GENT
by Honeywell

Technical Bulletin	TB 10179

To: Gent by Honeywell, System Integrators	Date: 20/3/12
	Status: Active
	Type: SI

Product – Part affected:
Loop Control Software (v4.43) – Potential Life Safety Issue, vigilon and compact loop card

Details:
We have received a small number of reports of manual call points (MCPs) on Vigilon systems using the latest release of loop driver software v4.43 not signalling alarms. On investigation we have identified a defect in loop driver software version v4.43 that, in the circumstances identified below, may cause this problem. Loop driver software version v4.43 was introduced in November 2011.

Loop driver software version v4.41 and earlier and BS protocol loop driver software versions are not affected.

What is the Problem?
It has been observed on a small number of sites that MCPs on a loop with loop driver software version v4.43 may become inoperative without any indication at the control panel. The failure arises during a panel reset if a second or subsequent command ("Reset", "Silence Alarms" or "Sound Alarms") is triggered before the first reset is completed. This second or subsequent command must coincide with a narrow window within the reset cycle for the failure to occur.

Once the fault has been introduced, all MCPs on a loop will remain inoperative until the loop card has been reset. During this period, if an MCP on the affected loop is activated no alarm will be indicated at the panel and it will not enter an alarm condition.

Automatic fire detection on the loop is not affected and fires will still be detected.

What is the likelihood of occurrence?
The likelihood of occurrence depends on the nature of loop configuration and the volume of activity taking place on a fire system.

With standalone panels this failure scenario may arise if the user presses "reset" repeatedly in error, for instance to mute the panel buzzer. The problem will only arise if the second command is triggered within a few seconds of the initial reset command and if it coincides with a fixed short period of time within the reset routine.

With networked panels, a second signal is received as a matter of course at the panel that has been reset. If receipt of this second signal coincides with the same narrow window within the reset cycle then the failure will occur.

What is the solution?
We have modified the loop driver software to fix the problem and the new software is currently undergoing stringent testing prior to release. We have installed software version v4.41 in all our products shipped from our Leicester manufacturing facility since March 14th 2012 so they do not experience this problem. Once the new software version is tested and released, all new products will be shipped with the new version.

Action:

What actions should be taken?
The likelihood of the problem arising is low but because the effects of the problem are potentially serious we recommend that loop driver software v4.43 software is swapped out of systems to eliminate the risk as soon as possible. The loop driver software should be replaced with version v4.41 or the new version when it is available.

We confirm that both loop driver software version v4.41 and the new version when released will be compatible with current Main Control software v4.45.

Products with v4.43 software can be identified in the following way:

- Does the label on the outer carton of the product carry a date between 01/11/2011 and 14/03/2012?

IF YES, YOUR PRODUCT *MIGHT* BE AFFECTED

- Does the carton label on the loop card carry a date between 01/11/2011 and 14/03/2012?

IF YES, YOUR PRODUCT *MIGHT* BE AFFECTED

- Open the loop card carton and take a look at the card. There will be a small, square component fitted to a socket on that card. There should be a label on that component with a part number (2211-129), a software version number and a week of manufacture. Does that label say v4.43?

IF NO, YOUR PRODUCT *IS NOT* AFFECTED AND CAN BE USED

IF YES, YOUR PRODUCT *IS* AFFECTED AND SHOULD NOT BE USED. PLEASE RETURN THIS PART TO GENT BY HONEYWELL AND REQUEST A REPLACEMENT.

How are we going to manage the upgrade of loop software?
We have a record of all customers to whom we have supplied products in which the affected software is installed and we are contacting those customers directly.

If you hold in stock any affected loop cards, please return them for replacement under the Express Exchange process. Please quote the code "TB10179" on any request for authorization to return goods. There is no need to return complete panels.

To facilitate exchange of software on existing sites we will provide the following to our customers:

- Replacement software chips
- Instructions and tools for performing the exchange of software

Please return all exchanged software chips with version v4.43 software to Gent by Honeywell at the following address. This is so that we can monitor the upgrade process.

TB10179
Gent by Honeywell
140 Waterside Road
Hamilton Industrial Estate
Leicester
LE5 1TN
U.K.

Please write your company name on the back of the envelope so that we can keep accurate records.

If you have any concerns regarding this communication please contact your Business Manager or our Technical Support Team for assistance.

Name: Peter Dodge