

# HONEYWELL ASSURANCE 360 TEAM SPOTS AND HELPS RESOLVE MEMORY LEAK AT GALPENERGIA REFINERY IN SINES

Located on the Alentejo coast 58 miles south of Lisbon, the GalpEnergia refinery in Sines is Portugal's only operating refinery. With a distillation capacity of 226,000 barrels per day, the refinery's deep-water infrastructure makes it a critical asset for both the Portuguese and wider Siberian economy.

As a Honeywell Assurance 360 customer, GalpEnergia-owned Petrogal benefits from the ongoing oversight and management of the control and production systems at Sines. When a critical alert was observed on one of the site's servers stating: 'low physical memory at 14%', Honeywell Premium Support Center engineer, began to investigate. The cause was found to be a memory leak in one of the services.

Team shared the procedure to fix the issue with GalpEnergia's site team, who implemented the corrective steps, and the alerts quickly returned to normal.

The GalpEnergia team was grateful for Honeywell Premium Support Center's vigilance and proactiveness, and it validated their decision to subscribe to Assurance 360.



## Honeywell Process Solutions

2101 CityWest Blvd.  
Houston, TX 77042

Honeywell House, Arlington Business Park  
Bracknell, Berkshire, England RG12 1EB UK

Shanghai City Centre, 100 Zunyi  
Road Shanghai, China 200051

[process.honeywell.com](http://process.honeywell.com)

CAS-23-33-EN | 05/23  
© 2023 Honeywell International Inc.

**Honeywell**