

# HONEYWELL INFORMATION, NEWS, AND TIPS



MARCH 2020

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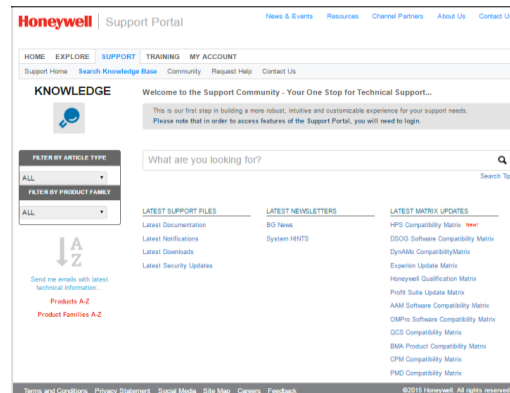
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## More Support Online (login)

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](mailto:HPS.System.HINTS).

## Secure Remote Access by Honeywell Managed Security Services

Today more than ever, remote service and support are a necessity for global enterprises. Without reliable, controlled remote access, it can quickly become a key operational constraint and security risk. Any time, from anywhere, Honeywell provides secure, real-time remote access to your systems and network devices. **It's a proven solution used by over 500 customer sites world-wide!**



Secure remote access is critical to mitigating cyber threats as well as ensuring operational and business continuity in the OT environment. Industrial operators and system managers need to be able to see and manage equipment securely without exposing the entire organization to cyberattacks.

### Honeywell Managed Security Services:

- Delivers an industrial-grade secure remote access solution to help ensure responsible, safe and controlled use of remote service capabilities
- Enables service delivery, troubleshooting or remote operations support from Honeywell and/or remote customer employees in an extremely controlled and secure manner, at any time, from anywhere in the world. **Service is setup remotely – no need to for an on-site visit!**

### Value to Customer:

- **Enables business continuity** – Allows personnel who are in isolation or restricted from visiting the site to continue working, and provides secure connectivity to Honeywell support teams (e.g., Field Services, GTAC, etc.) that may not be able to access sites due to pandemic
- **Faster incident response** – Enables remote incident response by supporting local onsite teams with operational and cybersecurity incidents, thereby minimizing the severity of impact
- **Eliminates travel time & travel costs**

### Reduces Cyber Risk:

- Includes multifactor authentication, extended authorization, and unique session tunneling and session recording capabilities
- Provides better security than VPN and Remote Desktop Service

### Interested?

For more information contact your local Honeywell account team.

## Test Drive Our Remote Solutions For Free to Help Maintain Your Business Continuity

During these very challenging and unprecedented economic times, we want to [extend our support](#) and provide you with the best remote technologies to help keep your instruments, processes and plants running.

Effective immediately, we are offering free access and expanded usage of select products, tools, software and remote services that can help enable operational continuity.

These [30-day free trial](#) offers are valid through to June 30, 2020, to any customer that needs it.

If you feel this offer could be of interest to a friend or colleague, please share.

Extended Support Offers can be accessed here: [www.hwill.co/RemoteSolutions](http://www.hwill.co/RemoteSolutions)

### Experion Gold Standard System

Honeywell provides comprehensive documentation and support tools to assist customers with installing and maintaining Experion PKS.

These resources contain configuration guidance, best practices, and links to the latest Experion and third-party updates that provide for a highly reliable, up to date Experion PKS environment.

An Experion Gold Standard System represents the Honeywell-recommended Experion PKS R511.2 configuration that will provide customers with the best Experion PKS experience.

This configuration has been captured into a easy to use, single page reference document and can be found on HoneywellProcess.com.

To access the document please follow the Link

<https://www.honeywellprocess.com/library/support/Documents/Customer/Experion-Gold-Standard-System.pdf>

### How to disinfect keyboard, mouse, devices?

Using a 70 percent isopropyl alcohol wipe or Clorox Disinfecting Wipes (or equivalent), you may gently wipe the hard, nonporous surfaces of keyboard, mouse, etc. or other exterior surfaces.

Don't use bleach. Avoid getting moisture in any opening, and don't submerge the device in any cleaning agents

### Safety Manager SC R201.2 Release Announcement

Safety Manager SC software release R201.2 has been released and is available for Shipment.

Safety Manager SC incorporates the latest Honeywell safety technology developments, including fully redundant architecture, quad processors, multi-fault tolerance, advanced diagnostics, and more.

The system offers key features such as:

- Single integrated solution for all safety applications
- Smaller footprint
- Cost-effective discrete I/O
- New power supply options
- Expanded Honeywell LEAP™ capabilities
- Tight operational integration with Distributed Control Systems (DCS) and SCADA platforms
- IEC 61131-compliant engineering tool for programming and diagnostics Offline/cloud simulation

Following this announcement, the Safety Manager (SC) releases Lifecycle is as follows:

- Safety Manager SC R201.2 – Current
  - General Release for all existing and new Safety Manager SC installations
  - For Safety Manager systems connecting to Safety Manager SC via SafeNet
- Safety Manager R162.3 – Current
  - For all new Safety Manager Projects, as SM R162.3 is the main functional release for Safety Manager
  - For FSC Migration to Safety Manager
  - For TPS Expansions with Safety Manager connected to the EUCN
- Safety Manager R154.2 – Supported
  - Maintenance release for Safety Manager.
  - Upgrade of Safety Manager R14x having configuration with Universal Safety IO (only supported by Safety Manager R151 and higher)
- Safety Manager R146.2 – Supported
  - Is the golden release for Safety Manager with Chassis only.
  - Safety Manager Software Release R146.2 does not support Universal Safety IO, hence upgrades from previous releases to Safety Manager R146.2 is only possible if **no** Universal Safety IO is configured
- Safety Manager R133.5 – Phased Out
  - Support is stopped

For current users of Safety Manager SC R200.x and R201.1 Honeywell strongly advises to upgrade to Safety Manager SC R201.2. This because of the safety/availability issues solved in SMSC R201.2. See [Software Change Notification SMSC R201.2](#)

Priority Notifications which are mentioned in the Software Change Notification can be found at following location.

<https://www.honeywellprocess.com/en-US/pages/default.aspx>

1. Login to Honeywellprocess.com.
2. Go to the SUPPORT tab.
3. In the search field type search criteria: for example, 'PN2017-11A'
4. System will find the correspondence notification.
5. Select and read the notification very carefully to understand issues resolved in this release.

**Note:** The search for notifications gives also a reference to the “Safety Systems PN-BW Matrix”. This matrix shows the complete overview of all notifications related to Honeywell Safety Systems.

# HPS Honeywell Users Group Update



Honeywell is closely monitoring developments related to COVID-19 on a global basis.

Your health and safety are our top priority, and therefore instead of our annual face-to-face Users Group events, HPS will organize a **virtual Honeywell Technology Experience, June 22-25**.

Detailed information on the new format will follow shortly.

We expect to resume the face-to-face Honeywell Users Groups in 2021.

More information about **the virtual Honeywell Technology Experience** will be posted on [www.honeywellusersgroup.com](http://www.honeywellusersgroup.com).

## HMIWeb Display Sizing Guidelines for Performance and Optimal Callup Time

Sizing HMIWeb displays wisely is key to station performance and optimal callup time.

### Display Sizing

Ensure displays are built within documented limits:

- 700 subscribed data references per display
- 800 vector graphics objects
- 250 groups and embedded shapes
- 3000 dynamic parameters per station computer
- 16 windows (displays, faceplates, popup, OTP) per station computer

### Console Station Physical Memory

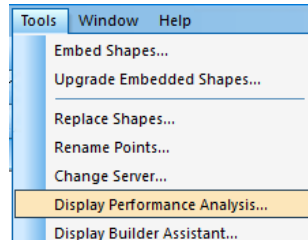
Ensure console stations (ESC/EST) have minimum 8G RAM.

### “Real Life” Display Testing

Projects must take full responsibility for verifying performance and impact on overall load for both stations and the server when adding new or updating displays. Final testing must be done on the customer system with live data verifying that both display callup time and system loading are acceptable. Any issue found must be fixed before handing over the displays to the customer. This could require limiting the number of windows, increasing update rates or downsizing displays.

### Display Performance Analysis

Verifying a single display can be done from HDB:

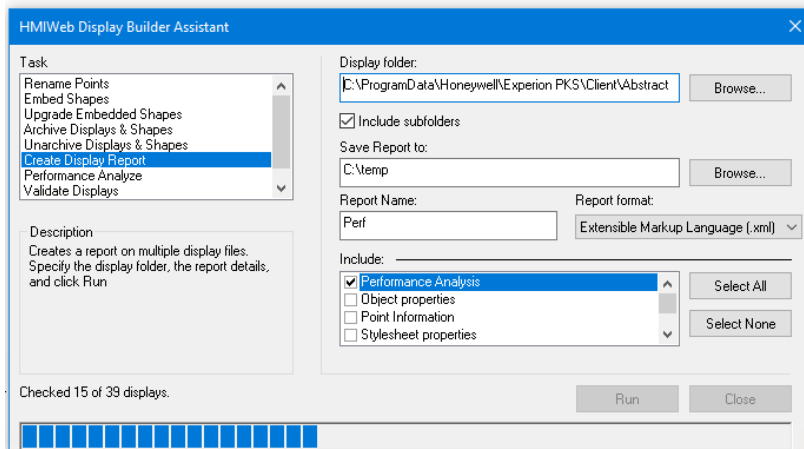


Display Performance Analysis

Summary Details

Performance Indicator	Count	Suggested Limit
Subscribed data references	590	700
Normal	213	
Script data	377	
On-demand data references	0	200
Data references that allow fast update	87	200
Total objects	1769	1200
Vector graphics objects	1253	800
Scripts	98	100
Groups & embedded shapes	303	250
Linked shapes	0	10
Embedded shape sequences	0	70
Rotated objects	0	70

Multiple graphics can be assessed using the HMIWeb Display Builder Assistant as shown below:



## Understanding the Limits

The subscribed data reference is usually the first thing that comes to mind when building a display. This is indeed an important aspect to control when authoring displays, and the goal would be to avoid overloading data owners.

It is important to not exceed the amount of vector graphic objects, which is often assumed to be “not important.” Rendering time is proportional to the amount of lines and vector graphic to be drawn in station. If callup time is important, the user would need to ensure to build the display within limit.

It is equally important to ensure to not exceed the amount of shape and groups. For example, most shape libraries execute code at initial update, which could impact callup time.

When projects design displays, a common failure is to design the display for a single window, forgetting that the operators would be “using” the display in an Orion Console arrangement where up to 16 displays could be opened at the same time. Multiple large displays would have a compound effect on callup time and subscription which would need to be assessed. It would be wise to configure displays in different categories to ensure that the overall station specification is not breached.

The following guidelines would be used, assessing the impact with the increased number of windows in the Orion 55-inch UHD plus OTP monitor, scripting/data change, platform capability (i.e., physical vs. virtual):

	Subscribed data References	On-demand data references	Data references that allow fast update	Total objects	Vector graphics objects	Scripts	Groups & embedded shapes	Linked shapes	Embedded shapes sequences	Rotated objects	Color Breakpoints	ActiveX Controls
Small	100	28	28	168	112	13	32	1	7	7	10	3
Medium	300	85	85	510	340	42	105	4	28	28	40	12
Large	700	200	200	1200	800	100	250	10	70	70	100	30

### Data Owner Capacity

Assessing the health of the data owners is important for fast data delivery to station, and we would recommend verifying the load of each embedded device:

- For TPS system, the Native Window display “LCNPERF” can be used to assess the load of each data owner and LCN capacity
- For C300 controllers, Article 25985 would be used as a guide to validate if the embedded devices have enough capacity
- For EHPM with CDA option, follow Article 106851

When acquiring remote TPS data over DSA, it would be important to verify that the publisher ESVT’s TPNServer is not congested. Follow Article 84148 for assessing and resolving ESVT congestion.

### Experion PKS Raritan KVM Client Launched

Honeywell is pleased to announce the release of the Experion Raritan KVM client, a new product providing secure, convenient access to business network applications from Experion Stations on the Process Control Network. The Experion Raritan KVM client provides a window on Experion Station with the same user experience as being directly connected to the business computer. Control room operators can quickly access business applications required for their daily tasks, directly from their console screens, with no additional switches, keyboards, mice, or computers cluttering the console.



Figure: Experion Raritan KVM Client integration within Orion Console

## Key Benefits

### Secure access to business network computers

No network access is required, and no firewall ports need to be opened between the process control network and the business network.

### Full integration with Orion Console

Designed for use with Orion Console's large UHD screens, with easy access to remote business computers via display links, station menus, toolbars and shortcuts. Seamlessly access business computers from your console screen.

### Minimal engineering effort required

The Experion Raritan KVM Client is a low complexity solution that is quick and easy to install and configure

### Reduce operator console clutter

No need to locate dedicated business computers or KVM hardware on the operator's console



Figure: Simultaneous access to two business computers



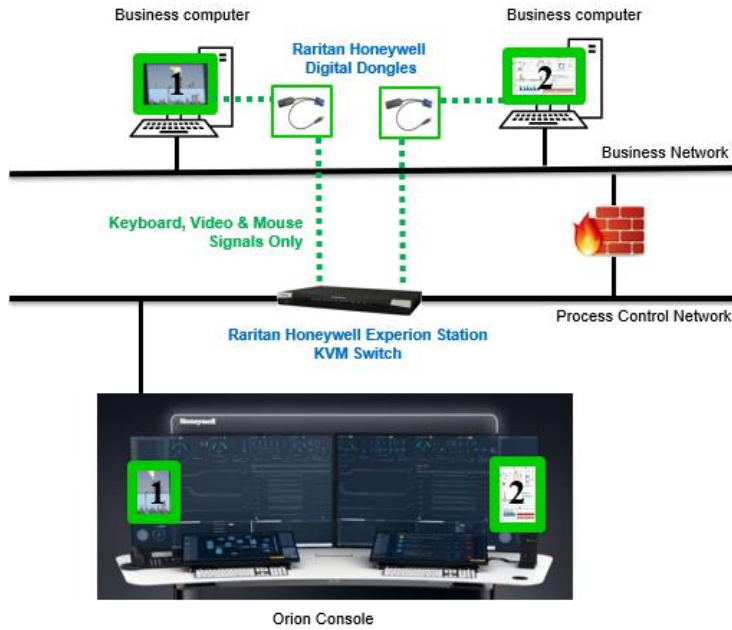


Figure: Topology

Raritan Honeywell digital dongles connects to the business computer’s video port and USB port for mouse and keyboard. Isolated ethernet cables connect each digital dongle to the Raritan Honeywell Experion Station KVM switch located on the process control network. Keyboard, video and mouse (KVM) signals are securely transmitted between the business computers and the KVM switch.

The Experion Raritan KVM Client is compatible with the following Experion Station releases:

Supported Experion Station Releases	
	R50X
	R51X

For more information contact your local Honeywell account team.

# Honeywell announces the Virtual Combustion Technician!

Get support when and where you need it!



In the past few weeks our world changed. Now, how we work and interact with each other needs to change. Meet your Honeywell Virtual Combustion Technician.

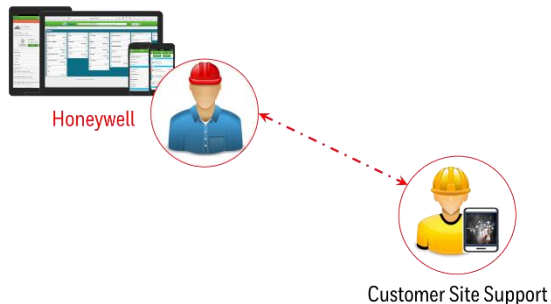
Unlike a traditional Support Center or TAC, which provides you with technical support, the **Honeywell Virtual Combustion Technician** provides customers, partners and OEMs the ability to have direct access to Honeywell Thermal Technicians and Engineers without the need of a site visit.

Your company either produces items critical to our recovery or supports these companies. Unfortunately, production issues occur and when they do, there will be times your staff needs help troubleshooting or resolving the issue. We know you can't afford extended downtime because of site restrictions or travel disruptions, so we have introduced the Honeywell Virtual Combustion Technician.

This promotional offering is designed to provide you the support you need when issues arise without the risks, challenges and costs associated with travel.

With the Honeywell Virtual Combustion Technician your onsite personnel receive a dedicated phone number so a Honeywell Technician can provide real-time enhanced visual collaboration, guiding your staff through problem resolution without having to travel to site. This gets your production back

online quickly, so you can save time, money and meet your deadlines. Our staff can see what your repair personnel see. They can provide instructions and ensure clarity by using augmented reality to annotate on your staff's cell or tablet, minimizing downtime so your production can get back online quickly.



And the best part? *Only a simple App download is required!*

The promotion is currently available globally for a limited time only. For more information contact your HTS Account Manager or visit:

<https://thermalsolutions.honeywell.com/en/services/all-services>

# Experion Station Stability Updates

We are releasing Station and Infrastructure patches that includes major stability fixes for Experion. Problem resolved includes:

- Slow callup time
- Performance degradation overtime
- Safeview process termination
- Unresponsive Station windows

HPS Technical Support is recommending updating system to increase system stability and availability.

## Update availability

Experion Release	Available in
R500.x	Experion PKS R500.2 HMIWeb Patch 6 (May 2020) & Infrastructure HotFix 4
R501.x	Experion PKS R501.6 HMIWeb Patch 1 & Infrastructure HotFix 1
R510.x	Experion PKS R510.2 HMIWeb Patch 4 (Mar 2020) & Infrastructure HotFix 5
R511.x	Experion PKS R511.2 HMIWeb Patch 1 & Infrastructure HotFix 1 (Mar 2020)

Refer to the [Experion Update Matrix](#) for download links.

## 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

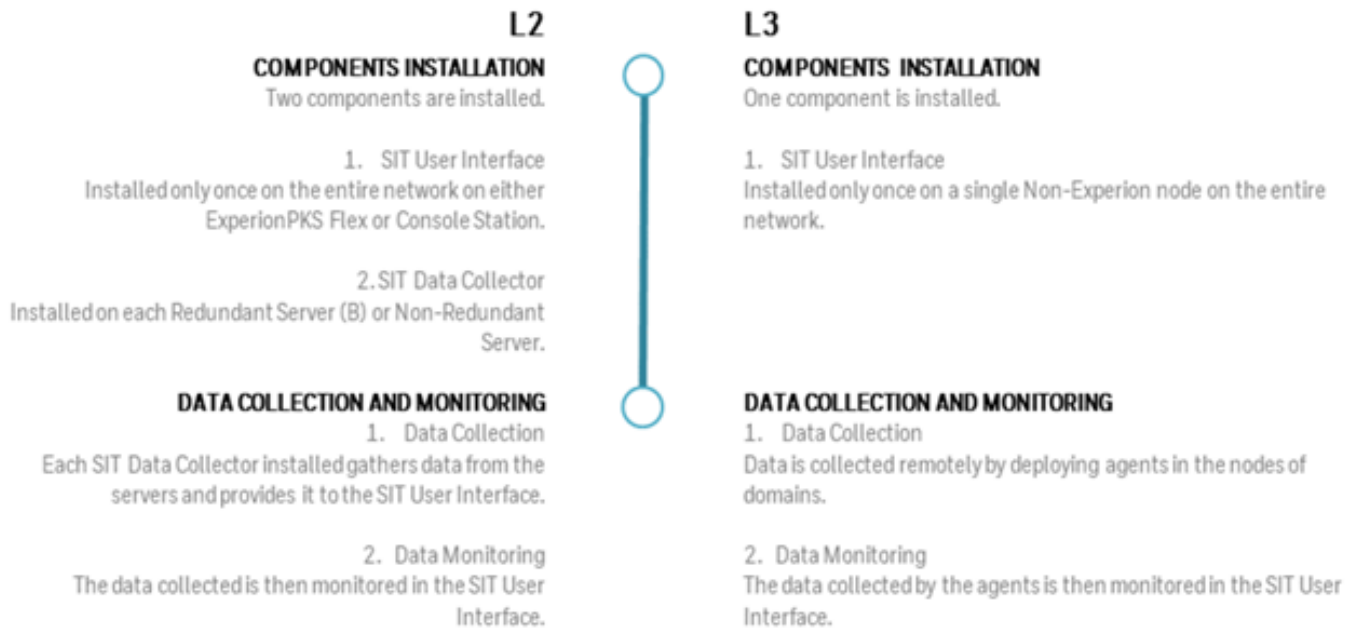
## Installation

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, based on their control system requirements.

### Functionality of SIT on L2 and L3

Key features & differences on both levels



## 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 Do You Need It?

### 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, 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 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 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, 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, control 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 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.

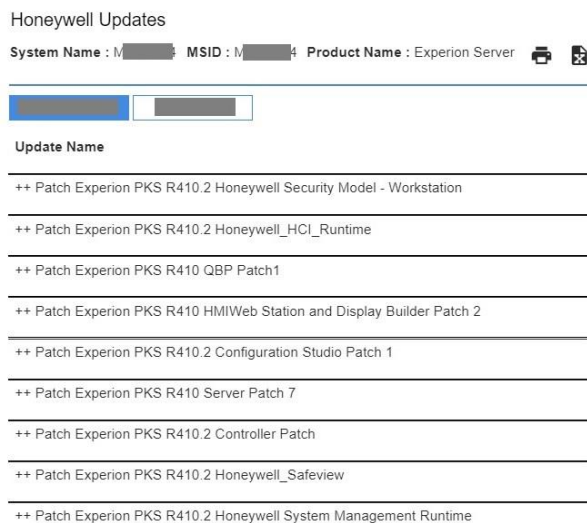
### Quickly Locate Assets

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 You?

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 SIT 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 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, you can see all your servers, stations, controllers, nodes, and switch hardware, as well as detailed information about each. Depending on which asset you're viewing, you can see the serial number, F/W, BIOS, installed software, 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.

Series C I/O  
System Name : M... MSID : M...

IO Link	Name	Model	Slot/Card#	Hardware Revision	Boot FW	App FW	Serial
236IOLINK_1A	DL_HV_23	CC-PDIH01	23A	C	04.01.03	04.01.08	1...
236IOLINK_1A	DL_HV_19	CC-PDIH01	19A	C	04.01.03	04.01.08	1...
236IOLINK_1A	DO_24B_33	CC-PDOB01	33A	G	04.01.03	04.01.08	1...
236IOLINK_1A	DO_24B_32	CC-PDOB01	32A	G	04.01.03	04.01.08	1...
236IOLINK_1A	DL_HV_22	CC-PDIH01	22A	C	04.01.03	04.01.08	1...
236IOLINK_1A	DO_24B_31	CC-PDOB01	31A	G	04.01.03	04.01.08	1...
236IOLINK_1A	DL_HV_25	CC-PDIH01	25A	C	04.01.03	04.01.08	1...
236IOLINK_1A	DL_HV_24	CC-PDIH01	24A	C	04.01.03	04.01.08	1...
236IOLINK_1A	DL_HV_21	CC-PDIH01	21A	C	04.01.03	04.01.08	1...

### 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 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 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 to Use in My Control System?**

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 your 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 February 2019, there was a 56 percent increase in SIT 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 straightforward, the tool runs without incident, and 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	665	514	77.29%	36.42%
APAC	147	68	46.26%	91.84%
EMEA	450	316	70.22%	46.98%
Global	1262	898	71.16%	55.98%

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	<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>

## 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
<a href="#">PN2020-01 Database with IO Ref Blocks Migration Failure</a>	Experion PKS	R431, R432, R500, R501, R510, R511	01/17/2020
<a href="#">PN2020-02 Failure to Load a Control Strategy after Performing a Change Parent Operation</a>	Experion PKS	R510, R511	01/17/2020
<a href="#">PN2019-32 Inconsistent CV Deadband and Range Behavior</a>	QCS Experion MX MD Controls, MDMV	Experion MX R70x.x, MD Controls R700.1, R701.1, R701.2, R701.3, R702.1	12/22/2019
<a href="#">PN2019-31 Mandatory use of replacement procedure for QPP and USI when using FX-USI-0002</a>	Safety Manager	All	12/12/2019
<a href="#">PN2019-26A HCLink Application crash when used with Experion PMD R9XX system</a>	HCLink Application crash in Experion MX R70X with Experion PMD R9XX system	Experion MX Releases, R700.X, R701.X, R702.X	12/12/2019
<a href="#">PN2019-30 Rollset Quality Data missing in Rollset Historian Display on Experion MX R70x systems</a>	Experion MX R70X systems	Experion MX Releases, R700.X, R701.X, R702.X	12/06/2019
<a href="#">PN2019-29 Experion MX 4080 or 5080 Scanner with X-Ray Sensor</a>	4080, 5080 Scanner with X-Ray sensor on Experion MX R702.1 and Experion MX 702.2 systems.	Experion MX R702.1 and Experion MX R702.2	12/06/2019
<a href="#">PN2017-21B Spurious Fault Error Code 32 reported for Universal Safety IO</a>	Safety Manager, module type FC-RUSIO-3224 & FC-RUSLS-3224	Version 1.4 or lower	11/08/2019

## Products Revisions and Support Status

Latest Media Revision	Latest Patch/Update	Functional Release - First Shipment Announcement	Support Status	Software Product Category
Alarm Configuration Manager R321	R321.11	2013-10	Supported	Standalone Software
Alarm Event Analysis R321	R321.5	2013-10	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	Standalone Software
Control Performance Monitor R57x	R570.1	2014-12	Current	Standalone Software
Control Performance Monitor R60x	R601.2	2018-05	Current	Standalone Software
ControlEdge 2020 R14x	R140.1	2017-04	Supported	System Software
ControlEdge 2020 R15x	R151.1	2018-11	Supported	System Software
ControlEdge 2020 R16x	R160.1	2019-12	Current	System Software
DynAMo Alerts & Notifications (A&N) R200	UA R321.2	2013-10	Current	Standalone Software
DynAMo Documentation & Enforcement (D&E) R200	ACM R321.11	2016-05	Current	Standalone Software
DynAMo Metrics & Reporting (M&R) R200	R202.1	2017-03	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	Supported	Standalone Software
DynAMo Operations Logbook (DOL) R230	R230.2	2019-08	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	Supported	Standalone Software
DynAMo Operations Monitoring (DOM) R230	R230.2	2019-08	Current	Standalone Software
Experion Backup and Restore R50x	R500.1	2017-04	Supported	Software Package
Experion Backup and Restore R50x	R501.1	2017-04	Supported	Software Package
Experion Backup and Restore R50x	R501.2	2017-04	Supported	Software Package
Experion Backup and Restore R50x	R501.3	2017-04	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	R510.2	2018-09	Supported	System Software
Experion HS R51x	R511.1	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 R11x	R110.2	2014-09	Supported	System Software
Experion LX R12x	R120.1	2015-03	Supported	System Software

Experion LX R50x	R500.2	2017-11	Supported	System Software
Experion LX R51x	R510.2	2018-11	Current	System Software
Experion MX CD Controls R70x	R700.1	2017-03	Supported	Software Package
Experion MX CD Controls R70x	R701.2	2018-05	Supported	Software Package
Experion MX CD Controls R70x	R702.1	2019-06	Current	Software Package
Experion MX CDMV Controls R70x	R700.1	2017-03	Supported	Software Package
Experion MX CDMV Controls R70x	R701.1	2018-05	Supported	Software Package
Experion MX CDMV Controls R70x	R702.1	2019-06	Current	Software Package
Experion MX IDP Scout R61x	R610.1	2013-02	Supported	Standalone Software
Experion MX IntelliMap R61x	R610.1	2013-02	Current	Standalone Software
Experion MX MD Controls R70x	R700.1	2017-03	Supported	Software Package
Experion MX MD Controls R70x	R701.1	2018-05	Supported	Software Package
Experion MX MD Controls R70x	R702.1	2019-06	Current	Software Package
Experion MX MDMV Controls R70x	R700.1	2017-03	Supported	Software Package
Experion MX MDMV Controls R70x	R701.3	2018-05	Supported	Software Package
Experion MX MDMV Controls R70x	R702.1	2019-06	Current	Software Package
Experion MX/MXProLine R70x	R700.4	2017-03	Supported	System Software
Experion MX/MXProLine R70x	R701.3	2018-05	Supported	System Software
Experion MX/MXProLine R70x	R702.2	2019-06	Current	System Software
Experion PKS R43x	R431.4	2014-03	Supported	System Software
Experion PKS R43x	R431.5	2014-03	Supported	System Software
Experion PKS R43x	R432.1	2014-03	Supported	System Software
Experion PKS R43x	R432.2	2014-03	Supported	System Software
Experion PKS R50x	R501.4	2017-01	Supported	System Software
Experion PKS R50x	R501.6	2017-01	Supported	System Software
Experion PKS R51x	R510.1	2018-08	Supported	System Software
Experion PKS R51x	R510.2	2018-08	Supported	System Software
Experion PKS R51x	R511.1	2018-08	Supported	System Software
Experion PKS R51x	R511.2	2018-08	Current	System Software
Fail Safe Controller R71x	R710.9	2011-07	Supported	System Software
Fail Safe Controller R80x	R801.3	2014-10	Current	System Software
Field Device Manager R43x	R430.1 (Patch 1)	2012-06	Supported	Standalone Software
Field Device Manager R50x	R500.1	2017-03	Supported	Standalone Software
Field Device Manager R50x	R501.4	2017-03	Supported	Standalone Software
Field Device Manager R51x	R511.1	2019-09	Current	Standalone Software
Honeywell Trace R120	R120.1	2017-04	Supported	Standalone Software
Honeywell Trace R121	R121.1	2018-01	Supported	Standalone Software
Honeywell Trace R130	R130.1 Patch 2	2019-03	Current	Standalone Software
Immersive Competency	R100.1	2018-07	Current	Standalone Software
Integrated Automation Assessment R15x	R150.1	2018-02	Supported	Standalone Software
Integrated Automation Assessment R16x	R160.1	2019-12	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 R53x	R531.1	2012-01	Supported	Standalone Software
OptiVision R54x	R540.1	2014-08	Supported	Standalone Software
OptiVision R54x	R541.1	2015-12	Supported	Standalone Software
OptiVision R60x	R600.2	2019-10	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	Supported	System Software
PlantCruise R50x	R500.1	2017-11	Supported	System Software
PlantCruise R51x	R510.2	2018-11	Current	System Software
PMD R83x	R831.1	2015-02	Supported	System Software
PMD R90x	R900.2	2017-02	Supported	System Software
PMD R91x	R910.2	2018-12	Current	System Software
Predict-Amine	R4.0	2017-09	Supported	Standalone Software
Predict-Crude	R2.0	2015-09	Supported	Standalone Software
Predict-O&G	R7.1	2018-09	Supported	Standalone Software
Predict-Pipe	R5.0	2018-12	Supported	Standalone Software
Predict-RT	R140	2019-06	Supported	Standalone Software
Predict-SA	R2.0	2014-12	Supported	Standalone Software
Predict-SW (Sour Water)	R4.0	2018-12	Supported	Standalone Software
Procedure Analyst R41x	R410.0	2013-01	Supported	Standalone Software
Procedure Analyst R43x	R430.1	2015-06	Supported	Standalone Software
Procedure Analyst R50x	R500.2	2017-03	Current	Standalone Software
Process Safety Analyzer	R115	2017-06	Current	Standalone Software
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	Supported	Software Package
Profit Blending and Movement R510.y	R510.1	2019-09	Current	Software Package
Profit Suit R41x	R411.1	2013-05	Supported	Standalone Software
Profit Suit R43x	R431.1	2014-12	Supported	Standalone Software
Profit Suit R44x	R441.1	2017-04	Supported	Standalone Software
Profit Suit R50x	R500.1	2018-10	Current	Standalone Software
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 R20x	R201.1	2014-03	Current	System Software
Safety Manager R14x	R146.2	2010-05	Supported	System Software
Safety Manager R15x	R153.7	2012-04	Supported	System Software
Safety Manager R15x	R154.2	2012-04	Supported	System Software
Safety Manager R16x	R162.3	2014-10	Current	System Software
Safety Manager SC R20x	R201.2	2018-08	Current	System Software

Secure Media Exchange (SMX)	R102.3	(blank)	Current	Standalone Software
Socrates	R10.0	2019-03	Supported	Standalone Software
Symphonite Integration and Analytics R200.1	R200.2	2017-07	Supported	Standalone Software
Symphonite Integration and Analytics R201.1	R201.1	2019-09	Current	Standalone Software
Symphonite Production Accounting & Reconciliation	R200.1	2015-08	Supported	Standalone Software
Symphonite Production Accounting & Reconciliation	R201.2	2015-08	Supported	Standalone Software
Symphonite Production Accounting & Reconciliation	R210.1	2019-02	Current	Standalone Software
Symphonite RPMS	R510.1.8	2018-12	Current	Standalone Software
System Inventory Tool R21x	R210.2	2016-11	Supported	Standalone Software
System Inventory Tool R22x	R220.1	2017-09	Supported	Standalone Software
System Inventory Tool R23x	R230.1	2018-05	Supported	Standalone Software
System Inventory Tool R23x	R230.2	2018-05	Supported	Standalone Software
System Inventory Tool R23x	R230.3	2018-05	Supported	Standalone Software
System Inventory Tool R30x	R300.1	2019-09	Current	Standalone Software
System Performance Analyzer	R120.1	2019-01	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	R687.4	2018-02	Supported	System Software
TPN R687.x	R687.5	2018-02	Supported	System Software
TPN R687.x	R687.6	2018-02	Supported	System Software
TPN R688.x	R688.2	2019-01	Supported	System Software
TPN R688.x	R688.3	2019-01	Supported	System Software
TPN R688.x	R688.4	2019-01	Current	System Software
TPS (APP) CLM R20x	R200.2	2012-07	Supported	System Software
TPS Builder R43x	R430.1	2016-05	Supported	Software Package
TPS R42x	R421.3	2009-11	Supported	System Software
Uniformance Asset Sentinel R51x	R510.1	2017-04	Supported	Standalone Software
Uniformance Asset Sentinel R51x	R511.2	2017-10	Supported	Standalone Software
Uniformance Asset Sentinel R52x	R520.1	2018-12	Supported	Standalone Software
Uniformance Asset Sentinel R52x	R520.2	2019-07	Current	Standalone Software
Uniformance Executive R31x	R311.1	2018-03	Current	Standalone Software
Uniformance Insight R11x	R110.1	2017-10	Supported	Standalone Software
Uniformance Insight R20x	R200.1	2018-06	Supported	Standalone Software
Uniformance Insight R21x	R210.1	2015-08	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 R32x	R321.1	2015-03	Supported	Standalone Software
Uniformance PHD R34x	R340.1	2017-10	Supported	Standalone Software
Uniformance PHD R40x	R400.1	2019-06	Current	Standalone Software
Uniformance Process Studio R32x	R322.2	2016-09	Current	Standalone Software
UniSim Competency Suite	R460.1	2018-04	Supported	Standalone Software

UniSim Competency Suite	R461.1	2019-01	Supported	Standalone Software
UniSim Competency Suite	R470.1	2020-01	Current	Standalone Software
UniSim Design	R460	2018-01	Supported	Standalone Software
UniSim Design	R461.1	2019-04	Supported	Standalone Software
UniSim Design	R470	2019-10	Current	Standalone Software
UserAlert R321	R321.2	2013-10	Supported	Standalone Software
Web Order Services 54x	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.