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GENT
by Honeywell

Technical Bulletin	TB 10184

To: Gent by Honeywell, System Integrators	Date: 07/12/2012
	Status: Active
	Type: SI

Product – Part affected:
Disabled Zone Stopping Sounders From Operating.

Details:

We have identified an issue where if a zone is disabled and a change is subsequently made to a sector on the same panel while the zone is disabled, sounders, speech and strobe outputs may cease to operate in the disabled zone.

Scenario

IF A zone is disabled on the system
AND Any sector on the panel is changed (e.g. disabled, enabled, devices added or removed etc)
THEN The Sounder, Strobe and Speech output devices **in the disabled zone** will now not activate during normal C&E or when sound alarms are pressed.

This issue **does not** affect interface outputs which will continue to operate as normal. All outputs, including sounders and strobes in all other zones will still activate as expected and the fire information on the panel **is not** affected.

Pressing the reset button on the panel fixes the issue. So, if a fire test was conducted then all sounders, speech and strobe outputs would work as expected after the test, as reset will have been pressed. This means that once the zone is enabled, the next weekly test will fix the issue. However, if the zone remains disabled, then there is a risk that the defect condition could be re-introduced after it has been cleared by the reset at the end of the weekly test.

This issue **does not** affect automatic fire detection on a system. For example, if an S4-711-ST-VO device is within the disabled zone and the sequence of events to introduce this defect condition occurs, then the zone is re-enabled without a press of reset, only the strobe and speech/sounder functionality of this device will fail to operate as expected. The optical and heat sensor functionality of the device will function correctly.

Sites that do not use zone disablements carry **no risk** of this defect occurring.

This only affects Vigilon EN loop cards with Loop Processor Software v4.19 and later. Loop Processor Software v4.19 was released in 2004. Vigilon BS Loop Processor Software **is not** affected by this issue.

Parts affected will be:
VIG1-24

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VIG1-72
VIG–LPC
COMPACT-24-N
COMPACT-LPC

Loop Processor Software on NANO-24 panels **is not** affected.

Action:
Immediate action

After any alteration is made to a sector we would recommend you press reset. This will fix the issue as stated above if it has been introduced. This only needs to be done if you have zones disabled but we would recommend doing this for all sector alterations as pressing reset will not have any effect in the cases where it is not needed.

When enabling any zone we would recommend you press reset. This will also clear the condition if it has been introduced.

Solution

We have designed and fully tested a new release of Vigilon Loop Processor Software (v4.45). This has been introduced to manufacturing and all products built from 01-Dec-2012 onwards will contain this software.

We consider that sites that regularly use zone disablements during the normal operation of the system carry the highest risk of this defect condition occurring. We recommend that Loop Processor Software be updated to v4.45 on these sites either at the next maintenance visit or on the next occasion when you are called to site to perform a zone disablement.

From the risk assessment that we have conducted, the likelihood of this issue causing a serious problem on a customer site is low. Therefore it is our recommendation that the software upgrade can be carried out as part of routine maintenance.

Software chips with Loop Processor Software v4.45 will be made available free of charge for at-risk sites. This software can be obtained by contacting our Technical Support team on 0116 246 2134 referencing this TB 10184. The Technical Support team will then organise for the software chips to be sent out to the specified address.

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