**Honeywell**

# Customer Advice Note
# CAN #193
# MAXPRO CLOUD Update
## Date: NOV / 2024

# 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 improvements and fixes for issues that were reported by customers.

# Availability

Release Date: **20th November 2024**

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

## Improvements

- Optimized Visual Management site loading time – improved status update with site landing.
- Adjusted Galaxy events to report in browser local time instead of UTC.

## Fixes

- Burg alarm reset - We have fixed issue with a physical zone restore & page refresh.

## Known issue

- Occasionally, after performing an Alarm Reset in the Visual Management page, the status may display "not ready" instead of "disarmed". This can be corrected by performing an "Area Refresh".

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Impact

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