

**Customer Advice Note**  
**CAN #178**  
**MAXPRO CLOUD Update**  
**V6.4.21**  
**Date: May / 2023**

## Introduction

Honeywell is committed to providing our customers with the best possible security solutions. We are constantly innovating and improving our products and services to meet the ever-changing needs of our customers.

As part of our commitment to innovation, we are releasing a new production update for MAXPRO Cloud. This update includes a number of fixes for issues that were reported by customers.

## Availability

Release Date: **May 12, 2023, V6.4.21**

MAXPRO Cloud has been updated with the new production release. Customers will be able to take advantage of these fixes when they next log in to their system.

## Updates

- Visual Management & Controller Settings user operation is slow and sometimes timeout
  - **Fixed a performance issue that was occurring when users tried to access the Visual Management or Controller Settings pages in the new MPI software.**
- MPI DCM Impossible to set the Door Open time to 0 (to disable it)
  - **Fixed an issue where users were unable to set the Door Open time to 0 in the DCM. If users now program door open time to 0 this will disable this feature.**
- MPC Rules for System troubles/Faults
  - **Added rules for system troubles and faults to MPC. These MPC rules can be used to automate the response to system problems.**
- Make custom alarm sound 1st in the list for notification in MPC mobile app
  - **Made the custom alarm sound the first option in the list of notification sounds in the MPC mobile app.**
- Rule Event type description is incorrect in mobile app Push notification for Aux/Siren Fuse fail under Power Events and Controller Events(Aux, Lid)
  - **Corrected the event type description for Aux/Siren Fuse fail push notifications in the MPC mobile app.**
- Mobile App: For system AC low voltage, in Web/iOS/Android AC adaptor failed event is shown
  - **Fixed an issue where an AC adaptor failed event was being shown for system AC low voltage in the Web, iOS, and Android versions of the MPI-MPC software.**
- Mobile App: AUX /Siren fuse fail is reported as peripheral battery failure in Android and Battery fuse fail in iOS whereas in web reported as Fuse failed
  - **Fixed an issue where AUX /Siren fuse fail was being reported as peripheral battery failure in Android and Battery fuse fail in iOS, while it was being reported as Fuse failed in the Web version of the MPI-MPC software.**

- MPC Mobile Apps: AC supply restored, battery bypass, low battery restored alarms are not having any controller details
  - **Added controller details to AC supply restored, battery bypass, and low battery restored alarms in the MPC mobile app.**
- Separate VMs for Device facing- ISOM API
  - **Created separate VMs for Device facing- ISOM API. This will improve the performance and reliability of the ISOM API making development of apps and services a smoother process.**

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Technical Changes	n
Programming	n