

PUN 22 – 03

January 28, 2022

Upcoming migration planned on February 1st, 2022 for Operational Intelligence Customers using IP Address-based whitelisting

Customers that whitelist FQDNs instead of IP Addresses, will be unimpacted and can ignore this update.

There is an important change being made to one of the Operational Intelligence endpoints that control communication to customer devices. The resolved IP address for the fully qualified domain name (FQDN) below is being changed by our provider. All customers that use IP Address based whitelisting will need to add this new IP address to their whitelist in addition to keeping the previous addresses.

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 inability to collect data and contact devices in Operational Intelligence.

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) |

KEY DOCUMENT LINKS

- [HONEYWELL SUPPORT ARTICLE](#)

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.