

Customer Advice Note
CAN #180

GX Remote APP IP Update

Date: June / 2023

Introduction

At Honeywell, we strive to provide the latest and most robust commercial security offerings in the industry. We aim to make our customers facilities safer and more productive by delivering intelligent, connected, secure systems through a continued focus on innovation, safety and service.

Honeywell is upgrading their server architecture for GX Remote APP push notification service.

This will require a change of IP in the Galaxy Panel's Ethernet Module. Both Galaxy Flex and Galaxy Dimension ranges will require this change to continue to receive push notifications. If you do not use push notification, then no change is required.

Instructions and a step-by-step guide are included with this bulletin. Our appointed distributors, channel partners and technical service teams will be available to answer any questions you may have.

This change can be done remotely for customers who have a remote connection via the Remote Servicing Suite software (RSS) or via the virtual keypad on the GX Remote App itself.

For customers who do not have a remote connection, the change will need to be done via the panel keypad on site.

To minimize disruption and provide our customers with sufficient operating window, Honeywell has elected to run existing and new server systems in parallel until **September 30th, 2023**. The legacy system will be disconnected on midnight **September 30th, 2023**.

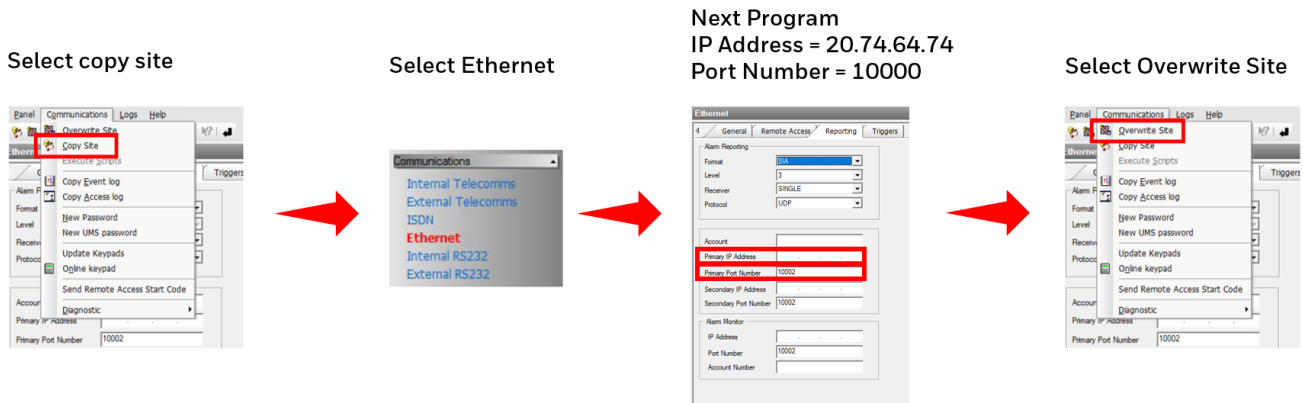
Galaxy Flex and Galaxy Dimension systems which have not had their IP address changed by that date will no longer receive push notifications and will display an FTC error on the keypad and omit an audio warning.

These changes will ensure we have the foundations to maintain, develop and enhance our GX Remote app for our Galaxy Flex and Galaxy Dimension ranges, with improved cyber security and reliability for our customers and partners for many years to come.

CHANGE IP / PORT GALAXY DIMENSION

Remote Servicing Suite (RSS) connection done remotely over IP.

Once connected to a Galaxy Dimension via Remote Servicing Suite (RSS).

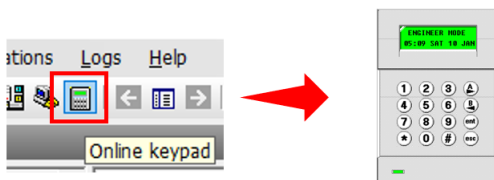


Note : Steps are the same for local RS232/Ethernet connection.

CHANGE IP / PORT GALAXY DIMENSION

Remote Servicing Suite (RSS) connection done remotely over IP.

Once connected to a Galaxy Dimension panel click on the virtual keypad



Via the virtual keypad enter into Engineer Mode then go to menu option

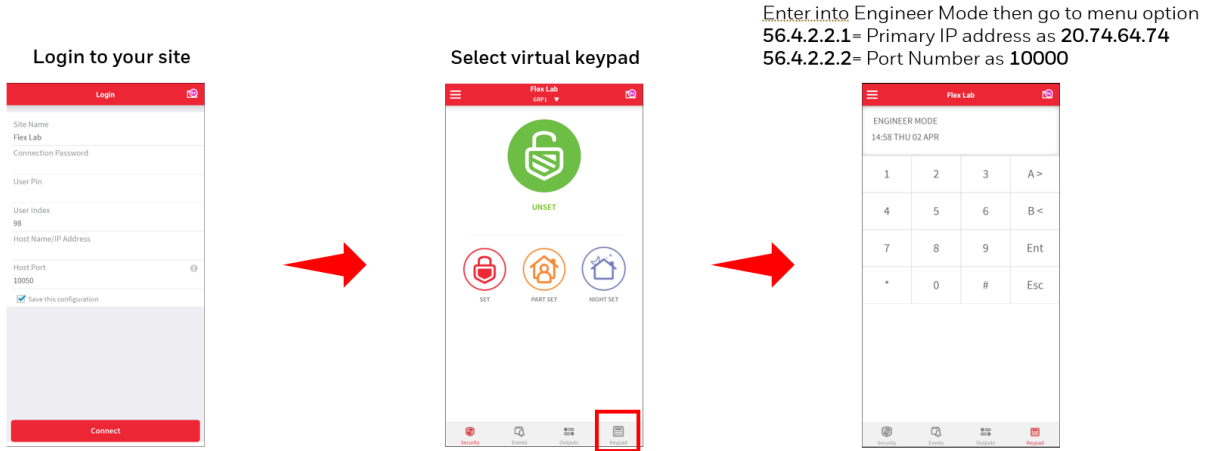
56.4.2.2.1= Primary IP address as 20.74.64.74

56.4.2.2.2= Port Number as 10000

Note : Steps are the same for local RS232/Ethernet connection.

CHANGE IP ADDRESS GALAXY DIMENSION

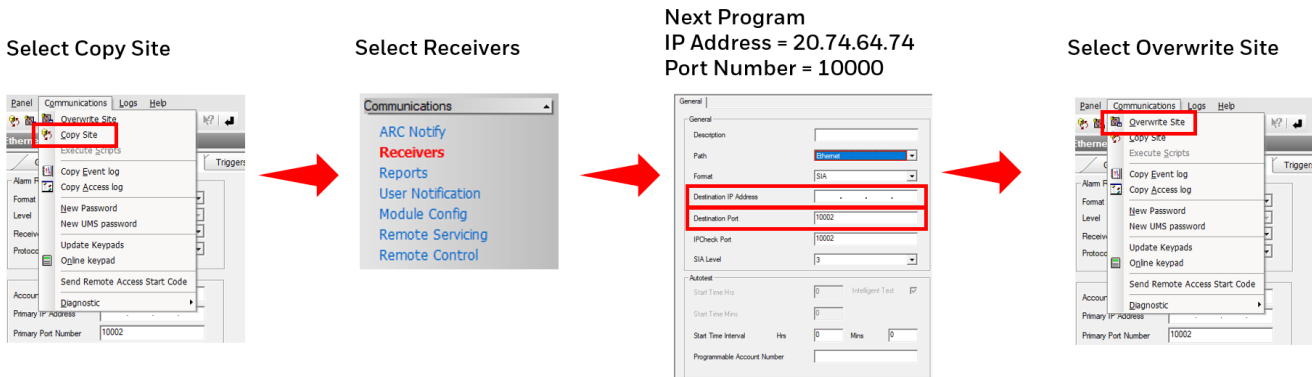
Change IP address via GX Remote App done remotely via a mobile connection.



CHANGE IP / PORT GALAXY FLEX

Remote Servicing Suite (RSS) connection done remotely over IP.

Once connected to a Galaxy Flex via remote Servicing Suite (RSS).



Note : Steps are the same for local USB/Ethernet connection.

CHANGE IP / PORT GALAXY FLEX

Remote Servicing Suite (RSS) connection done remotely over IP.

Once connected to a Galaxy Flex panel click on the virtual keypad



Via the virtual keypad enter into Engineer Mode then go to menu option **56.1.1.1.4.1**= Primary IP address.

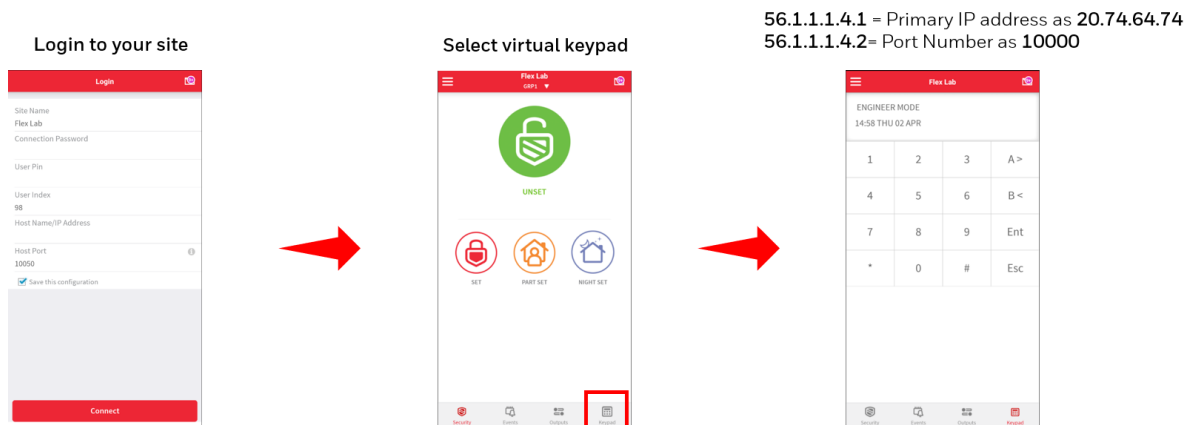
56.1.1.1.4.1 = Primary IP address as **20.74.64.74**

56.1.1.1.4.2= Port Number as **10000**

Note : Steps are the same for local USB/Ethernet connection.

CHANGE IP / PORT GALAXY FLEX

Change IP address via GX Remote App done remotely via a mobile connection



Self Service Tech Support Portal

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Impact

Hardware	y
Reporting	n
Standards and Legislation	n
Part Numbers Affected	y

Miscellaneous Changes	n
Signaling Changes	n
Technical Changes	n
Programming	n