

PUN 22 – 47

September 13, 2022

Upcoming migration planned on October 4th, 2022 for Honeywell Operational Intelligence customers that whitelist endpoints on their enterprise and/or mobility device networks

There is an important change being made to one of the Honeywell Operational Intelligence endpoints that controls user authentication for the Honeywell Operational Intelligence web console, Honeywell Cloud Connect (HCC) and the Find My Device mobile application. The authentication endpoint and associated IP addresses are being changed. All customers that whitelist endpoints will need to add this new endpoint to their whitelist in addition to keeping the previous endpoint until after the cutover date.

Honeywell recommends all customers use FQDN whitelisting instead of using IP Addresses where possible as this prevents the need for any manual adjustment if future changes occur.

Failure to make this change will result in the the inability to log into the Honeywell Operational Intelligence web console, Honeywell Cloud Connect, and Honeywell Find My Device mobile application.

FOR THE SPECIFIC FQDN THAT NEEDS TO BE WHITELISTED PLEASE CONTACT YOUR HONEYWELL SUPPORT REPRESENTATIVE.

REGIONS AFFECTED

- | | |
|--|--|
| ☒ Asia Pacific (APAC) | ☒ Middle East, Turkey, Africa (META) |
| ☒ Europe (EU) | ☒ Latin America (LATAM) |
| ☒ Greater China (GrCH) | ☒ North America (NA) |

FOR MORE INFORMATION

Honeywell is committed to providing you with a superior level of customer service. Please contact your Honeywell support representative for additional information regarding this communication.