GENT
by Honeywell

Technical Bulletin	TB 10152

To: Gent by Honeywell, System Integrators & SMS	Date: 5/02/10
	Status: Active
	Type: SI / SMS

Product – Part affected:
Panels not communicating on the network - Short Network Cards

Details:

We have had a very, very small percentage of installations where networked panels have stopped communicating on the network and where the network card needs to be reset to restore communications.
In the event of a lost panel the node will indicate a lost panel event. The affected panel will not show a fault for this problem but will still action its local cause and effect.

In the event that the Node restarts then the lost panel fault would be removed. As a result while the network would appear healthy the panel remains offline.
In extreme circumstances, if the fault is not acted upon and the panel is left offline for a number of days, it will initiate a restart and the network will then be healthy again.

Action:
Recommended action – All faults on networks should be attended as soon as possible and when the network is restored communications with the lost panel is validated with test events.

Long Term fix – A change in the code on the network card has been made and will be released at the next version release of Vigilon Software. Sites that exhibit network communications problems should consult with Technical support to establish if an upgrade on network software will improve the situation.

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