Honeywell

HALO Operator Advisor

R100.3

Software Change Notice

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ABOUT THIS GUIDE

This Software Change Notice contains important information that must be read prior to installing and working with the HALO Operator Advisor (OA). It also contains known issues and additional information.

Purpose

To showcase important information that must be read prior to installing and working with the HALO OA.

Revision history

Version	Date	Description
A	April 2022	Added Known Issues and workaround.

Introduction

Honeywell's Operator Advisor from Experion Highly Augmented Lookahead Operations (HALO) suite leverages process data and utilizes advanced analytics to provide realtime insights and contextual, actionable recommendations for plant operations teams. HALO Operator Advisor shows deviation from optimum production due to operator actions/inactions and provides recommendations to improve throughput.

Intended audience

This guide is primarily intended for Product Admin and Operations Manager to improve the operator performance and move the plant to independent operations.

2 CHECK FOR UPDATES ON HONEYWELL PROCESS SOLUTIONS WEBSITE

The Honeywell Process Solutions website, http://www.process.honeywell.com contains the most up-todate software updates, documentation, and recommended anti virus updates. You can find the latest version of this SCN on Honeywell Process Solutions website.

To access the Honeywell Process Solutions website

1. In a web browser, type the following URL.

   https://www.process.honeywell.com/support

   The **SUPPORT** page appears, and the **Search Knowledge Base** tab is selected by default.

2. Select **Click Here to Login** in the top-right corner of the page.

   The home page appears.

3. If you are a new user, register at this website. Click **Register**, and follow the on-screen instructions.

4. If you are already registered, type your **Account Login** user name and password, and click **Login.** Your account name appears in the top-right of the page.

To download documents, security updates, or antivirus notifications

1. Click **Latest Documentation.**

   The **All Support Documentation** page appears as a new page.

2. In the **Search** box, type the name of the required document, security update, or antivirus notification.

   For example, to download an SCN, type **Operator Advisor Rxx.x Release Software Change Notice** in the **Search** box.

3. Click **Search.**

   The **All Support Search Results** page appears with the search results.

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4. In the left pane, use the **Search Result Filters** to further filter the document, security update, or antivirus notification. For example, if you are locating a Software Change Notice:
   - Under **Document Type**, click **Software Change Notice**.
   - Under **Product Release**, click the required Operator Advisor product release.
5. Click the document, security update, or antivirus notification link to open it.

To download the latest documentation

Perform the below steps to download the latest documentation:

1. Go to Honeywell Process Solutions website (www.process.honeywell.com).
2. Login using the required credentials.
3. Click **SUPPORT** tab.
4. Click **Latest Documentation** under **LATEST SUPPORT FILES** for recently published documents.
5. Click on the required document to download the document.
6. To download the older documents, type the keyword of the required document and press **Enter**.
7. Click on the required document to download the document.

3 CONTENT OF RELEASE

HALO Operator Advisor

Product	Release
Operator Advisor	R100.3

HALO OA content

The current release of OA consists of the following components.

Component	Part number
OA Installation Package	51157268
OA R100.3 Installation and Configuration Guide	OADOC-X741-en-100
OA R100.3 User Guide	OADOC-X740-en-100
OA R100.3 Software Change Notice (This Document)	OADOC-X760-en-100

The following is the HALO OA software version.

Software	Version
HALO OA Sofware Media R100.3	R100

RELEASE OVERVIEW

Release description

Honeywell Operator Advisor from Experion®Highly Augmented Lookahead Operations (HALO) suite is a powerful software solution enabling plant owners to objectively measure gaps and drive operator effectiveness to the next level by analyzing historical process and event information and assessing performance using advanced algorithms and data analytics

Operator Advisor is part of Honeywell's comprehensive Operations Excellence service program, which focuses on improving overall operator effectiveness and efficiency. This tool differs from current manual and subjective assessment processes, which do not link operator effectiveness and behaviors to operator actions and plant performance based on system data.

- Provides valuable insights on operator effectiveness.
- Helps to optimize operator efficiency.
- Links operator behavior to plant performance.
- Shows deviations from optimum production due to operator actions/inaction.
- Provides insights on operator workload.

The following features are included in this release.

- Metric tooltip: It is a graphical user interface element. When hovering over a particular metric percentage, a text box shows the average count or percentage of the parameter which is contributing to the metrics.
- AssetHelper tool: Enables the user to select the maximum number of assets for the metrics calculation. It calculates the average time taken for each asset and suggests the user to increase the asset selection based on the calculation.

5 KNOWN ISSUES

This section provides information about the known issues and workarounds.

PAR Number	Description
OPERATIONSADV-3579	**Error Description:** Acceptable Rate of Alarms recommendations is not triggered when any asset in a console has no metric Data **Workaround:** None.
OPERATIONSADV-4354	**Description:** When Engineering configuration data has same Item Name configured for multiple Control Module of different Asset, Operator Advisor might not identify the correct Controller Tag for an Asset. **Workaround:** None.
OPERATIONSADV-4355	**Error Description:** While configuring the recommended Assets suggested by Asset Helper tool in Operator Advisor Configuration File, consider 75% of the recommended Assets from Asset Helper tool. See *Asset Helper tool* chapter in *Operator Advisor User Guide* for more information. **Workaround:** 1. Once data collection is completed, restart SQL server from Service Panel. 2. Assets that can be chosen for data processing is 75% of the recommended assets from the Asset Helper tool.

Notices

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Documentation feedback

You can find the most up-to-date documents on the Honeywell Process Solutions support website at:

- https://process.honeywell.com/support

If you have comments about Honeywell Process Solutions documentation, send your feedback to:

- hpsdocs@honeywell.com

Use this email address to provide feedback, or to report errors and omissions in the documentation. For immediate help with a technical problem, contact your local Honeywell Process Solutions Customer Contact Center (CCC) or Honeywell Technical Assistance Center (TAC).

How to report a security vulnerability

For the purpose of submission, a security vulnerability is defined as a software defect or weakness that can be exploited to reduce the operational or security capabilities of the software.

Honeywell investigates all reports of security vulnerabilities affecting Honeywell products and services.

To report a potential security vulnerability against any Honeywell product, please follow the instructions at:

https://honeywell.com/pages/vulnerabilityreporting.aspx

Submit the requested information to Honeywell using one of the following methods:

- Send an email to security@honeywell.com.

  or

- Contact your local Honeywell Process Solutions Customer Contact Center (CCC) or Honeywell Technical Assistance Center (TAC) listed in the "Support" section of this document.

Support

For support, contact your local Honeywell Process Solutions Customer Contact Center (CCC). To find your local CCC visit the website, https://www.process.honeywell.com/en-US/contact-us/customer-support-contacts/Pages/default.aspx.

Training classes

Honeywell holds technical training classes about Operator Advisor. These classes are taught by experts in the field of process control systems. For more information about these classes, contact your Honeywell representative, or see http://www.automationcollege.com.