Honeywell

Customer Advice Note
CAN #152

RSS Production Release
v3.62.001

Date: August/2022

Introduction

This Customer Advice Note details an update for Honeywell Galaxy Remote Servicing Suite. As part of our commitment to on-going product improvement, the software is being updated to V3.62.001

This document describes the changes in V3.62.001.

Availability

The new RSS application is available as a patch upgrade or full application install.

Note: Patch upgrade to V3.62.001 will **not** install new version of SQL and will leave SQL 2012 express from previous installation intact.

These applications are available via the **Download Centre** section of the Honeywell Buildings Universities Technical Support Self Service Portal.

Register : – https://myhoneywellbuildingsuniversity.com/training/support

Miscellaneous Changes/ Fixes

- **Comm Server Connection to SQL Server TLS 1.2 Implementation. R057 only.**
- **New SQL Express 2017 R056 (Standalone Version).**
- **New Installation Guide available for TLS 1.2 Set Up.**

For further enquires contact Technical Support, your local Sales Representative or alternatively visit the self-service portal below.

Self Service Tech Support Portal
https://myhoneywellbuildingsuniversity.com/training/support

UK
E-mail: **hsguktechsupport@honeywell.com**
Tel: +44 1 344 238 266

Netherlands
E-mail: **hsgnltechsupport@honeywell.com**
Tel: +31 108 080 688

France
E-mail: **hsgfrtechsupport@honeywell.com**
Tel: +33 3 66 88 01 42

Spain
E-mail: **hsgestechsupport@honeywell.com**
Tel: +34 911 238 038

Italy
E-mail: **hsgittechsupport@honeywell.com**
Tel: +39 0399 301 301

Eastern Europe
E-mail: securityacademy@honeywell.com

Nordics
E-mail: hsgnortechsupport@honeywell.com
Tel: Norway: +47 80 05 44 68
        Sweden   +46 20 16 04 71
         Denmark +45 80 81 03 15
          Finland   +441928378005

Impact

Hardware	n		Miscellaneous Changes	n
Reporting	n		Signaling Changes	n
Standards and Legislation	n		Technical Changes	n
Part Numbers Affected	y		Programming	n