GENT
by Honeywell

Technical Bulletin	TB 10154

To: Gent by Honeywell, System Integrators	Date: 20/04/10
	Status: Active
	Type: SI

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

Details:
We have been made aware of a very small number of installations, where networked panels have stopped communicating on the network. They have required a network card 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.

Update- This failure mechanism has been very difficult to replicate in our test system. We have made a number of improvements that have been under intensive validation for a number of weeks.
We plan to release a new version of the Network Software on the 14th of May.

This will be done through a Technical Bulletin and FOC software PLCC chips.

On behalf of Gent by Honeywell I would like to thank you for your patience with this issue and the time it has taken to implement a resolution.

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 – Await new software release planned for 14th May, A TB will be sent out on this closer to the date.

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