GENT
by Honeywell

Technical Bulletin	TB 10095

To: Gent by Honeywell, System Integrators & SMS	Date: 1/11/06
	Status: Active
	Type: SI / SMS

Product – Part affected:
Intermittent Fault "comms stopped at Port 0"

Details:
This problem may occur with Vigilon Panels fitted with MCC cards.

An intermittent fault has been reported from a small number of sites where communications are stopped at Port 0. This is a phantom error as Port 0 does not physically exist on Vigilon. The fault can only be removed by using the Clear Fault Function in the engineering menu. This does not, however, remove the fault permanently and it may return again in due course. When the fault is present the functionality of the panel and any network connections are unaffected.

The problem has been identified and will be addressed in the next full release of Vigilon control software..

Action:
If the problem is discovered the fault indication may be removed using the clear fault function but the occurrence should be reported to Technical Services at Gent by Honeywell to agree the best course of action.

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