHD server to the active node.
  - The Experion Link and OPC RDI (Real-time Data interface) now support redundant collectors as well as history recovery, ensuring uninterrupted data flow.
  - The robust shadow server can be at different physical locations, ensuring that a system can be used as a disaster recovery locale.
- Direct migration from any PHD R300 version.
  - No intermediate releases release upgrades necessary for users of PHD R300 onward.
  - Users who already meet our specifications for R400 can opt to do an in-place upgrade. Buying new servers is not necessary.
  - Upgrades from the R200 release series is also available, but will require new servers and a more complex migration path.

With the release of PHD R400, PHD R340 becomes a secondary release that is still supported and available for system expansions, but is not eligible for enhancements.

For access to technical documents on PHD R400, log in to the [PHD R400 support page](https://honeywellprocess.com/support) at honeywellprocess.com/support.

## Product Withdrawal Announcement Safety Manager Universal Safety Interface type: FE-USI-0002

### Overview

This is a product withdrawal notice for the Universal Safety Interface module type FE-USI-0002, which will be replaced by the Universal Safety Interface module type FX-USI-0002.

### Withdrawal Date

The modules mentioned in this announcement will be withdrawn from the Safety Manager product line on July 31, 2019.

### Reasons for Withdrawal

- The FE-USI-0002 module has components which will be obsolete in the near future

### Parts Ordering

The FE-USI-0002 module will not be produced anymore. The FE-USI-0002 module as system part, spare part or replacement part can be ordered and delivered until stock is depleted. After the FX-USI-0002 module will be delivered whenever the FE-USI-0002 module is being ordered. In the Total Plant Configurator (TPC) the FE-USI-0002 module will be disabled and replaced with the FX-USI-0002 module.

### Product Summary Current withdrawn FE-USI-0002 modules

The table below lists the FE-USI-0002 modules that have been withdrawn:

SAP material number	Rev	SAP Material Description
FE-USI-0002	10	UNIVERSAL SAFETY INTERFACE MMEM CC, EUCN

Note: The FC-USI-0001 and FC-USI-0002 were already withdrawn from sales. Please check Honeywellprocess.com/support for more information:

Knowledge Article [000070613 - FC-USI-0001 and FC-USI-0002 are succeeded and replaced by FE-USI-0002.](#)

Note: First login at Honeywellprocess.com/support before clicking on the URL link above to be able to open the article.

### Alternatives for withdrawn FC-USI-0001, FC-USI-0002 and FE-USI-0002 modules

The table below lists the alternative for the withdrawn FC-USI-0001, FC-USI-0002 and FE-USI-0002 modules

SAP material number	Rev	SAP Material Description
FX-USI-0002	10	UNIVERSAL SAFETY INTERFACE MMEM CC, EUCN

The FX-USI-0002 module is pin-to-pin and function compatible with the FE-USI-0002, FC-USI-0002 and FC-USI-0001 modules.

Important: The FX-USI-0002 will not be supported by Safety Manager systems running on software which was released prior to R140.1. It is strongly recommended to upgrade Safety Manager systems running on these early releases to the recommended software release. If it is not possible to perform the upgrade in the near future, it's advised for end-users to check if sufficient spare parts are available in the rare case a FE-USI-0002, FC-USI-0002 or FC-USI-0001 is detected faulty.

### Using the FX-USI-0002 module

The FX-USI-0002 module can be used as spare part for the FE-USI-0002, FC-USI-0002 and FC-USI-0001 module and:

- can replace the FE-USI-0002, FC-USI-0002 and FC-USI-0001 module on line
- will function as the FE-USI-0002, FC-USI-0002 and FC-USI-0001 module.
- will function with the other FE-USI-0002, FC-USI-0002 and FC-USI-0001 module in the redundant SM Controller.
- will only function with Safety Manager software releases R140.1 and higher.

The FX-USI-0002 has enhanced functionalities which are not active when the module is used as a replacement for FC-USI-0001. These enhancements are available in Safety Manager release R151.1 and higher. Updating the system configuration to module type USI-0002 can be done online.

- Update the USI module type SM Controller Properties (Refer to figure 1)

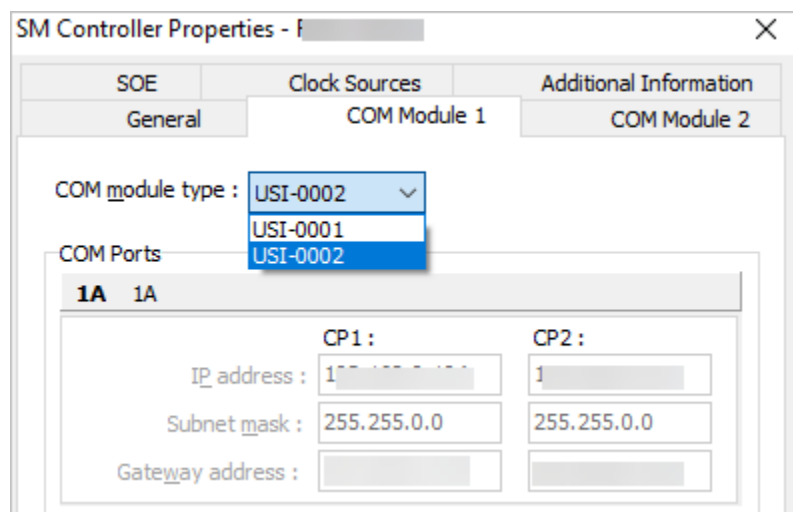


Figure 1

- After the change, the application needs to be compiled and loaded following the standard OnLine Modification (OLM) procedure.

## McAfee Agent 5.6.0 uploads the same events more than once and results in backlogs on ePO server

### Background:

McAfee communicated to Honeywell that an issue was found in McAfee Agent 5.6.0 HF1264214 (5.6.0.878), resulting in the removal of this version from the McAfee Download Site and ePO Software Catalog.

This issue may result in duplicate events which can elevate the load on the ePO server. Further details about this issue can be found in the following McAfee Knowledge Article.

<https://kc.mcafee.com/corporate/index?page=content&id=KB91418>

Latest Antivirus Guideline (version 8.8) released by Honeywell has McAfee Agent 5.6.0 HF1264214 (5.6.0.878) as qualified patch along with other McAfee component as shown in the below picture.

HPS Product Releases	Certified Versions			
	McAfee Components			Symantec Norton
	VSE and Engine	ePO and Agent	McAfee MOVE Agentless	
Experion PKS/EAPP R510.x	VSE 8.8 Patch 12 + HF1262936 and Engine 6000.8403	McAfee Agent 5.6.0 + HF1264214 and ePO 5.10 Update 3	TBQ	SEP 14.2.0.1 14.2 MP1
	VSE + ASE 8.8.0 Patch 12 and Engine 6000	ePO 5.10.0 and Agent 5.6.0	TBQ	SEP 14.0.1.2 RU1 MP2
	VSE + ASE 8.8.0 Patch 10 and Engine 5900	ePO 5.9.1 and Agent 5.0.6	McAfee MOVE Agentless 4.5.1 - Refer 2.2	SEP 12.1RU6 MP10

**Resolution:**

This issue is resolved in McAfee Agent (MA) 5.6.1. Honeywell is planning to qualify the McAfee Agent (MA) 5.6.1 on priority. Once the qualification is completed, Antivirus guideline document will be updated with latest information and published in Honeywell support portal.

Till then Honeywell recommends not use McAfee Agent 5.6.0 HF1264214 (5.6.0.878) and wait for the qualification of McAfee Agent (MA) 5.6.1.

**Solution to enable the use of RSLinx on Experion R51x**

We have released a workaround to enable the use of RSLinx on Experion R51x, the technote 395 provides the workaround.

**Experion PKS Technical Note # 395**

**Date:** 27 November 2018  
**Issued By:** Technology  
**Subject:** Solution to enable RSLinx to be used with Experion R510  
**Release:** Experion R510, RSLinx 4.00.01  
**Related PAR:** PAR 1-A3IXP93 - SQL dump files created every 1 hour on the R510 servers cause the C: drive to eventually fill up, Experion reports do not work

**Keywords:** RSLinx, Allen Bradley Interface

**Distribution:** For Customer Distribution

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**1. Introduction**

During testing of the Experion R510 Allen Bradley interface with RSLinx it was discovered that the Experion server PC quickly ran out of disk space. This was due to crash dump files being generated every hour under C:\Program Files\Microsoft SQL Server Reporting Services\SSRS\LogFiles.

On the same system, following processes were not running:

- RSMangement.exe
- RSPortal.exe
- ReportingServicesService.exe

These Microsoft SQL Server Reporting Services processes are critical to Experion reports functionality.

These issues prevented RSLinx from being used with Experion R510 at the time of Experion R510.1 release.

**2. Root Cause**

By default, the FactoryTalk Diagnostics Local Reader service (RNADiagnosticsSrv.exe) uses TCP port 8082. This same port is used by Microsoft SQL Server 2017 on an Experion R510 server for Reporting Services.

Instructions for download:

Once logged in to [www.honeywellprocess.com](http://www.honeywellprocess.com), you would go to the Support Section, then search for article 98707.

## Experion SCADA Interface Support Levels

We have updated the Experion SCADA Interface Support Levels document; the technical note details the testing and support status of SCADA interfaces in Experion R410, Experion R43x and Experion R5xx including support for BCC (Backup Control Center - a licensed option of Experion that supports business continuity. BCC allows more than one pair of redundant servers to be configured, with each pair of servers associated with a server location).

Revision History	Description
June 21, 2019	RSLinx v.4.10.00 is supported for Experion R5xx

Instructions for download:

Once logged in to [www.honeywellprocess.com](http://www.honeywellprocess.com), you would go to the Support Section, then search for article 65132.

## Experion Update Matrix

The Experion Update Matrix has been updated to version 232.

It can be found in attachment or on the following link (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
v232	18-Jun-19	<p>Microsoft Security Update ISO - 18 June 2019  Microsoft Security Updates RMISO - 18 June 2019 - Honeywell Trace tab  SUIT ISO User Guide - 20 May 2019  Anti-virus Quick Reference Guide - 3 June 2019  Anti-virus Software Guidelines - 30 Apr 2019  Anti-virus Software Guidelines for Virtualization Environment - 6 June 2019</p> <p>EPKS R510.2 Tools and Controller Hotfix 1  EPKS R510.2 HMIWeb Patch 1  EPKS R501.2 Infrastructure HotFix 3  EPKS R501.2 TPS Integration HotFix 2  EPKS R501.2 TPS Displays HotFix 2  EPKS R430.6 Tools and Controller Hotfix4  Experion Backup and Restore R501.2 Hotfix 2</p> <p>Experion HS R510.2 - <a href="#">new release</a>  Experion HS R500.1 QuickBuilder Patch 1  Experion LX R510.2 - <a href="#">new release</a>  Experion LX R500.1 QuickBuilder Patch 1  PlantCruise R510.2 - <a href="#">new release</a>  PlantCruise R510.2 QuickBuilder Patch 1  PlantCruise R500.1 QuickBuilder Patch 1</p> <p>PN2019-013A      BW2019-07      RAL2019-03  Honeywell Qualification Matrix  EPKS / TPN Matrix - update  EUM Maintenance - existing links updated.</p>

## Experion Client-Server Technical Audit Document

The Experion Client-Server Audit Document has been updated with important lessons learned since the last release of the technical audit document.

Version:	Date:	Modification:
44	June 2019	<p>Updated number of display in pool recommendation in check 28  Added a note in check 8 for Batch customers.  Added Check 90 on Verify the Display Scaling on Client Nodes on Experion R5xx</p>

### Deliverables:

- Audit\_ClientServer\_rev44.pdf
- GTAC\_CS\_Companion\_rev44.zip
- Word document: Audit\_ClientServer\_rev44.doc

### List of all GTAC Technical Audit documents:

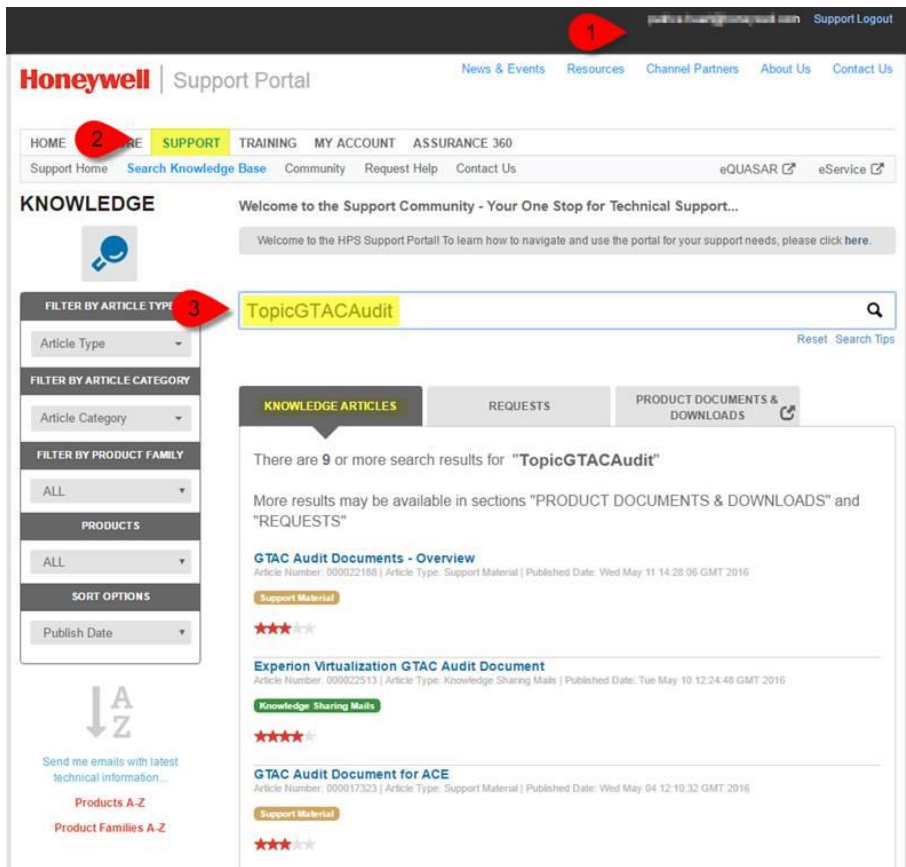


Article #	Audit Document Title	Experion Scada	Experion with CDA points	Experion with TPS points	Experion with CDA and TPS points	EAS/RESS/Eservers
<a href="#">65350</a>	Experion Server Client GTAC Audit Document	x	x	x	x	x
<a href="#">65389</a>	Experion Network GTAC Audit Document	x	x	x	x	x
<a href="#">65349</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, search for “Client Server and Audit” and then select “Experion Server Client GTAC Technical Audit Document” (article [65350](#)).

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, it will return all other GTAC Audit documents (see example below).



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

## Attachments

[Audit ClientServer rev.11.pdf](#)

[GTAC CS Companion rev.2.zip](#)

[Audit ClientServer rev.11.doc](#)

## Why it's important to use the latest version of the System Inventory Tool.

The install base development team (which owns the development of the System Inventory Portal) has been diligently working to integrate the portal with the PM tool and R2Q in Salesforce. Because of this newly integrated support in the portal, it is essential to have the latest System Inventory Tool (SIT) installed and configured on our client sites. The latest release of SIT R230.3 was updated to include some enhancements and fixes to properly identify assets that were not properly collected in earlier releases of the SIT.

The SIT is designed to run automatically on a scheduled basis; it is important to collect the data on schedule and upload it into the portal to ensure that we have recent assets data. This becomes more important as the team integrates more tools with the Install Base Database (SIT portal).

The latest SIT can be downloaded [here](#).

## Honeywell System Inventory Tool - What is It, and Why Do I Need It?

### Overview

The Honeywell [System Inventory Tool](#) provides a comprehensive system inventory documentation solution to support Honeywell's contract renewal process. The tool enables our customers to complete their yearly contract renewal online through an automated system, better manage risk, prepare for any migrations, and ensure compliance and continuous evolution of their control system.

The System Inventory Tool collects asset data, which is then hosted in a secure Honeywell data center where the customer can view all their control system asset data (both hardware and software) through the System Inventory Portal. And, best of all, the tool is provided free of charge by Honeywell for all contracted and non-contracted sites and does not require an SESP contract or Assurance 360 service agreement.

### Automated Online Contract Renewals and More

The System Inventory Tool was developed to support online contract renewals. Gone are the days of the laborious task of manually reviewing contract renewal worksheets, trying to track changes via emails and phone calls, and providing results in a timely manner. No more lost notes or questions such as, “What did we do last year?” All updates and notes regarding asset quantities will be captured in the tool and carried forward year over year, making future contract renewals faster and easier. But contract renewals are just once a year – what else can you do with the tool?

### **Better Management of Risks**

With the System Inventory Tool, you have the ability to see all your control system assets by each MSID in the Honeywell System Inventory portal. With this view, product support status is shown for each asset. Do you know if your control system is using outdated equipment or assets no longer supported by Honeywell? Finding out answers like this is just a mouse click away in the portal.

When you can see all your equipment in a single view via the online portal, you know exactly what hardware and software is running, what's outdated and where improvements could be made, thus better managing risk.

### **Compliance and Continuous Evolution of Your Control System**

With the asset topology feature found in the System Inventory Portal, you'll have insight into the hardware components in each control system, thus avoiding lengthy delays to gather the right information when the system needs to be supported or expanded.

Today, systems are more complex than ever before and there is limited information on how the different components need to interact. When you can visualize your entire control system in one view, you increase awareness that leads to better decision-making.

### **Migrations**

You have a budget for a migration, and in many cases, it's “use it or lose it.” So, how will you know where best to invest in your control system? Can you quickly review every MSID design, topology, and product support status for every asset? If you've uploaded your inventory asset data file to the System Inventory Portal, all this and more is just a mouse click away. And did we mention it's free? That's right...Honeywell offers this to all our customers at no cost. No contract or service plan of any kind is required.

### **Quickly Locate Assets**

All assets are listed by Site > MSID and user-defined system names, and because each system name you choose is assigned to its respective MSID, finding your systems is easy – even if you don't know the MSID name.

### **What Can the Collected Asset Data Tell Me?**

Keeping track of the patches and updates you've installed on your servers and stations can be a time-consuming task. It requires logging into each server or node and checking through the control panel to see which patches and updates have been installed. Now, if you've run the System Inventory Tool and uploaded your asset inventory file to the portal, just click on the server or console station and a complete list of all installed applications, patches, and updates will be displayed in an easy-to-read table. Need to know which version of boot firmware is installed on a C300 controller? Just click on the MSID, select the controller and a table will display everything you need to know. Want even more flexibility? Export the data to an Excel spreadsheet and sort it, or create a pivot table for convenient viewing.

### What Data Does the Tool Collect?

The tool is designed to capture details of the existing system hardware and software versions, including servers, stations, controllers, I/O modules, node details, installed applications, and switch models. Please see the table on page 3 for more information.

### How Do I View My Data?

The System Inventory Portal allows customers and certain Honeywell account managers to see their account asset data. Within the portal you can see all your servers, stations, controllers, nodes, and switch hardware and detailed information about each. Depending on which asset you're viewing, you can see the serial number, f/w, BIOS, installed software, serial number, support status, and much more. To access the portal, go to [honeywellprocess.com/support](http://honeywellprocess.com/support) and login with the same credentials used when you registered. Not registered? No problem! Registration is free and takes less than a minute. Once you are registered, login and select the Support tab, then select the System Inventory tab.

### Security

The System Inventory Tool does not collect any sensitive data. That means no IP addresses or customer information is ever collected. The data collected is strictly related to the assets (e.g., BIOS version, f/w version, model number, serial number, h/w version, and other asset-only related data). All data is safeguarded by TLS 1.1 or higher security, and protected by the Honeywell Data Governance team.

The System Inventory Tool runs as a low-priority Windows Service Event, which means it will throttle down or even pause if other Windows Events need to take priority. What this means is the tool will not put a burden on your control system, nor adversely affect the performance of the network.

### Who Can See My Data?

#### Honeywell Updates

System Name : M [redacted] MSID : M [redacted] Product Name : Experion Server

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Update Name

- ++ Patch Experion PKS R410.2 Honeywell Security Model - Workstation
- ++ Patch Experion PKS R410.2 Honeywell\_HCI\_Runtime
- ++ Patch Experion PKS R410 QBP Patch1
- ++ Patch Experion PKS R410 HMIWeb Station and Display Builder Patch 2
- ++ Patch Experion PKS R410.2 Configuration Studio Patch 1
- ++ Patch Experion PKS R410 Server Patch 7
- ++ Patch Experion PKS R410.2 Controller Patch
- ++ Patch Experion PKS R410.2 Honeywell\_Safeview
- ++ Patch Experion PKS R410.2 Honeywell System Management Runtime

#### Series C I/O

System Name : M [redacted] MSID : M [redacted]

---

IO Link	Name	Model	Slot/Card#	Hardware Revision	Boot FW	App FW	Serial
236IOLINK_1A	DI_HV_23	CC-PDIH01	23A	C	04.01.03	04.01.08	[redacted] 3
236IOLINK_1A	DI_HV_19	CC-PDIH01	19A	C	04.01.03	04.01.08	[redacted] 5
236IOLINK_1A	DO_24B_33	CC-PDOB01	33A	G	04.01.03	04.01.08	[redacted] 1
236IOLINK_1A	DO_24B_32	CC-PDOB01	32A	G	04.01.03	04.01.08	[redacted] 3
236IOLINK_1A	DI_HV_22	CC-PDIH01	22A	C	04.01.03	04.01.08	[redacted] 2
236IOLINK_1A	DO_24B_31	CC-PDOB01	31A	G	04.01.03	04.01.08	[redacted] 8
236IOLINK_1A	DI_HV_25	CC-PDIH01	25A	C	04.01.03	04.01.08	[redacted] 3
236IOLINK_1A	DI_HV_24	CC-PDIH01	24A	C	04.01.03	04.01.08	[redacted] 5
236IOLINK_1A	DI_HV_21	CC-PDIH01	21A	C	04.01.03	04.01.08	[redacted] 7

All inventory data is viewable by only the customer, the customer's account manager, and Honeywell GTAC. In the event you call for support, GTAC can quickly get needed information such as f/w version, BIOS version, hardware rev, etc. Nobody else can ever see the data...not even other Honeywell employees.

### What Data is Collected?

When you log into the System Inventory Portal, you will see a list of your sites. Select a site and there are three icons: Licensed Software, Shipped Hardware, and Inventoried Assets.

Licensed Software	Shipped Hardware	Inventoried Assets
List of all licensed software shipped by Honeywell to the customer. Includes TPS BLDR, EBR, Experion PKS, GUS, PHD, and DOC 3000 licenses.	A complete list of every piece of hardware shipped by Honeywell to the customer, sorted by most recently shipped. Includes product part number, description, serial number, and date shipped.	Comprehensive list of all assets on each control system. Includes servers, stations, controllers, LCN nodes, and switches.

### Used by Customers Throughout the World

Today, Honeywell has over 900 sites worldwide using the System Inventory Tool in more than 2,500 control systems. Many customers have reported that the tool is easily installed, runs flawlessly, and that the time saved via the automated contract renewal process saved them weeks of manual audit work. What used to be a tiresome, drawn-out process can now be completed automatically, with 100% accuracy, and in less than a day.

### Helpful Links

[System Inventory Tool Download](#)

[System Inventory Tool Portal](#)

[System Inventory Web Portal Training](#)

[Frequently Asked Questions](#)

The System Inventory Tool and Portal are available at [www.honeywellprocess.com/support](http://www.honeywellprocess.com/support).

<https://www.honeywellprocess.com/library/marketing/notes/System-Inventory-Tool-What-is-it-and-why-I-should-be-using-it.pdf>

### Safe for Use in Your Control System

The [System Inventory Tool](#) is a self-service tool that HPS customers install on an Experion Flex or Console Station, along with data collectors on the Experion B Server (or non-redundant node) to collect asset data at level 1 and level 2, which is used to support Honeywell's automated online contract renewal process.

The inventory tool generates an inventory file (.cab) that either the user or Honeywell Field Support Specialist uploads to the secure System Inventory Portal where the customer can see their inventory details in a logical and graphical overview.

But is the tool safe on my control system? The System Inventory Tool runs as a low-priority Windows Service Event, which means it will throttle down or even pause if other Windows Events need to take priority. As such, the tool will not put a burden on the control system, nor adversely affect the performance of the network or control system.

The System Inventory Tool does not collect any sensitive data. No IP addresses or customer information is ever collected. The data collected is strictly related to the assets (e.g., BIOS version, f/w version, model number, serial number, h/w version, and other asset-only related information).

From January 2018 to February 2019, there was a 56 percent increase in System Inventory Tool adoption worldwide for contracted sites, with almost 900 sites now using the tool without incident. In fact, many customers have reported that the tool installation was straight-forward, the tool runs without incident, and the time saved via the automated contract renewal process saved them weeks of manual audit work. What used to be a tiresome, drawn-out process can now be completed automatically, with 100% accuracy, and in less than a day.

When it comes to the performance impact on a running control system, the following table summarizes typical system configuration CPU usage and time to complete. As you can see, CPU impact is typically in the single-digit percentage, and the time to process data is minimal. Keep in mind, time to process will vary based on the size of the control system; number of nodes; and number of controllers, switches, servers and stations.

<b>System Inventory Tool Security</b>	
	<b>Does not collect sensitive data</b> No IP addresses, MAC addresses, or any sensitive network information
	<b>Cybersecurity</b> Secure authentication on HoneywellProcess.com Enhanced security and support via TLS 1.1 or higher
	<b>Honeywell Data Governance team</b> Data access highly restricted and protected via Encrypted two-factor authentication

Node type	System configuration	Average additional % CPU used	Time to complete audit	Number of PCs being audited
ESVT – Server B	<ul style="list-style-type: none"> <li>Dell PowerEdge R710 server</li> <li>(8) Processors: Intel(R) Xeon(R) CPU E5620 @ 2.40GHz</li> <li>Speed: 2,394</li> <li>12 GB RAM</li> </ul>	Negligible	7 minutes 52 seconds to 11 minutes 33 seconds	4 PCs – Server, ACE, Console Station, Flex Station
ESVT - Server A	<ul style="list-style-type: none"> <li>Dell PowerEdge R710 server</li> <li>(8) Processors: Intel(R) Xeon(R) CPU E5620 @ 2.40GHz</li> <li>Speed: 2,394</li> <li>12 GB RAM</li> </ul>	4.8% – 8.9%	1 minute 40 seconds to 2 minutes 56 seconds	
EST	<ul style="list-style-type: none"> <li>Dell Precision T5500 workstation</li> <li>(4) Processors: Intel(R) Xeon(R) CPU X5570 @ 2.93GHz</li> <li>Speed: 2,926</li> <li>3 GB RAM</li> </ul>	2.7% – 6.5%	1 minute 23 seconds to 2 minutes 50 seconds	
Flex	<ul style="list-style-type: none"> <li>VMware virtual platform</li> <li>(2) Processors: Intel(R) Xeon(R) CPU X5570 @ 2.67 GHz</li> <li>Speed: 2,666</li> <li>2 GB RAM</li> </ul>	7.2% - 11.9%	4 minutes to 4 minutes 21 seconds	
ACE-T	<ul style="list-style-type: none"> <li>Dell PowerEdge T610 server</li> <li>(8) Processors: Intel(R) Xeon(R) CPU X5560 @ 2.80GHz</li> <li>Speed: 2,794</li> <li>4 GB RAM</li> </ul>	0.3% - 1.8%	1 minute 6 seconds to 3 minutes 27 seconds	

The System Inventory Tool and Portal are available via [www.honeywellprocess.com/support](http://www.honeywellprocess.com/support)

<https://www.honeywellprocess.com/library/marketing/notes/System-Inventory-Tool-Is-it-safe-for-my-control-system.pdf>

## Available with No Purchase Required

Available to Experion PKS users with no purchase required, the Honeywell System Inventory Tool is a self-service solution for scanning the inventory details of an entire control 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

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.

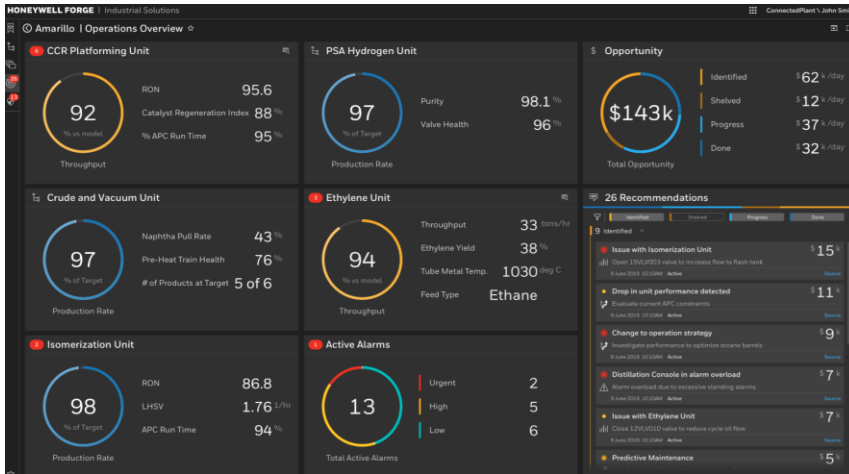
Recent published notifications include:

Document Title	Product	Rel/Rev	Date Created
PN2017-12B Potential C300 memory corruption when using LLMUX	C300 Controller (CC-PCNT01 & CC-PCNT02)	Experion PKS R410, R430, R431, R432, R500.1	05/03/2019
PN2019-15 PHD Shadow link may stop collecting when downloading	Uniformance PHD with Shadow Link	PHD Release R340.1.2	05/03/2019
PN2015-02A CEE Failure Chart View SCM RCM	C200E, C300, ACE and their Simulation environments (CEE	Experion PKS R430.1 or later	05/03/2019
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-seg	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

## HONEYWELL LAUNCHES ENTERPRISE PERFORMANCE MANAGEMENT SOFTWARE TO PROVIDE INDUSTRIAL COMPANIES WITH REAL-TIME INTELLIGENCE FOR PEAK PERFORMANCE

On June 10th 2019, at the Honeywell Users Group Americas, Honeywell introduced the availability of [Honeywell Forge for Industrial](#), an enterprise performance management software for operational technology that leverages process and asset digital twins, advanced data analytics and decades of process industry domain knowledge to help industrial manufacturers achieve and sustain peak performance. With Honeywell Forge for Industrial, a business can use instant insights from real-time benchmarking to help make better decisions that impact equipment performance, reliability, safety and profitability.





Join us at the [Honeywell Users Group EMEA](#), 23-26 September 2019 at The Hague World Forum, The Netherlands, to see how Honeywell Forge for Industrial can support your digital transformation initiatives.

Interested in sharing your story around your Honeywell software applications, [Call for Presentations](#) is still open.

## Honeywell Announces MTL830B Temperature Multiplexer Obsolescence

Due to the obsolescence of the MTL830B temperature transmitter and receiver, this product has been phased out for sale. The new MTL830C temperature and receiver offering is now available directly from Eaton (MTL). The new offering includes the new MTL831C transmitter and the new MTL838C receiver.

### RETIRED PART NUMBERS

This announcement will serve as the formal communication that the following Parts will no longer be available for resale.

PART NAME	RETIRED P/N	RETIRED P/N DESCRIPTION	RECOMMENDED REPLACEMENT P/N	REPLACEMENT P/N DESCRIPTION
Temperature Multiplexer	<b>MTL830B</b>	Temperature transmitter and receiver	<b>MTL830C</b>	Temperature transmitter and receiver

### ABOUT MTL830C

This new offering provides the same temperature measurement functionality as the original MTL830B offering with new added features.

These are the key differences between the MTL830B and MTL830C offerings.



MTL830C	MTL830B
2, 3 and 4-wire RTD supported without additional wiring and components	Mainly 2 and 3 wire RTDs supported but for 4-wire RTD additional wiring and terminals required
MTL830C uses the same case as MTL F300 Megablock	MTL830 is larger and heavier in weight/size
System configuration is via a USB port on the MTL838C, easing PC connectivity	System configuration is via a serial port on the MTL838B or internal switches
The MTL838C to MTL831C data link is not redundant	The MTL838B to MTL831B data link supports redundancy
Data link between Transmitter & Receiver is based on the Foundation Fieldbus H1 physical layer and signaling	Data link between Transmitter & Receiver is MTL proprietary
Fixed screw terminals as well as the pluggable	Fixed terminals
RoHS compliant	RoHS non-compliant

Additional product information is available from the Eaton (MTL) website:

<https://www.mtl-inst.com/product/mtl830c-temperature-multiplexer-system>

## 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
Business Flex R250	R250.2	2016-10	Supported	Standalone Software
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) R200	R200.1	2017-02	Supported	Standalone Software
DynAMo Operations Logbook (DOL) R211	R211.4	2017-08	Supported	Standalone Software
DynAMo Operations Logbook (DOL) R220	R220.3	2018-06	Supported	Standalone Software
DynAMo Operations Logbook (DOL) R230	R230.1	2019-04	Current	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	Supported	Standalone Software
DynAMo Operations Monitoring (DOM) R230	R230.1	2019-04	Current	Standalone Software
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 R43x	R430.1 (Patch 1)	2012-06	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	R501.1	2018-03	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	R170.1 Patch 3	2018-03	Supported	Standalone Software
Risk Manager R171	R171.1	2019-03	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 Manager SC R200	R200.3	2018-10	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 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	Supported	Standalone Software
Uniformance PHD R400	R400.1	2019-06	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 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.