Honeywell

Experion PKS

Getting Started with Experion Software Guide

Release 431

Honeywell

Document	Release	Issue	Date
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Contents

CONTENTS

1 About this guide

This document provides an overview of the installation and migration tasks for Experion software. It describes the supported installation scenarios and how to get started with each scenario. In addition, it mentions the tasks that must be performed for migrating to Experion.

The following table describes the possible scenarios, and the action to be performed for installing/migrating to Experion.

What do you want to do?	Action
Installation	1. Gather the required documents, which can be accessed or printed from the PDF collection. 2. Perform the preparation tasks mentioned in the *Starting an Experion installation* section. 3. Understand the installation scenarios mentioned in the *Understanding the different installation methods* section. 4. Complete the appropriate installation procedure mentioned in the *Software Installation User's Guide* (SIUG).
Complete a factory installation	Complete the configuration procedures mentioned in the *Configuring Experion nodes after factory mode installation* section.
Migration	1. Gather the required documents, which can be accessed or printed from the PDF collection and identify the supported migration scenarios. 2. Understand the migration scenarios and the supported migration paths mentioned in the Migration Planning Guide. 3. Refer to the appropriate set of migration documents. Depending on the migration path, the migration guides are classified into Scenario-specific and Site-specific migration guides.

Revision history

Version	Date	Description
A	February 2015	Initial release

Related topics

1.1 Intended audience

This guide is for people who are responsible for the installation or migration of Experion software.

Prerequisite skills

Ensure that you have.

- An understanding of Microsoft Windows folder and file structures.
- An experience in installing software programs using standard installation applications.
- An understanding of system topology where this Experion software is used.
- Access to Experion software license keys, as they are required during an Experion software installation.

1.2 About HPS Support Website

Download Honeywell software updates, documentation, and recommended antivirus updates from the Honeywell Process Solutions website (http://www.honeywellprocess.com).

> **Attention**
> - You must access the Honeywell Process Solutions website from a secured computer, rather than from a node within your Experion system.
> - To access zip file, save the file in the local drive and then open.

2 About Experion documentation and media

Related topics

2.1 Experion documentation

Experion documentation is supplied as a package in the form of a PDF collection.

PDF Collection

In the PDF Collection, you can search and view the Experion documentation in PDF format. The PDF Collection contains all Experion documents, including installation, migration, and SCN documents.

Experion PKS Upgrade Tool Components media

The Experion PKS Upgrade Tool Components media contains component level migration guides. It contains complete information about the migration instructions for a component with a particular configuration.

2.2 Experion media

> **Attention**
> Ensure that you take the following precautions while using the media.
>
> - Do not scratch the surface of the media.
> - Do not place the media on any surface other than the media drive or its original package.
> - Avoid finger prints on the media by not touching the recorded surface.
> - Hold the media by the edges only.
> - Place the media back in its packaging when not in the CD/DVD ROM drive.

To install Experion, you may require one or more of the following media.

Media name	Media type	Contents
Experion PKS Installation media	DVD	This media contains all of the Experion software.
Experion PKS System Initialization media	DVD	• Required drivers for system hardware component and different software packages • System performance tools
Experion PKS System Initialization Updates media	DVD	Windows operating system updates
Experion PKS Support Software media	DVD	Updates for the Experion installation
Microsoft SQL Server 2012 SP2 media	DVD	Updates for SQL Server
Microsoft Visual Studio CAB media	DVD	Updates for Microsoft Visual Studio
Experion Support and Maintenance media	DVD	Experion support and maintenance

In addition to the above media , you may also require the following media during Experion migration.

Media Name	Type	Contents
Experion PKS LIOM Software media	CD	LIOM software

3 Getting started with Experion installation or migration

Related topics

3.1 Starting an Experion installation

You must have the following documentation before you begin Experion installation.

- *Domian Controller set of guides*: If you are installing a Domain Controller, you must install the Domain Controller before you start installing any Experion nodes. Refer to the *Windows Domain and Workgroup Implementation Guide*. For planning information, refer to *Windows Domain and Workgroup Planning Guide*. For operation system migration information, refer the appropriate operating system-specific implementation guide *Windows Domain Implementation Guide for Windows Server 2008 R2*/*Windows Domain Implementation Guide for Windows Server 2012*. The Domian Controller set of guides is available in the Experion PDF Collection media.

- *Software Change Notices* (SCN): The Software Change Notice provides information about new features, problems resolved, known issues, software component versions, and firmware revisions for a release. In addition, the document also contains important changes from previous release, special considerations in installation or migration, and any last-minute documentation updates. Although the SCN is provided in printed form, you must always download the latest version of the SCN from the Honeywell Process Solutions website (https://www.honeywellprocess.com/support). The following are the two types of SCNs.

  - *Experion General Release Software Change Notice*
  - *Experion Support Software - Software Change Notice*

- *Getting Started with Experion Software Guide*: This document details the prerequisites and specific tasks required to set up the Experion system. You can also use the document as a reference when you add new components to your system.

- *Experion Software Installation User's Guide* (SIUG): This document guides you through the standard Experion software installation. The SIUG is available in the Experion PDF Collection media.

  Refer to the SIUG in the following scenarios.

Scenario	Refer to
Install the hardware or set up the ESIS repository before installing Experion.	*Preparing for an Experion installation* section in SIUG.
Use the Experion Software Installation Server (ESIS) to perform an installation.	*Installing Experion on Honeywell-qualified platforms* section in SIUG.
Install the optional features	*Optional features* section in SIUG.
Install Experion – With operating system reinstall using ESIS – On a node on which the operating system does not exist (bare metal) using ESIS. – Using DVD media.	*Alternate scenarios for installing Experion on Honeywell-qualified platforms* section in SIUG.
Install/configure operating system only using Experion PKS initialization media.	*Installing/Configuring operating system on Honeywell-qualified platforms using Experion PKS System Initialization media* section in SIUG.
Purchased your computer from a vendor other than Honeywell	*Installing Experion on other Honeywell platforms* section in SIUG.

- *Experion Supplementary Installation Tasks Guide* (SITG): This document describes the additional tasks to be performed once you have completed an initial installation or upgrade of Experion. This document is available in the Experion PDF Collection media.

- *Experion Virtualization Planning and Implementation Guide*: This document provides information about planning, installing, and configuring VMWare and Experion components in a virtualized Experion environment.

Related topics

"Installing Experion using an Experion Software Installation Server (ESIS)" on page 15

3.1.1 Installing Experion using an Experion Software Installation Server (ESIS)

> **⚠ Attention**
> - You can create an ESIS repository on a local hard disk that can be accessed using a network share.
> - For setting up an ESIS repository, the minimum space required on the ESIS server is 33 GB.
>
>   > **✎ Tip**
>   > Depending upon your preferences for ESIS setup, the minimum size required for ESIS setup varies.
>
> - You must have .Net Framework 2.0 or higher version installed on your computer for creating an ESIS repository.
> - You can create the ESIS repository on the following operating systems.
>   – Microsoft Windows XP (32-bit) (Service Pack 2 or above)
>   – Microsoft Windows 7 Professional (32-bit)
>   – Microsoft Windows 7 Professional (64-bit)
>   – Microsoft Windows Server 2003 (32-bit) (Service Pack 1 or above)
>   – Microsoft Windows Server 2008 R2 (32-bit)
>   – Microsoft Windows Server 2008 R2 Standard (64–bit)
> - The ESIS and Experion Migration Storage Node (EMSN) can be hosted on the same server. When hosted on the same node, while connecting to EMSN or ESIS, ensure to use the same account (with same permission) during migration.
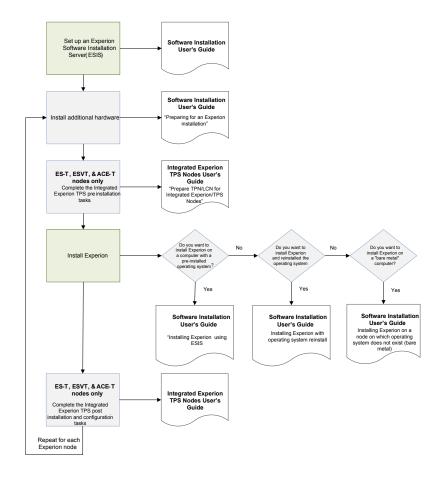
Workflow for installing Experion using ESIS

- Required media
  – Experion PKS System Initialization media
  – Experion PKS System Initialization Updates media
  – Experion PKS Installation media
  – Experion PKS Support Software media
  –
  – If you have license for CAB Developer, you require the following Experion media.
    – Microsoft Visual Studio CAB Developer media (optional, required only if CAB is selected)
    – Microsoft Visual Studio CAB Developer Professional MSDN Library media (optional, required only if CAB is selected)
- Optional media
  – Experion Support and Maintenance media
- Required manuals
  – Software Installation User's Guide (SIUG)
  – If you are installing integrated Experion TPS nodes, you require the *Integrated Experion-TPS User's Guide*

Set up an Experion Software Installation Server(ESIS) → **Software Installation User's Guide**

Install additional hardware → **Software Installation User's Guide** "Preparing for an Experion installation"

ES-T , ESVT, & ACE-T nodes only Complete the Integrated Experion TPS pre installation tasks → **Integrated Experion TPS Nodes User's Guide** "Prepare TPN/LCN for Integrated Experion/TPS Nodes"

Install Experion → Do you want to install Experion on a computer with a pre-installed operating system? — No → Do you want to install Experion and reinstalled the operating system — No → Do you want to install Experion on a "bare metal" computer?

Yes ↓ **Software Installation User's Guide** "Installing Experion using ESIS

Yes ↓ **Software Installation User's Guide** Installing Experion with operating system reinstall

Yes ↓ **Software Installation User's Guide** Installing Experion on a node on which operating system does not exist (bare metal)

ES-T , ESVT, & ACE-T nodes only Complete the Integrated Experion TPS post installation and configuration tasks → **Integrated Experion TPS Nodes User's Guide**

Repeat for each Experion node

When to use ESIS

Use ESIS when:

- You want an unattended software installation/migration.
- You have multiple nodes that needs to be installed/migrated at the same time.
- You want a baseline/backup of Experion DVDs.

3.1.2 Installing Experion using the Experion PKS System Initialization media

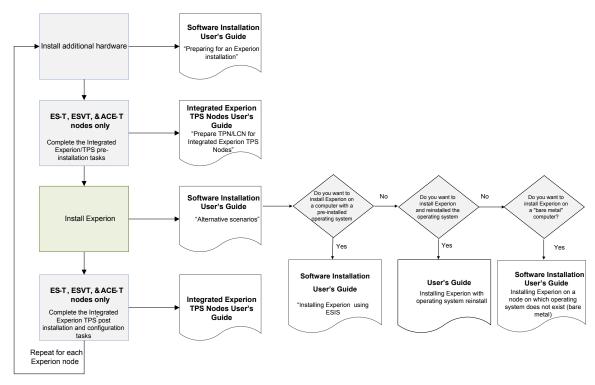**Workflow for installing Experion using the Experion PKS System Initialization media**

- Required media
    - Experion PKS Installation media
    - Experion PKS System Initialization media
    - Experion PKS System Initialization Updates media
    - Experion PKS Support Software media
    -
    - If you are licensed for CAB Developer, you require the following Experion media:
        - Microsoft Visual Studio CAB Developer media (optional, required only if CAB is selected)
        - Microsoft Visual Studio CAB Developer Professional MSDN Library media (optional, required only if CAB is selected)

- Optional media
  - Experion Support and Maintenance media
- Required manuals
  - Software Installation User's Guide (SIUG)
  - If you are installing integrated Experion TPS nodes, you require the *Integrated Experion-TPS User's Guide*

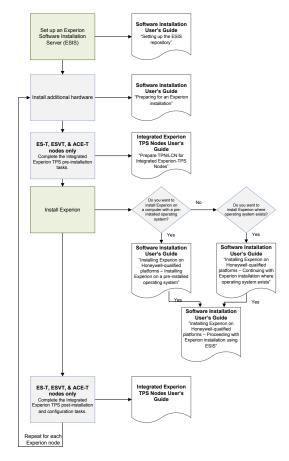## Advantages of using Experion PKS System Initialization media

The advantages of using Experion PKS System Initialization media are.

- Prepares the system for Experion installation without mandatory operating system reload, if operating system and hardware platforms are compatible (Microsoft Windows 7 Professional (64-bit)/Microsoft Windows Server 2008 R2 Standard).
- Helps install qualified operating system, if necessary.
- Installs Experion software.
- Creates configuration files for operating system and Experion. These configuration files are created and saved on the node being initialized or on external media such as USB drive or floppy drive.
- Stores configuration files for different nodes in different folders on the external media.

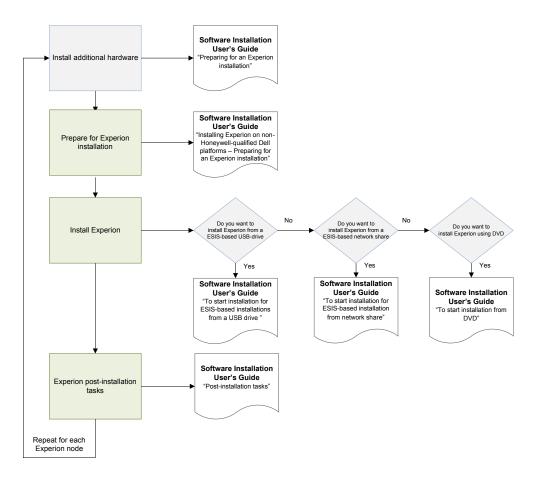## Workflow for installing Experion on Honeywell-qualified Dell platforms

- Required media
  - Experion PKS Installation media
  - Experion PKS System Initialization Updates media
  - Experion PKS System Initialization media
  - Experion Support and Maintenance media
  - If you have license for CAB Developer, you require the following Experion media:
    - Microsoft Visual Studio CAB Developer media (optional, required only if CAB is selected)

- Microsoft Visual Studio CAB Developer Professional MSDN Library media (optional, required only if CAB is selected)
- Required manuals
    - Software Installation User's Guide (SIUG)
    - If you are installing integrated Experion TPS nodes, you require the *Integrated Experion-TPS User's Guide*

Workflow for installing Experion on non-Honeywell-qualified Dell platforms

- Required media
    - Experion PKS Installation media
    - Experion PKS System Initialization media
    - Experion PKS System Initialization Updates media
    - Experion Support and Maintenance media
    - If you have license for CAB Developer, you require the following Experion media:
        - Microsoft Visual Studio CAB Developer media (optional, required only if CAB is selected)
        - Microsoft Visual Studio CAB Developer Professional MSDN Library media (optional, required only if CAB is selected)
- Required manuals
    - Software Installation User's Guide (SIUG)
    - If you are installing integrated Experion TPS nodes, you require the *Integrated Experion-TPS User's Guide*

About embedded operating system

Embedded operating system refers to the operating system pre-installed on Dell computers ordered through Honeywell. The operating system settings are controlled by Honeywell and contain drivers qualified for Experion only. Honeywell recommends you to use embedded operating system for all new installation and migration.

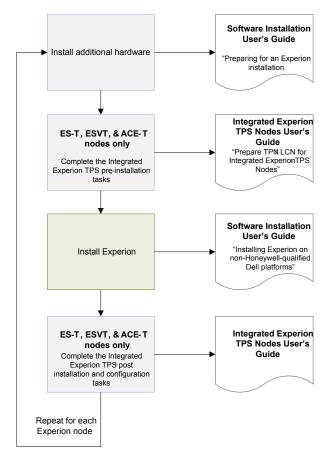The following are some of the advantages of using an embedded operating system.

- Operating system features are under Honeywell control and allow customization for Experion.
- Embedded operating system eliminates the need to reinstall operating system before installing Experion.
- Allows longer support cycle.
- An embedded operating system recovery media is shipped along with Experion PKS System Initialization media for Dell computer purchased through Honeywell.

3.1.3 Experion installation without the Experion PKS System Initialization media

Workflow for installing Experion without the Experion PKS System Initialization media

- Required media
  - Experion PKS Installation media
  - Experion PKS Support Software media
  -
  - If you are licensed for CAB Developer, you will also need the following Experion media:
    - Microsoft Visual Studio for CAB Developer media. (optional, required only if CAB is selected).

- Microsoft Visual Studio CAB Developer Professional MSDN Library media (optional, required only if CAB is selected)
- Optional media
    - Experion Support and Maintenance media
- Required manuals
    - Software Installation User's Guide (SIUG)
    - If you are installing integrated Experion TPS nodes, you will also need the *Integrated Experion-TPS User's Guide*

When to use a manual installation process

There is no specific scenario when not to use Experion PKS System Initialization media for installation. It is an option provided, though not the recommended option.
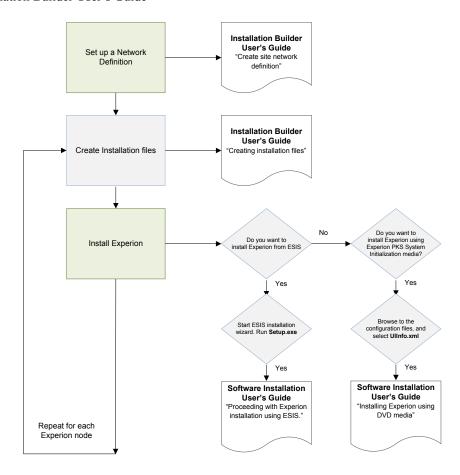
3.1.4 Experion installation using Installation Builder

Workflow for installing Experion using Installation Builder

- Required media
    - Experion PKS Installation media
    - Experion PKS System Initialization media
    - Experion PKS System Initialization Updates media
    - Experion PKS Support Software media
    -

- Optional media
  - Experion Support and Maintenance media
- Required manuals
  - Software Installation User's Guide (SIUG)
  - Installation Builder User's Guide

When to use Installation Builder

Honeywell's Installation Builder streamlines the process of installing, configuring, and deploying nodes for your Experion system. It enables you to define, save, and reuse node configuration information as node definitions, which you can then use when performing the following tasks.

- Validating node configuration values.
- Performing unattended installations of Experion software.
- Deploying nodes into an existing system.

The Installation Builder user interface enables you to enter node configuration data and manage node definitions. Node Definitions are maintained in an Installation Database (IDB). The IDB contains all data needed for automated node configuration, installation, and management (ANCIM). This includes.

- Node configuration data
- Node configuration user interface definition data.
- Configuration template data.
- Site network and computer tree structure data.
- Site-wide data.
- System-wide data.

- Installation checklists.
- Commission

3.2 Starting an Experion migration

Following is a list of documentation that you must have during Experion migration.

- *Software Change Notices* (SCN): The Software Change Notice provides information about new features, problems resolved, known issues, software component versions, and firmware revisions for a release. In addition, the document also contains important changes from previous release, special considerations in installation or migration, and any last-minute documentation updates. Although the SCN is provided in printed form, you must always download the latest version of the SCN from the Honeywell Process Solutions website (https://www.honeywellprocess.com/support). The following are the two types of SCNs.

  - *Experion General Release Software Change Notice*
  - *Experion Support Software - Software Change Notice*

- *Getting Started with Experion Software Guide*: This document details the prerequisites and specific tasks required to set up the Experion system. You can also use the document as a reference when you add new components to your system.

- *Experion Migration Planning Guide*: This document assists in understanding and planning the migration of your Experion system. Specifically, this guide provides information and guidance for migrating Experion systems from R400.x(with or without R400.4/R400.5/R400.6 patch), R410.x (with or without R410.3/R410.4/R410.5/R410.6 patch), and R430.1(with or without R430.2 patch) system software to Experion release R431.1 software.

  Depending on the migration path, the migration guides are classified into Scenario-specific and Site-specific migration guides.

  - *Scenario-specific migration guides (R31x.x to R431.x)*: Each document describes a single supported migration scenario.
  - *Site-specific migration guides* (R400.x (R400.1, R400.2, and R400.3),R410.x (R410.1 and R410.2), and R430.1 to R431.x): From R410.1, you can generate a site-specific migration guide using the Upgrade Tool. As per the site configuration, the Upgrade Tool combines the migration guides available on the Experion PKS Upgrade Tool components media for the nodes/modules in the Experion cluster. This document is automatically generated by the Upgrade Tool.

- *Experion Supplementary Installation Tasks Guide* (SITG): This document describes the additional tasks to be performed once you have completed an initial installation or upgrade of Experion. This document is available in the Experion PDF Collection media.

4 Configuring Experion nodes after factory installation

Perform this procedure on Honeywell-qualified platforms, with operating system installed and Experion software installed from Honeywell factory mode.

> **Attention**
> You must configure the Experion nodes when you receive the machines from the factory and before using the Experion software.

1 Log on to the system where Experion server/Console node is installed in factory mode.
   The **Welcome to System Preparation Tool** dialog box is displayed.

2 Click **Next**.
   The **Experion PKS End User License Agreement (EULA)** dialog box is displayed.

3 Select **I accept the terms in the License agreement** and click **Next**.
   The **Enter Details** dialog box is displayed.

4 Specify the **Computer Name**, **Customer Name**, **Company Name**, **Server Name**, **User Name** and **Password**.
   - In the **User Name** field, specify the user name to log in to the machine after configuration.
   - In the **Password** and **Confirm Password** fields, specify the password to log in to the machine after configuration.
   - **Computer Name** field appears for the following Experion nodes.
     – Server (ESV)
     – Application Control Environment (ACE)
     – Simulation Environments Console Station (ES-C)
     – Console Extension Station (ES-CE)
     – Flex Station (ES-F)
   - The **Server Name** field appears for the following Experion nodes.
     – Application Control Environment (ACE)
     – Simulation Environments Console Station (ES-C)
     – Experion Hiway Gateway (EHG)

> **Attention**
> Ensure that you specify the same **Computer Name** in tools/procedures as specified during the Experion node configuration (after factory mode installation).
>
> For example, if you have specified the **Computer Name** as *DEMOSystem* during Experion node configuration, use the same name in tools/procedures. If you give *demoSystem* in any of the tools/procedures, they fail to execute.

5 Click **Next**.
   The **System Restore** dialog box is displayed.

6 Click **Start**.
   The system preparation process begins and system restarts automatically after sometime. After restart, the **System Restore** dialog box is displayed, displaying the progress of the system restore.

7 After the system preparation process is complete, the **System Preparation Tool** dialog box is displayed with the message, **System Restore has finished successfully. Click OK to reboot the machine**.

8 Click **OK**.

The system restarts automatically. The Experion server/Console node configuration is complete.

9 Log on to the system using **User Name** provided in the **Enter Details** dialog box.

10 Set the **Password Never expires** option for user name by perform the following procedure.

    a Choose **Control Panel > Administrative Tools > Computer Management.**

    The **Computer Management** window is displayed.

    b In the left pane, choose **Local Users and Groups > Users**.

    The list of users are displayed in the right pane.

    c Select the user specified in the **Enter Details** dialog box.

    d Right-click the user and choose **Properties**.

    The **Properties** dialog box is displayed.

    e In the **General** tab, select the **Password never expires** checkbox.

    f Click **OK** to exit the **Properties** dialog box.

5 Additional information

Related topics

5.1 Overview of Experion Control Networks

Process Control Network (PCN) is a communications network used for transmitting instructions and data between the following:

- Control and measurement units.
- Supervisory Control and Data Acquisition (SCADA) equipment.

There are three levels of networks available on an Experion system.

Network type	Network details
Experion Process Network (EPN)	Network communication for Level 1 controllers. • FTE – A single FTE network that supports Level 1 and Level 2 communications. In this topology, Level 1 and Level 2 networks are one physical network, but are logically separate by TCP/IP Subnet masks. If FTE is selected at the EPN level, it is automatically selected at the supervisory level. • ControlNet (PCIC) – A network used by C200 controllers using a PCIC card installed on a node with an RSLinx driver. • ControlNet (Ethernet) – A network used by C200 controllers using standard Ethernet and RSLinx driver. • Ethernet – It enables a simulated EPN type setup over Ethernet for usage of simulation environments without connecting to real controllers. • No communication required for real controller – This is applicable only for ACE, PCUS, and Simulation environments. This is useful when ACE does not communicate with other controllers and is used for integrating with control data using other means such as OPC. Use this option if there is no interaction of the simulated controllers with real controllers.
Supervisory network (supervisory)	Network communication for Level 2 Experion nodes. • FTE-S – It is an FTE network used only for Level 2 communication. (Example: Experion Server to Experion Flex stations). It is a single redundant Ethernet network topology used as an alternative for deploying multiple Ethernet networks. (Previously, deploying multiple Ethernet networks required the coordination of more complicated station connection files and server alias names). • Ethernet - Provides support to the Level 2 communications if FTE is not selected.
Auxiliary networks (optional)	The extra network configurations used for integrating legacy hardware with Experion such as RSLinx, DHEB, and so on. RSLinx option is available only for server node and DHEB is available only on EHG node. DHEB is selected by default and you cannot clear this selection. • RSLinx - Provides connection to other supported interfaces/controllers such as PLC (Control Logix 5500) and so on.

5.2 Experion installation feature bundles

A node type is a bundling of Experion features that are installed when a node is selected. This bundling is an ease-of-use mechanism while choosing the software for installation.

The optional feature installs are available in addition, and are separate from the node type bundled features.

Server (ESV)

The Experion server is the core component of the Experion Process Control System, and runs the Experion database, software and utilities. It provides direct communication links to the control system (Level 1) and coordinates the service requests from users for control data. It is the central point for communication, management, and distribution of data.

Key roles for an Experion server

- Enables inter-site coordination through DSA (Distributed Server Architecture).
- Contains the control system's configuration data.
- Hosts environment for Flex station access.
- Contains the configuration information for Console station.
- Provides support for Alarm and Event Management.
- Provides support for Reporting and Trend Analysis.

Server TPN Connected (ESVT)

Experion server with an LCNP4 card that is integrated with the TPS network.

eServer

eServer provides access to displays and report data from Control System for users without Administrator permissions. It provides access by communicating to the Experion servers via Distributed System Architecture.

Application Control Environment (ACE)

A Windows server based control execution environment that supports Level 2 control and allows integration of third party components via standard interfaces like OPC (OLE for Process Control).

Application Control Environment TPN Connected (ACE-T)

ACE with an LCNP4 card integrated with the TPS network.

Simulation Environments

A software-based simulation of the C300, C200E, and ACE controllers. When combined with other software, like Shadow Plant, it allows control strategies to be tested in a simulated environment before running in production. Examples of Experion Simulation Environment are SIM_ACE, SimCx00, and so on.

Console Station (ES-C)

The Experion Console station is a high availability operator station option for critical processes. It provides direct access to Level 1 for up to four Console Extension stations, while hosting an environment. It maintains the Control System accessibility when the server is unavailable. It does not provide centralized Alarm and Event Management, Reporting and Trend Analysis, or the ability to configure DSA connections.

Console Station TPN Connected (ES-T)

A console station with an LCNP4 card integrated with the TPS network.

Console Extension Station (ES-CE) / Flex Station (ES-F)

Fully functional Experion operator station that accesses controllers using the Experion server supporting flexible deployment over any network and periodic access for a large number of users.

- Provides user interface software and tool set for Experion
- Allows control data to be read, manipulated, and displayed.
- The Flex Stations (ES-F) communicate with Experion Servers for data access.
- The Console Extension Station (ES-CE) communicates with Console Stations for data access.

Collaboration Station

Collaboration Station is a type of Experion Station that can be used to gather a range of key content so that it is easily accessible during a collaboration. This can include Experion displays, documents, websites, and other common file types. Like eServer Premium access, Collaboration Station provides read only access to Experion displays from the business network (level 4). Displays can be viewed with live data and alarms but users do not have any control of the process and cannot acknowledge alarms or update process data.

Experion Hiway Gateway (EHG)

Subject to limited availability, EHG allows Experion to access data from the TDC 2000 Data Hi-Way. It provides a redundant interface between Experion's FTE Control Network and the DHEB (Data Highway Ethernet Bridge).

APP Node (E-APP)

Application Processing Platform (APP) node platform for supervisory control applications for the Honeywell TPN with an LCNP4 card that is integrated with the TPS network.

Experion Application Server (EAS)

Platform for Honeywell applications providing connectivity to an Experion system.

PC Universal Station (PCUS)

The PCUS is a standalone non-Experion node. On installing the Honeywell PC Universal Station software in PCUS, it behaves as a Universal Station. If two LCNP4E boards are installed, it behaves as a dual Universal Station.

Optional Features

This feature is used for installing optional or add-on features of Experion. For more information about installing optional feature, see the *Software Installation User's Guide (SIUG)*. Some features require pre-installed specific packages and may not install properly on systems without the supporting features.

6 Notices

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6.1 Documentation feedback

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

http://www.honeywellprocess.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) listed in the "Support and other contacts" section of this document.

6.2 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 and other contacts" section of this document.

6.3 Support

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

6.4 Training classes

Honeywell holds technical training classes on Experion PKS. 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.