GENT
by Honeywell

Technical Bulletin	TB 10158

To: Gent by Honeywell, System Integrators	Date: 14/05/10
	Status: Active
	Type: SI

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

Details:
As previously mentioned in TB 10152 & 10154. We have had a 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.

This problem has now been fixed in network card versions 3.48 & 4.08

All network cards shipped from Gent by Honeywell from the 17/5/10 will have this software fitted.

Action:
We would recommend that on your next visit to site fitted with short network cards that you upgraded them to this new release of software.

Sites that have been exhibiting this issue should be upgraded at the earliest opportunity.

Both chips and chip removal tools for carrying out these upgrades will be available from 19/5/10 and can be obtained by contacting Technical Services on 0116 2462134. You will need to specify how many chips are required, along with software version needed (BS / EN, Network / Secure domain).

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