HONEYWELL INFORMATION, NEWS, AND TIPS

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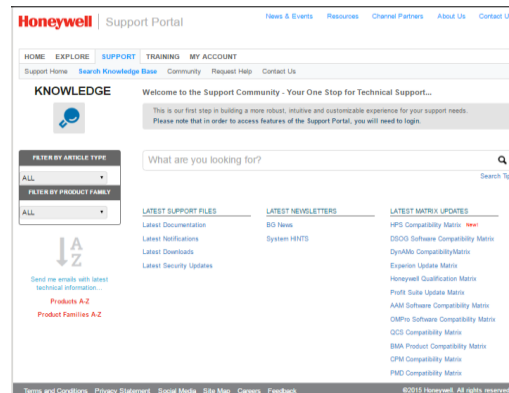
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You can also create a Support Request online. Monitor your Support Request cases by visiting the Request Help page. For all other support queries, please contact our Customer Contact Center.

For questions or comments related to the HINTS newsletter, please write to HPS System HINTS.

Honeywell Trace R140 – Power-packed Features: Get In-depth View of System Configuration, Health and Performance

Honeywell Trace is best in-class solution for control system knowledge capture and documentation to maintain constant 'Situational Awareness' for system configuration, health and performance for informed decision making. The patented approach for automated data collection provides the 'fresh' and 'easy' approach for Honeywell's control system configuration to track changes, identify engineering and system anomalies and defects which eliminates errors and enhances decision making.

The new release R140 will have several new features and benefits such as:

- ✓ Added support for Honeywell Profit Controller & Aspen DMC

- ✓ Added support for Control Edge UOC and Safety Manager SC R200

- ✓ Control Strategy Documentation: define end-to-end control strategies across systems from input to output. These strategies can be named and changes on named strategies will be reported.

- ✓ Improved change detection reporting, filtering and organization

- ✓ Anomaly detection: when anomalies have been resolved they are automatically cleared from the anomaly list

- ✓ Global Search: find any object across the system: tags, hardware, graphics, script, CL...

- ✓ Improved navigation to quickly access the desired info from the global search

- ✓ Support for visualization of SCM, RCM, UR, and MR for batch and procedural operations

For more information, visit the link below or talk to your Account Manager today!

https://www.honeywellprocess.com/en-US/online_campaigns/trace/Pages/index.html

HONEYWELL ENABLED SERVICES: Powered By FORGE To Help Industrial Customers Ensure Control System Health, Performance And Compliance

Honeywell has announced its Enabled Services program powered by Honeywell Forge, a new automation lifecycle services offering focused on ensuring Industrial Control System (ICS) health, reliability and compliance.

For today's manufacturers, limited access to operational insights can put their plants, profits and people at risk. Honeywell's new program will enable industrial customers to focus on what they do best—running plant processes—without worrying about ongoing control system maintenance and support. Honeywell has best-in-class remote support capabilities and deep process industry domain expertise to assess, manage and optimize their automation assets without having to be physically onsite. We estimate the Enabled Services solution can deliver increased value by reducing the number of incidents per year by 30 percent, with a net decrease in total cost of ownership of 15 percent. These capabilities not only help improve system health, performance and compliance, but also allow customers to redirect existing high-skill resources to work on systems improvements and focus on core business needs.

Read the Press Release and visit our microsite below for more information:

https://www.honeywellprocess.com/en-US/online_campaigns/enabled-services/Pages/home.html

Don't Delay Your Migration Goals – Utilize Our Remote Approach to Chart Your Roadmap!

If you fail to address essential control technology obsolescence issues, it could lead to crucial assets being rendered inoperable. Only those organizations with a solid roadmap for ongoing upgrades can mitigate risks and drive plant operations seamlessly without unnecessary disruptions.

Honeywell has introduced **Remote Migration Services** to address the risks and issues of technology obsolescence remotely. These services provide access to new technology enabling improvements in plant operations.

Our Migration Center of Excellence (CoE) experts perform control and safety system upgrades on a 24x7 schedule. This type of migration is done in-house on Honeywell's Virtual Datacenter, which can be accessed remotely by technical support specialists along with local Honeywell staff and on-site customers to flawlessly enable the fastest migration possible.

Experience shows that remote migration can improve project execution cycle time as much as **50 percent** and improve migration productivity by at least **60 percent.** Customers can take advantage of Honeywell's latest enhanced cybersecurity capabilities and control technology improvements to achieve optimum results.

[LEARN MORE](#)

If you are interested, drop in your email address in the link above using the **'Contact Us'** button so that we can start a conversation. Also, the available material to get more information on the offering.

PCN Hardening by Honeywell Cybersecurity Consulting Services

Today, cyber threats to Industrial Control System (ICS) assets have never been greater.

System and Network Hardening are needed to reduce vulnerabilities and security risks, improve compliance with industrial cybersecurity standards, and enable safe IT/OT convergence.

Honeywell is committed to optimizing the security of PCNs and related operational systems.

Cybersecurity Hardening Service focuses on consistent and supportable policies, disabling services or features not required to perform core functions, and installing elevated security configurations.

As part of the service offering, Honeywell cybersecurity experts will integrate standard policies with the existing process control infrastructure. These policies are designed for compatibility with the PCN, including Experion PKS R410 and later and non-Experion nodes commonly found in the PCN.

Honeywell's PCN Hardening Service:

- Improves security and manageability of OT systems
- Optimizes cybersecurity remediation efforts
- Reduces potential vulnerabilities and risks
- Safely deploys policies without impacting operations
- Drives improved compliance and safety

Value to Customer:

- **Guards against cyber-attacks** – Makes existing operating systems/configurations less susceptible to cyber-attacks
- **Protects network devices** – Reduces vulnerabilities through configuration changes applied directly to the network device
- **Reduces potential risks** – Applies tested and qualified security settings to existing PCN assets
- **Improves cybersecurity posture** – Drives enhanced safety and compliance at industrial facilities

Take an Effective Approach:

Honeywell-certified cybersecurity staff will carefully

- o Validate, adjust and apply hardening recommendations within a PCN context
- o Integrate standard policies with the existing process control infrastructure
- o Audit, design and remediate PCN equipment based on Honeywell's rigorous hardening specification

With a proven, effective approach, customer requirements are diligently integrated, prioritizing plant safety and ensuring uptime.

Interested?

For more information, contact your local Honeywell account team.

Integrated Automation Assessment pricing changes for 2020

What is the Integrated Automation Assessment?

Honeywell Integrated Automation Assessment for Experion and TPS system owners provides a complete and detailed system performance analysis of the health, performance and supportability of the automation infrastructure assessment using data analytics, best practice benchmarking, and expert analysis.

Included with A360 and available as a standalone service, the integrated automated assessment output is reviewed by a Honeywell expert who delivers a report with results and recommendations to the customer in a face-to-face meeting.

The audit covers evaluation of users' Experion PKS and TPS control systems against best practices, as well as assessment of process control loop performance and benchmarking of alarm systems.

New Pricing through R2Q

In the past Honeywell HPS offered three different flavors of an Integrated Automation Assessment report, that being the Performance Baseline, the standard IAA, and the Enhanced IAA. The past pricing model was $7,500 for the baseline, $20K for the standard, and $25K for the enhanced.

Old pricing model	New pricing model
Sell List Price • System Performance Baseline – $7,500 • Standard IAA – $20,000 • Enhanced IAA – $25,000	Sell List Price • System Performance Baseline – **$6,040** • Standard IAA – **$17,365** • Enhanced IAA – **$19,630**
A360 customers • One free IAA report per year • SESP discounts apply	A360 customers – **no change** • One free IAA report per year • SESP discounts apply (see below)
SESP customers • SESP Value Remote Plus and Value Plus – 50% off, one time per year • SESP Value Flex – 30% off sell price, one time per year • Multi-year discounting of 25% applies	SESP customers – **one time per year** • SESP Value Remote Plus and Value Plus **– 40% off sell price on IAA** • SESP Value Flex – 30% off sell price of IAA • Multi-year discounting of 25% applies
Already paid for SPB report in the last 12 months? • Reduce IAA price by $5K • If customer has SESP, SESP discounts apply and not this one.	Already paid for SPB report in the last 12 months? • Reduce IAA price by 20% (NOT $5K). • If customer has SESP, SESP discounts are applied instead.

Report Type	Old List Pricing	New List Pricing	SESP Plus	SESP Flex
Enhanced IAA	$25,000	$19,630	$11,700 (40% discount)	$13,780 (30% discount)
Standard IAA	$20,000	$17,365	$10,350 (40% discount)	$12,190 (30% discount)
Experion SPB	$7,500	$6,040	$6,040 (no discount)	$6,040 (no discount)
TPS SPB	$7,500	$6,040	$6,040 (No discount)	$6,040 (No discount)

Wyse Z90 Thin Client – Operating System Support

The Microsoft Windows Embedded 7 (WES7) operating system used on the Wyse Z90 thin client platform will reach the End of Extended Support on October 14, 2020. After this date, further security updates will be unavailable without participation in the paid Microsoft Extended Support Updates (ESU) program, which Honeywell intends to offer for sale to Honeywell Wyse Z90 thin client customers.

Honeywell plans to release a final image for the Wyse Z90 Thin Client in Q4 2020, and this image is intended to include all generally available security updates that are released prior to the End of Extended Support date for WES7. Subsequent updates to the image are planned to be released as follows:

- Critical fixes to Honeywell-produced applications on the Wyse Z90 are planned to be delivered by a patch applied to the final Wyse Z90 image release.
    - ✓ Critical fixes will be determined and categorized by Honeywell. After the final image is released, no further functional improvements or non-critical fixes will be delivered on the Wyse Z90 WES7 image.
    - ✓ No further updates or support for third-party applications (such as Wyse TCX or McAfee App Control) will be provided for the Wyse Z90. Any programs to replace or support a third-party application will be managed and communicated via a separate announcement.
    - ✓ Honeywell intends to provide critical fix support for Honeywell applications for the duration that Microsoft ESU coverage is available for Honeywell Wyse Z90 thin clients.

- For those customers who purchase Microsoft ESU support sold through Honeywell, subsequent security updates are planned to be delivered via a patch process from Honeywell SUIT and will be installed on the final Wyse Z90 image release.
    - ✓ Customers who do not purchase Microsoft ESU support will not have access to the updates delivered through this paid Microsoft support.
    - ✓ Honeywell intends to offer Wyse Z90 ESU support for up to two years, purchased in one-year increments at the beginning of the yearly ESU period starting in October 2020.

Note that the availability and purchase of Microsoft ESU does not extend the support period or warranty for any other application or product used on the Wyse Z90 thin client, or for the Wyse Z90 hardware itself. Applications such as Dell TCX, McAfee App Control, and other third-party products maintain their own support periods, which are unrelated to and are not associated with the Microsoft ESU program. Please refer to the HPS Support Policy for general details.

Please refer to the Honeywell account team for pricing and purchase information for the ESU programs available for the Wyse Z90 and Experion PKS 43x products.

Wyse TCX End of Support

Honeywell has used Wyse TCX USB redirection software since 2014 to provide peripheral connectivity to the current Wyse 5070 and legacy Wyse Z90 thin client devices. TCX enables redirection support for the Honeywell IKB and OEP input devices, smart card readers, Manual Input Modules, and other hardware components specified in the respective thin client documentation.

Wyse TCX will reach end of support from Dell on March 15, 2021. Customers may continue to utilize Wyse TCX and the respective thin client images on their systems after this date; however, Dell will be unable to provide continued TCX support, and Honeywell's support will be limited to best effort troubleshooting. No additional software enhancements, security updates or support obligations will be provided after this transition on March 15, 2021.

Honeywell is qualifying a replacement product for Wyse TCX and intends to release a new Wyse 5070 image in Q4 2020 that will support both Wyse TCX and the successor product. New Wyse 5070 thin clients built with this image will contain a license for the successor solution, and an upgrade kit will be available for sale to convert previously purchased Wyse 5070 thin clients to the replacement application. A subsequent Wyse 5070 image is planned for release in 1H 2021, which will only support the successor product (and thus will require the new license for use of the supported peripherals).

There are plans to offer upgrade kits for use with the legacy Wyse Z90. This effort will be done outside of any image releases planned for the Wyse Z90.

Additional details regarding the timing of the anticipated Wyse 5070 image releases will be communicated in a future HINTS article.

LCNP4E2 Firmware Revision D Release Notice

The LCNP4E2 card has been upgraded to firmware Rev D to address the issue of AM ride-through not being supported on previous firmware revisions.

The following servers are affected:

Model Number	Description
MZ-PCSV65	SERVER HW DELL R740XL STD 2U RACK
MZ-PCSV78	SERVER HW DELL T340 PERF RAID5 TOWER
MZ-PCSV83	SERVER PC HP DL 360P GEN9 RAID5 1U RACK
MZ-PCSV84	SERVER PC HPE DL360 GEN10 RAID5 1U RACK

Firmware Rev D of the LCNP4E2 will be shipped in all new orders starting in mid-March 2020.

Model No	Description	Model Number
TP-LCNP02	LCNP4E2 LCN Interface card	51454493-126

There is no change to the model number or part number.

LCNP Status revision information:

There is no change to Windows device drivers or computer platform support.

For more information, contact your Honeywell Account Manager.

Experion Orion Console Enhancements Announced

The following improvements have been made to the Experion Orion Console:

- Extended Height Alarm Light Panel Option
- Single Turret Variations of the Extended wide Auxiliary Equipment Units
- Cleanable Alarm Light panel

Extended Height Alarm Light Panel

The height of the Alarm Light panel is by default 571mm/22.5inches above the slate rail. Optionally, customers can use an extended height Alarm Light panel 635mm/25inches) above the slat rail. This option is typically chosen to allow the 55" monitors to be mounted in a higher position.

Model Number	Model Description
MP-OCEHA1	Orion Console Extended Height Alarm Light panel – 2-position base unit
MP-OCEHA2	Orion Console Extended Height Alarm Light panel – 3-position base unit

One model number needs to be ordered for each Orion Console base unit.

Extended Width Auxiliary Equipment Units – Single Turret Options

Extended width Auxiliary Equipment units that support one single-width turret in either the left or right location have been added. The worksurfaces have cable access openings and grommets for securing the turrets in the required location.

Model Number	Model Description
MP-OCXCD1-200	Orion Console Auxiliary Equipment Unit Wide Center Curved – single width left turret enabled
MP-OCXCD1-300	Orion Console Auxiliary Equipment Unit Wide Center Curved –single width right turret enabled
MP-OCXDL1-200	Orion Console Auxiliary Equipment Unit Wide End Left – single width left turret enabled
MP-OCXDL1-300	Orion Console Auxiliary Equipment Unit Wide End Left – single width right turret enabled
MP-OCXDR1-200	Orion Console Auxiliary Equipment Unit Wide End Right – single width left turret enabled

Model Number	Model Description
MP-OCXDR1-300	Orion Console Auxiliary Equipment Unit Wide End Right – single width right turret enabled

Cleanable and Buffable Alarm Light Panel

A new type of acrylic is being used for the Alarm Light Panels. These panels can be cleaned and have scratches removed. The following products are recommended for this task:

https://www.novuspolish.com/products.html.

These cleaning and buffing products can **only** be used on the new Alarm Light panel. They will permanently damage the original Alarm Light panel.

For more information, contact the Honeywell Account Manager.

Changes Made to System Inventory Portal Access

On June 5, 2020, a change was implemented to the login process for the HPS website that affects how users access services such as Support, System Inventory, Assurance 360, Migration Assistant, Spare Parts Online (Buy Now) eCommerce and the Channel Partner Portal. Honeywell IT made these changes in order to maintain the highest level of security in our online services.

What Has Changed?

The change requires the user to login a second time when accessing services. Should assistance be required, please contact the Honeywell Web Support Team at HPSWeb@Honeywell.com.

Logging into the portal now requires the following process:

1) Go to www.honeywellprocess.com/ and login.
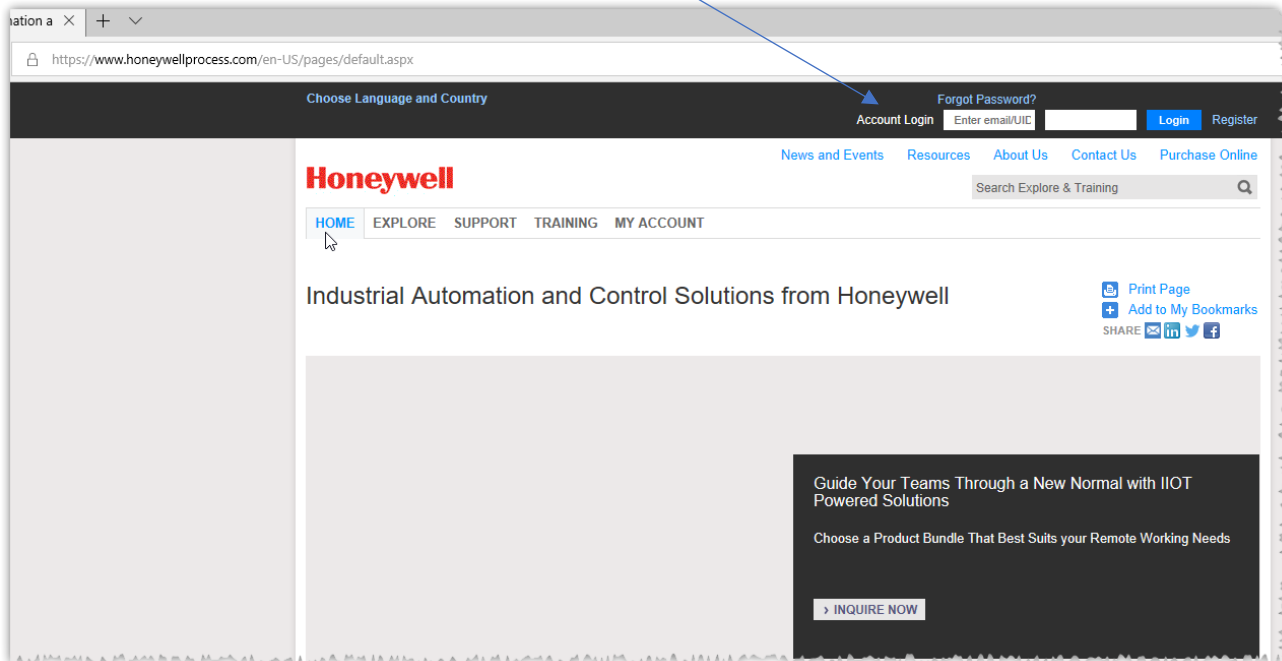
2) After login, user sees this message:
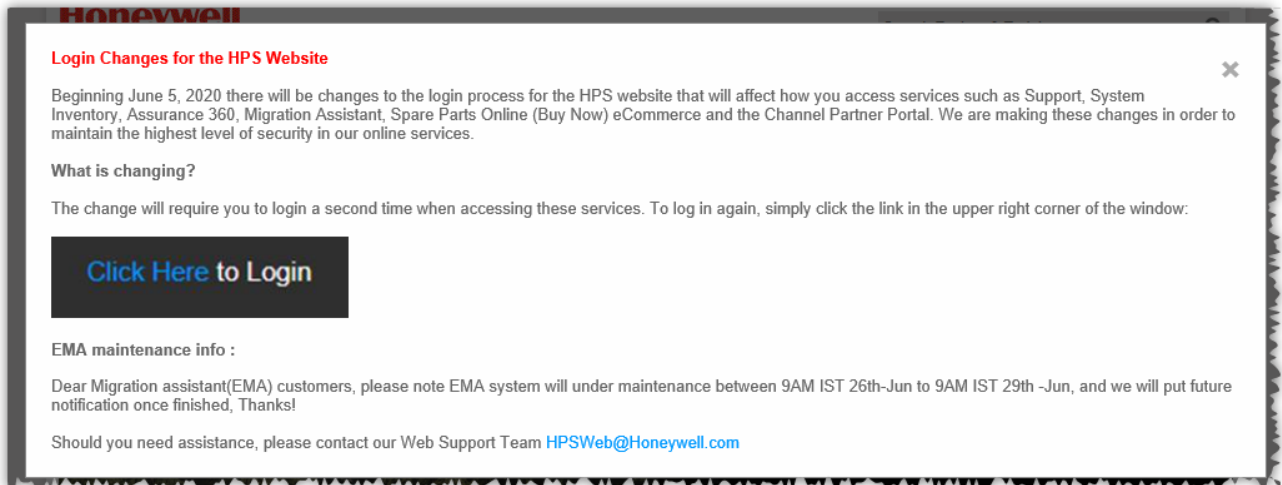
3) Select **Support**
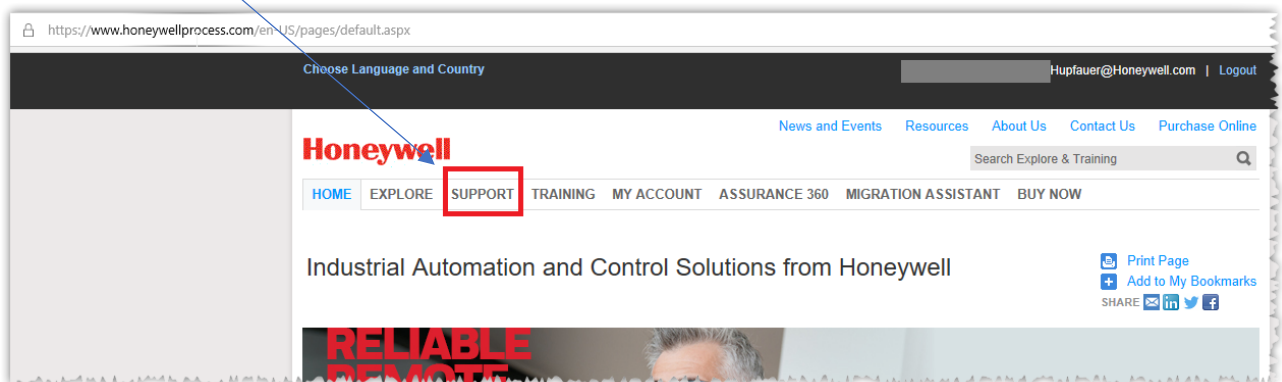
4) Notice the submenu appears; however, the user is no longer logged in. The user must login again...this is AS DESIGNED.
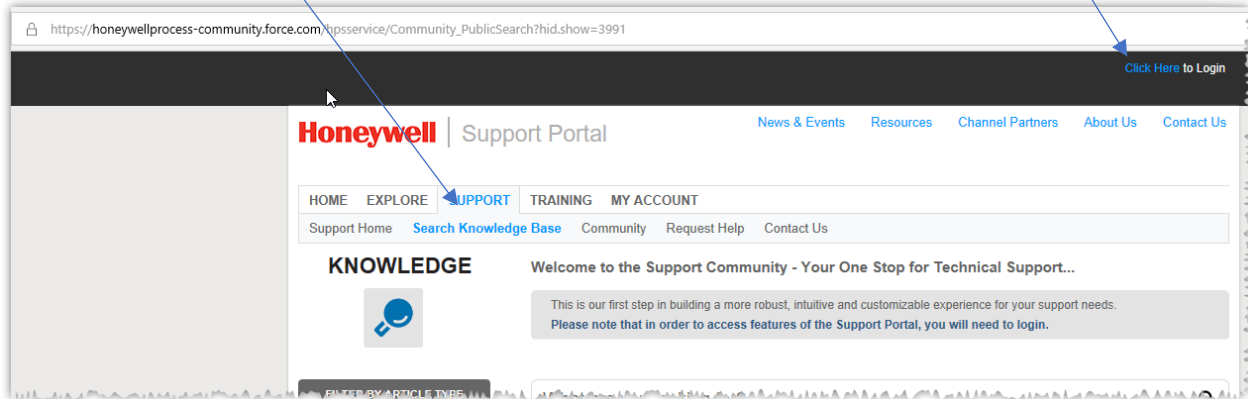
5) After logging in for the second time, **System Inventory** appears.
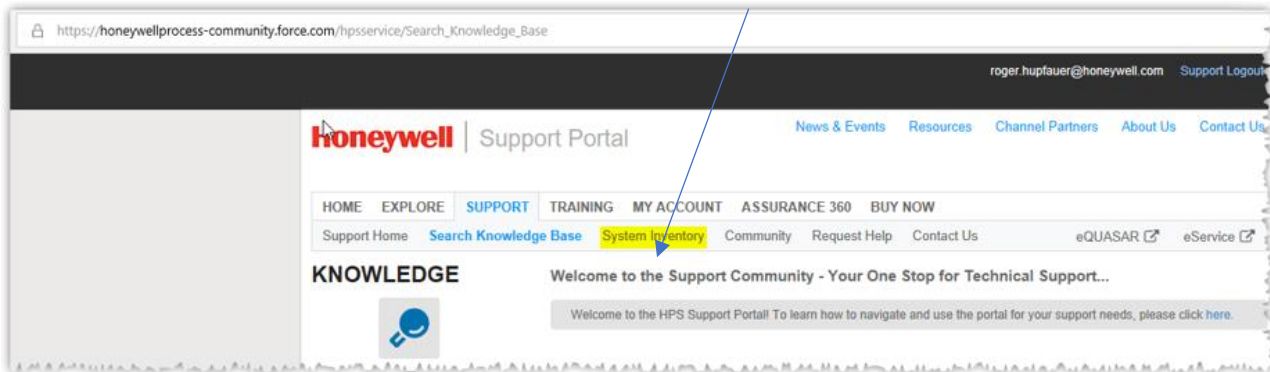
System Inventory Tool R300.1 Available

The System Inventory Tool (SIT) R300.1 is now available for download from the System Inventory Tool Landing Page. This self-service tool can be installed on Experion PKS R400.8 or newer systems to scan the inventory details of the entire system, including network, Cisco switches and associated nodes at predefined intervals. The tool generates an inventory file that users upload to the Support Portal to see their inventory details in a logical and graphical overview, which is used to support Honeywell's automated online contract renewal process.

Provided at no cost for all Honeywell customers, both contracted and non-contracted, the SIT runs in the background and will not impact control system performance.

Once the SIT has completed its scan, a .cab file is created and then either the Honeywell technician or the customer uploads the inventory file to the System Inventory Portal. The portal will display the licensed software sourced from Honeywell, shipped hardware sourced from Honeywell, and inventoried asset data collected by the System Inventory Tool.

New in R300.1

- Advanced solution support on Level 3 (L3)
- Additional support for QCS
- Support for Experion PMD
- Collect inventory for all network switches supported by Experion
- Improvements to the diagnostic tools to quickly detect and report on SIT failures (includes SAT and device discovery)
- Reworked device discovery
- Progress meter during the collection phase
- Profit Suite (APC) support
- Control Performance Monitor CX support
- Control Performance Monitor standard support
- Profit Blending Suite support
- Profit Movement Suite support
- DynAMo Alarm Management Suite support
- Uniformance Asset Sentinel support
- Matrikon OPC Servers support (see **Appendix A** for full list)
- UniSim Competency Suite support on L3

Appendix A

Matrikon Data Manager
Matrikon Desktop Historian
Matrikon OPC Server for GE Turbines
Matrikon OPC Funnel
Matrikon OPC Security Gateway
Matrikon OPC Server for Allen Bradley
Matrikon OPC Server for APACS Direct
Matrikon OPC Server for BACNet
Matrikon OPC Server for Bailey DCS [Infi 90]
Matrikon OPC Server for Citect
Matrikon OPC Server for Foxboro DCS
Matrikon OPC Server for GDA [ODBC]
Matrikon OPC Server for GE PLCs
Matrikon OPC Server for IEC 61850/61400-25
Matrikon OPC Server for IP21
Matrikon OPC Server for Johnson Controls N2
Matrikon OPC Server for KNX
Matrikon OPC Server for LonWorks LNS
Matrikon OPC Server for MarkV Direct
Matrikon OPC Server for MarkVI Direct
Matrikon OPC Server for Mitsubishi PLCs
Matrikon OPC Server for Modbus
Matrikon OPC Server for Moore APACS (API)
Matrikon OPC Server for Omni Flow Computers
Matrikon OPC Server for Omron
Matrikon OPC Server for OpenBSI
Matrikon OPC Server for ProRAE

Matrikon OPC Server for Provox (Direct)
Matrikon OPC Server for ROC
Matrikon OPC Server for RS3 RNI
Matrikon OPC Server for SCADA DNP3
Matrikon OPC Server for SCADA IEC 60870
Matrikon OPC Server for SCADA Modbus
Matrikon OPC Server for SCADA MOSCAD
Matrikon OPC Server for Siemens PLCs
Matrikon OPC Server for SNMP
Matrikon OPC Server for Vestas
Matrikon OPC Server for Wonderware InSQL (Wonderware Historian)
Matrikon OPC Server for Wonderware Intouch
Matrikon ORB
Matrikon OPC UA Tunneller – UA Proxy Component / UA Proxy
Matrikon OPC UA Tunneller – UA Wrapper Component / UA Wrapper

Installation

The SIT R300.1 is a standalone installation, and therefore not integrated with the Experion R511 media package.

While the SIT can be installed on Level 2 (L2) and Level 3 (L3), the installation and configuration on both levels are independent of each other. As such, users can choose to install the tool on either or both levels, depending on their control system requirements.

Functionality of SIT on L2 and L3
Key features & differences on both levels

L2

COMPONENTS INSTALLATION
Two components are installed.

1. SIT User Interface
Installed only once on the entire network on either ExperionPKS Flex or Console Station.

2. SIT Data Collector
Installed on each Redundant Server (B) or Non-Redundant Server.

DATA COLLECTION AND MONITORING
1. Data Collection
Each SIT Data Collector installed gathers data from the servers and provides it to the SIT User Interface.

2. Data Monitoring
The data collected is then monitored in the SIT User Interface.

L3

COMPONENTS INSTALLATION
One component is installed.

1. SIT User Interface
Installed only once on a single Non-Experion node on the entire network.

DATA COLLECTION AND MONITORING
1. Data Collection
Data is collected remotely by deploying agents in the nodes of domains.

2. Data Monitoring
The data collected by the agents is then monitored in the SIT User Interface.

Information for R230 Users

Users who have installed the R230.1, R230.2 or R230.3 versions of the SIT should upgrade to R300.1 to ensure they have the latest support from Honeywell (unless they are currently running Experion R3xx.x, which is not supported by SIT R300.1). During the upgrade, their current SIT configuration will be retained.

Experion Compatibility

SIT Version	Supported Experion Version
R200.1	R301, R310, R400 and R430
R200.2	R301, R310, R400 and R430
R200.3	R301, R310, R400 and R430
R210.1	R3xx.x to R510
R210.2	R3xx.x to R510
R220.1	R3xx.x to R510
R230.1	R3xx.x to R510
R230.2	R3xx.x to R510
R230.3 (SIT patch must be installed on 32bit systems after R230.3 installation)	R400.8 to R511
R300.1	R400.8 to R511

QCS Compatibility

QCS Architecture Version	Experion PKS Layer	System Inventory Tool Release Support
RAE1xx	None	
RAE2xx	None	
RAE3xx	None	
RAE4xx	R101/201/210	No support
RAE5xx	R300/301/310/311	No support
R6xx	R 400.8	R300.1
R7xx	R5xx	R300.1

What is SIT and Why is it Needed?

Overview

The System Inventory Tool (SIT) 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 SIT collects asset data, which is then hosted in a secure Honeywell data center where the customer can view all their control system asset information (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 SIT 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 SIT, users have the ability to see all 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 the control system is using outdated equipment or assets no longer supported by Honeywell? Finding answers like this is just a mouse click away in the portal.

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

Compliance and Continuous Evolution of Control Systems

With the asset topology feature found in the System Inventory Portal, users 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, control systems are more complex than ever before and there is limited information on how the different components need to interact. When the entire system can be visualized in one view, it increases awareness that leads to better decision-making.

Migrations

Customers have a budget for a migration, and in many cases it's "use it or lose it." So, how will they know where best to invest in their control system?

As a user, 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 are 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.

Honeywell Updates

System Name : M████4 **MSID :** M████4 **Product Name :** Experion Server

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

Quickly Locate Assets

All assets are listed by Site > MSID and user-defined system names, and because each system name is assigned to its respective MSID, finding systems is easy—even if you don't know the MSID name.
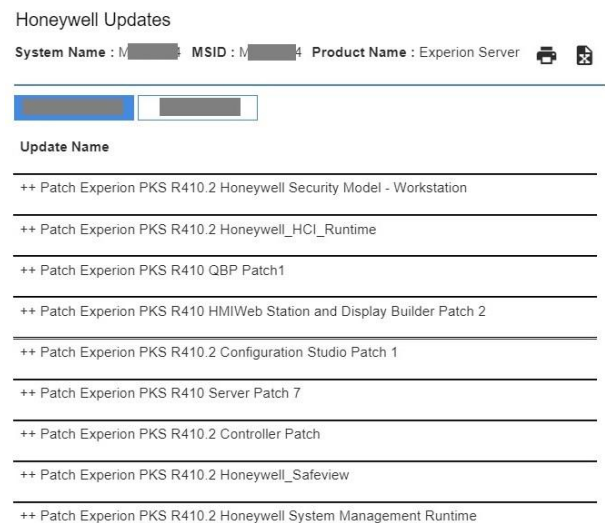
What Can the Collected Asset Data Tell You?

Keeping track of the patches and updates installed on 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 SIT and uploaded an 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 find out 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 SIT 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.

How Can You View Your Data?

The System Inventory Portal allows customers and certain Honeywell account managers to see their account asset data. Within the portal, users can see all servers, stations, controllers, nodes, and switch hardware, as well as detailed information about each. Depending on which asset they're viewing, they can see the serial number, F/W, BIOS, installed software, support status, and much more.

To access the portal, go to 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.

Series C I/O

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	1 3
236IOLINK_1A	DI_HV_19	CC-PDIH01	19A	C	04.01.03	04.01.08	1 5
236IOLINK_1A	DO_24B_33	CC-PDOB01	33A	G	04.01.03	04.01.08	1 1
236IOLINK_1A	DO_24B_32	CC-PDOB01	32A	G	04.01.03	04.01.08	1 3
236IOLINK_1A	DI_HV_22	CC-PDIH01	22A	C	04.01.03	04.01.08	1 2
236IOLINK_1A	DO_24B_31	CC-PDOB01	31A	G	04.01.03	04.01.08	1 8
236IOLINK_1A	DI_HV_25	CC-PDIH01	25A	C	04.01.03	04.01.08	1 3
236IOLINK_1A	DI_HV_24	CC-PDIH01	24A	C	04.01.03	04.01.08	1 5
236IOLINK_1A	DI_HV_21	CC-PDIH01	21A	C	04.01.03	04.01.08	1 7

Who Can See Your Data?

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 are Collected?

When you log into the System Inventory Portal, you will see a list of 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 Worldwide

Today, Honeywell has over 900 sites worldwide using the SIT in more than 2,500 control systems. Many customers have reported that the tool is easily installed, runs flawlessly, and the time saved via the automated contract renewal process eliminated weeks of manual audit work. What used to be a tiresome and lengthy process can now be completed automatically, with 100 percent 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 https://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

System Inventory Tool: Is it Safe for Use With Control Systems?

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

This tool is safe for use on a Honeywell control system. It 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 SIT does not collect any sensitive data. No IP addresses or customer information are ever collected. The data collected are 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).

System Inventory Tool Security

Does not collect sensitive data
No IP addresses, MAC addresses, or any sensitive network information

Cybersecurity
Secure authentication on HoneywellProcess.com
Enhanced security and support via TLS 1.1 or higher

Honeywell Data Governance team
Data access highly restricted and protected via Encrypted two-factor authentication

From January 2018 to May 2020, there was a 79 percent increase in SIT adoption worldwide for contracted sites, with over 1,000 sites now using the tool without incident. The time saved via the automated contract renewal process eliminated weeks of manual audit work; what used to be a lengthy, rigorous process can now be completed automatically, with 100 percent accuracy and in less than a day.

Summary	Contracted Sites			
Pole	# of sites	# of sites using the tool	% of sites using the tool	change since Jan 2018
AMER	663	559	84.31%	45.95%
APAC	128	91	71.09%	167.65%
EMEA	486	384	79.01%	78.60%
Global	1277	1034	80.97%	78.89%

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 that time to process will vary based on the size of the control system; number of nodes; and number of controllers, switches, servers, and stations.

Node type	System configuration	Average additional % CPU used	Time to complete audit	Number of PCs being audited
ESVT – Server B	• Dell PowerEdge R710 server • (8) Processors: Intel(R) Xeon(R) CPU E5620 @ 2.40GHz • Speed: 2,394 • 12 GB RAM	Negligible	7 minutes 52 seconds to 11 minutes 33 seconds	4 PCs – Server, ACE, Console Station, Flex Station
ESVT – Server A	• Dell PowerEdge R710 server • (8) Processors: Intel(R) Xeon(R) CPU E5620 @ 2.40GHz • Speed: 2,394 • 12 GB RAM	4.8% – 8.9%	1 minute 40 seconds to 2 minutes 56 seconds	
EST	• Dell Precision T5500 workstation • (4) Processors: Intel(R) Xeon(R) CPU X5570 @ 2.93GHz • Speed: 2,926 • 3 GB RAM	2.7% – 6.5%	1 minute 23 seconds to 2 minutes 50 seconds	
Flex	• VMware virtual platform • (2) Processors: Intel(R) Xeon(R) CPU X5570 @ 2.67 GHz • Speed: 2,666 • 2 GB RAM	7.2% – 11.9%	4 minutes to 4 minutes 21 seconds	
ACE-T	• Dell PowerEdge T610 server • (8) Processors: Intel(R) Xeon(R) CPU X5560 @ 2.80GHz • Speed: 2,794 • 4 GB RAM	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.

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

New Product Introduction: Preventative Maintenance Data Collector

Honeywell's Preventative Maintenance (PM) Data Collector automates the traditionally manual activity of checking and documenting system status (preventive maintenance) information.

By automating the pass/fail preventive maintenance checks, customers can now run these checks without any assistance or on-site personnel from Honeywell.

How Does it Work?

The application automates the collection of PM data and creates an encrypted output file, which is then emailed to Honeywell for analysis and output file generation. See Installation and User's Guide included with the software for more details.

Which Assets are Supported?

The PM Data Collector will support C200, C300 FIM, servers, workstations, AM, HM, HPM, NIM, LCN, and UCN assets and systems.

How is the Software Obtained?

Please contact the appropriate account manager for details.

What is the Output?

The output, which consists of two spreadsheets and some output files containing system audit and diagnostic data, includes system performance parameters as well as patch and installed application information. One spreadsheet will contain raw parameter data, and the other will include disposition of the PM tasks, which can be determined automatically. These are encrypted and packaged into an output file. Once created, the output file is emailed to Honeywell for processing.

What is Included with the Software?

The .zip file contains the Software Change Notification, an Installation and User's Guide, and a Service Note. The Service Note outlines the process to be followed to collect and submit the data files.

File	Purpose
Setup.exe	PM Data Collector installation package
PM Data Collector – Installation and Users Guide.pdf	Installation and User's Guide; must read to install properly
PM Data Collector – SCN	Software Change Notice – Details about the program, known issues and any PM tasks not supported today

Products Revisions and Support Status

Latest Media Revision	Latest Patch/Update	Support Status	Functional Release – First Shipment Announcement	Software Product Category
Experion PKS R51x	R511.3	Current	2018-08	System Software
Experion PKS R51x	R511.2	Supported	2018-08	System Software
Experion PKS R51x	R510.2	Supported	2018-08	System Software
Experion PKS R51x	R510.1	Supported	2018-08	System Software
Experion PKS R50x	R501.6	Supported	2017-01	System Software
Experion PKS R50x	R501.4	Supported	2017-01	System Software
Experion PKS R43x	R432.2	Supported	2014-03	System Software
Experion PKS R43x	R432.1	Supported	2014-03	System Software
Experion PKS R43x	R431.5	Supported	2014-03	System Software
Experion PKS R43x	R431.4	Supported	2014-03	System Software
Experion Backup and Restore R50x	R501.3	Current	2017-04	Software Package
Experion Backup and Restore R50x	R501.2	Supported	2017-04	Software Package
Experion Backup and Restore R50x	R501.1	Supported	2017-04	Software Package
Experion Backup and Restore R50x	R500.1	Supported	2017-04	Software Package
Procedure Analyst R50x	R500.2	Current	2017-03	Standalone Software
Procedure Analyst R43x	R430.1	Supported	2015-06	Standalone Software
Procedure Analyst R41x	R410.0	Supported	2013-01	Standalone Software
Field Device Manager R51x	R511.1	Current	2019-09	Standalone Software
Field Device Manager R50x	R501.4	Supported	2017-03	Standalone Software
Field Device Manager R50x	R500.1	Supported	2017-03	Standalone Software
ControlEdge PLC R16x	R161.1	Current	2020-04	Standalone Software
ControlEdge PLC R16x	R160.2	Supported	2019-12	Standalone Software
ControlEdge PLC R15x	R152.1	Supported	2019-04	Standalone Software
ControlEdge PLC R15x	R151.1	Supported	2018-11	Standalone Software
ControlEdge 2020 R16x	R161.1	Current	2020-04	Standalone Software
ControlEdge 2020 R16x	R160.2	Supported	2019-12	Standalone Software
ControlEdge 2020 R15x	R151.1	Supported	2018-11	Standalone Software
ControlEdge 2020 R14x	R140.1	Supported	2017-04	Standalone Software
RTU2020 R12x	R120.1	Supported	2016-05	Standalone Software
RTU2020 R11x	R110.1	Supported	2015-06	Standalone Software
ControlEdge HC900 R70x	R700	Current	2019-12	Standalone Software
ControlEdge HC900 R66x	R660.2	Supported	2018-12	Standalone Software
ControlEdge HC900 R65x	R650	Supported	2018-06	Standalone Software
ControlEdge HC900 R63x	R630	Supported	2017-04	Standalone Software
ControlEdge HC900 R62x	R620.1	Supported	2016-09	Standalone Software
ControlEdge HC900 R60x	R600.1	Supported	2014-04	Standalone Software
Safety Manager SC R21x	R210.1	Current	2020-06	System Software
Safety Manager SC R20x	R201.2	Supported	2018-08	System Software

Safety Manager R16x	R162.5	Current	2014-10	System Software
Safety Manager R15x	R154.3	Supported	2012-04	System Software
Safety Manager R15x	R153.7	Supported	2012-04	System Software
Safety Manager R14x	R146.2	Supported	2010-05	System Software
Safety Historian R20x	R201.1	Current	2014-03	System Software
TPN R688.x	R688.4	Current	2019-01	System Software
TPN R688.x	R688.3	Supported	2019-01	System Software
TPN R688.x	R688.2	Supported	2019-01	System Software
TPN R687.x	R687.6	Supported	2018-02	System Software
TPN R687.x	R687.5	Supported	2018-02	System Software
TPN R687.x	R687.4	Supported	2018-02	System Software
TPN R686.x	R686.4	Supported	2016-10	System Software
TPN R685.x	R685.4	Supported	2016-06	System Software
TPS Builder R43x	R430.1	Supported	2016-05	Software Package
TPS (APP) CLM R20x	R200.2	Supported	2012-07	System Software
TPN (AM) CLM R36x	R360.12	Supported	2002-01	System Software
Fail Safe Controller R80x	R801.3	Current	2014-10	System Software
Fail Safe Controller R71x	R710.9	Supported	2011-07	System Software
Experion HS R51x	R511.1	Current	2018-09	System Software
Experion HS R51x	R510.2	Supported	2018-09	System Software
Experion HS R50x	R500.3	Supported	2017-08	System Software
Experion HS R43x	R430.1	Supported	2015-03	System Software
Experion HS R41x	R410.1	Supported	2013-07	System Software
Experion LS R40x	R400.1	Current	2011-06	System Software
Experion LS R30x	R300.1	Supported	2009-11	System Software
Experion LX R51x	R510.2	Current	2018-11	System Software
Experion LX R50x	R500.2	Supported	2017-11	System Software
Experion LX R12x	R120.1	Supported	2015-03	System Software
Experion LX R11x	R110.2	Supported	2014-09	System Software
PlantCruise R51x	R510.2	Current	2018-11	System Software
PlantCruise R50x	R500.1	Supported	2017-11	System Software
PlantCruise R12x	R120.1	Supported	2015-03	System Software
PlantCruise R11x	R110.2	Supported	2014-09	System Software
PlantCruise R10x	R100.3	Supported	2013-07	System Software
PMD R91x	R910.3	Current	2020-05	System Software
PMD R91x	R910.2	Supported	2018-12	System Software
PMD R90x	R900.2	Supported	2017-02	System Software
Experion MX/MXProLine R70x	R702.2	Current	2019-06	System Software
Experion MX/MXProLine R70x	R701.3	Supported	2018-05	System Software
Experion MX/MXProLine R70x	R700.4	Supported	2017-03	System Software
Experion MX MD Controls R70x	R702.1	Current	2019-06	Software Package
Experion MX MD Controls R70x	R701.1	Supported	2018-05	Software Package
Experion MX MD Controls R70x	R700.1	Supported	2017-03	Software Package
Experion MX MDMV Controls R70x	R702.1	Current	2019-06	Software Package
Experion MX MDMV Controls R70x	R701.3	Supported	2018-05	Software Package

Experion MX MDMV Controls R70x	R700.1	Supported	2017-03	Software Package
Experion MX CD Controls R70x	R702.1	Current	2019-06	Software Package
Experion MX CD Controls R70x	R701.2	Supported	2018-05	Software Package
Experion MX CD Controls R70x	R700.1	Supported	2017-03	Software Package
Experion MX CDMV Controls R70x	R702.1	Current	2019-06	Software Package
Experion MX CDMV Controls R70x	R701.1	Supported	2018-05	Software Package
Experion MX CDMV Controls R70x	R700.1	Supported	2017-03	Software Package
Uniformance Executive R32x	R320.1	Current	2018-09	Standalone Software
Uniformance Executive R31x	R311.1	Supported	2018-03	Standalone Software
Uniformance KPI R13x	R130.1	Current	2018-03	Standalone Software
Uniformance KPI R12x	R121.1	Supported	2017-05	Standalone Software
Uniformance Asset Sentinel R52x	R520.2	Current	2019-07	Standalone Software
Uniformance Asset Sentinel R52x	R520.1	Supported	2018-12	Standalone Software
Uniformance Asset Sentinel R51x	R511.2	Supported	2017-10	Standalone Software
Uniformance Asset Sentinel R51x	R510.1	Supported	2017-04	Standalone Software
Uniformance PHD R40x	R400.1	Current	2019-06	Standalone Software
Uniformance PHD R34x	R340.1	Supported	2017-10	Standalone Software
Uniformance PHD R32x	R321.1	Supported	2015-03	Standalone Software
Uniformance Insight R21x	R210.1	Current	2019-09	Standalone Software
Uniformance Insight R20x	R200.1	Supported	2018-06	Standalone Software
Uniformance Process Studio R32x	R323.1	Current	2020-04	Standalone Software
Uniformance Process Studio R32x	R322.2	Current	2016-09	Standalone Software
Profit Suit R50x	R500.1	Current	2018-10	Standalone Software
Profit Suit R44x	R441.1	Supported	2017-04	Standalone Software
Profit Suit R43x	R431.1	Supported	2014-12	Standalone Software
Profit Suit R41x	R411.1	Supported	2013-05	Standalone Software
Control Performance Monitor R60x	R601.2	Current	2018-05	Standalone Software
Control Performance Monitor R57x	R570.1	Current	2014-12	Standalone Software
Control Performance Monitor R56x	R560.1	Supported	2013-03	Standalone Software
Profit Blending and Movement R510.y	R510.2	Current	2019-09	Software Package
Profit Blending and Movement R501.y	R501.3	Supported	2018-05	Software Package
Profit Blending and Movement R500.y	R500.2	Supported	2016-11	Software Package
Profit Blending and Movement R431.y	R431.4	Supported	2015-06	Software Package
Blending and Movement Automation R430.y	R430.4	Supported	2014-06	Software Package
Quality OptiMiser R560x	R560.1	Current	2017-11	Standalone Software
Quality OptiMiser R550x	R550.1	Supported	2014-12	Standalone Software
Quality OptiMiser R540x	R540.1	Supported	2010-10	Standalone Software
OptiVision R600x	R600.1	Current	2019-10	Software Package
OptiVision R56x	R560.2	Supported	2014-08	Software Package
OptiVision R54x	R541.1	Supported	2012-01	Software Package
Web Order Services 54x	R540.1	Current	2014-08	Standalone Software
UniSim Competency Suite	R470.1	Current	2020-01	Standalone Software
UniSim Competency Suite	R461.1	Supported	2019-01	Standalone Software
UniSim Competency Suite	R460.1	Supported	2018-04	Standalone Software
Alarm Configuration Manager R321	R321.12	Supported	2013-10	Standalone Software

Alarm Event Analysis R321	R321.5	Supported	2013-10	Standalone Software
UserAlert R321	R321.2	Supported	2013-10	Standalone Software
DynAMo Documentation & Enforcement (D&E) R200	ACM R321.12	Supported	2016-05	Standalone Software
DynAMo Metrics & Reporting (M&R) R200	R202.1	Supported	2017-03	Standalone Software
DynAMo Metrics & Reporting (M&R) R210.1	R210.1	Current	2020-05	Standalone Software
DynAMo Alerts & Notifications (A&N) R200	UA R321.2	Supported	2013-10	Standalone Software
DynAMo Operations Monitoring (DOM) R230	R230.2	Current	2019-08	Standalone Software
DynAMo Operations Monitoring (DOM) R230	R230.1	Supported	2019-04	Standalone Software
DynAMo Operations Monitoring (DOM) R220	R220.3	Supported	2018-06	Standalone Software
DynAMo Operations Monitoring (DOM) R211	R211.4	Supported	2017-08	Standalone Software
DynAMo Operations Logbook (DOL) R230	R230.2	Current	2019-08	Standalone Software
DynAMo Operations Logbook (DOL) R230	R230.1	Supported	2019-04	Standalone Software
DynAMo Operations Logbook (DOL) R220	R220.3	Supported	2018-06	Standalone Software
DynAMo Operations Logbook (DOL) R211	R211.4	Supported	2017-08	Standalone Software
Honeywell Trace R121	R121.1	Supported	2018-01	Standalone Software
Honeywell Trace R130	R130.1 Patch 2	Supported	2019-03	Standalone Software
Honeywell Trace R140	R140.1	Current	2020-06	Standalone Software
System Performance Analyzer R120	R120.1	Supported	2019-01	Standalone Software
System Performance Analyzer R130	R130.1	Current	2020-06	Standalone Software
Risk Manager R171	R171.1	Current	2019-03	Standalone Software
Risk Manager R170	R170.1 Patch 3	Supported	2018-03	Standalone Software
Secure Media Exchange (SMX)	104.6	Current	2017-08	Standalone Software
Immersive Competency	R100.1	Current	2018-07	Standalone Software
Symphonite Production Accounting & Reconciliation	R210.1	Current	2019-02	Standalone Software
Symphonite Production Accounting & Reconciliation	R201.2	Supported	2015-08	Standalone Software
Symphonite Production Accounting & Reconciliation	R200.1	Supported	2015-08	Standalone Software
System Inventory Tool R30x	R300.1	Current	2019-09	Standalone Software
System Inventory Tool R23x	R230.3	Supported	2018-05	Standalone Software
System Inventory Tool R23x	R230.2	Supported	2018-05	Standalone Software
System Inventory Tool R23x	R230.1	Supported	2018-05	Standalone Software
System Inventory Tool R22x	R220.1	Supported	2017-09	Standalone Software
Integrated Automation Assessment R16x	R160.1	Current	2019-12	Standalone Software
Integrated Automation Assessment R15x	R150.1	Supported	2018-02	Standalone Software
Symphonite Integration and Analytics R201.2	R201.2	Current	2020-01	Standalone Software
Symphonite Integration and Analytics R200.1	R200.2	Supported	2017-07	Standalone Software
Predict-SW (Sour Water)	R4.0	Supported	2018-12	Standalone Software
Predict-Crude	R2.0	Supported	2015-09	Standalone Software
Predict-Amine	R4.0	Supported	2017-09	Standalone Software
Predict-SA	R2.0	Supported	2014-12	Standalone Software

Socrates	R10.0	Supported	2019-03	Standalone Software
Predict-RT	R140	Supported	2019-06	Standalone Software
Predict-O&G	R7.1	Supported	2018-09	Standalone Software
Predict-Pipe	R5.0	Supported	2018-12	Standalone Software
Process Safety Analyzer	R115	Supported	2017-06	Standalone Software
Process Safety Analyzer	R200	Supported	2020-02	Standalone Software
Process Safety Analyzer	R201	Current	2020-07	Standalone Software
Symphonite RPMS	R510.1.8	Supported	2018-12	Standalone Software
UniSim Design	R470	Current	2019-10	Standalone Software
UniSim Design	R461.1	Supported	2019-04	Standalone Software
UniSim Design	R460	Supported	2018-01	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.