GENT
by Honeywell

Technical Bulletin

TB:10215 I May 2016

Product parts affected

Commissioning tool v1.32 and tokenised labels "#"

Details

An issue has been found that in certain circumstances the commissioning tool does not open up all tokenised label banks.

This can result in tokenised words being changed to "#" and the potential for this to be uploaded to the panel.

Each time the com tool starts a new download it looks at the panel and works out which token banks should be used dependant on the age of the panels software.

If the previous panel you downloaded from was very old then it sometimes does not make the correct decision.

When you then look at your labels you may find some of the token labels have been replaced with "#"

Action

If you come across this issue, taking a second download will resolve it. As the previously downloaded panel will now be the newer version.

All site files done using v1.32 should be reviewed to make sure correct labels are present.

A service pack (v1.32 SP1) is being created to resolve this issue and the other issue reported in TB10213. This will be released later this week (wk19 2016)

For any further queries relating to this issue please contact Technical support on 01162462134 or email technical.services@honeywell.com