Gent Technical Bulletin

TB: 10234 **November 2020**

Product Parts affected:

Vigilon copper network cards & Vigilon hybrid network cards

Related TB's:

TB10229
High error rates on copper network cards (V4.15) and hybrid cards (V3.55)

TB10232
Request to temporarily stop replacing software chips

TB10235 - New
VigInsite firmware upgrade process for Vigilon/Compact EN loop cards and Compact network cards

Details:

Our last recommendation in TB10229 was to perform firmware upgrades to Vigilon copper network & hybrid cards via a chip change process.

However, we began to receive feedback that the chip carriers were being damaged as a result of this process.

We then advised a temporary stop to prevent issues in the field and allow us to investigate.

Our investigation has found that poor quality or worn chip extractors can damage the carrier on the card when removing software chips.

It is also important to pull the chips squarely from the carrier.

We have been testing this process with different chip extractors and only recommend using good quality chip extractors.

Based on the results of the testing we have introduced a new chip extractor that we recommend using.

The part number is VS-Extractor. The list price is £13.70 and will be subject to your standard discount.

Our quality team have removed any old extractors we had in stock.

Actions:

Please ensure engineers are aware of this bulletin.

If you are experiencing the issues detailed in TB10229, please contact Technical Services to discuss.

Vigilon Network & Hybrid cards

If the issue requires a software change we will arrange software chips and the new extractor tool to be sent to you.

We may also provide additional network cards as a gesture of good will, just in case carriers are damaged in this process. This will be based on system size but will typically cover 10% of the cards required to be changed.

We recommend that the process is stopped if you are left with no card back up. Please contact Technical Services again if this occurs.

We recommend replacing any chip extractors you already have with our recommended extractor tool (VS-Extractor).

In addition, our recommendation is to only use an extractor 100 times, as we can't confirm reliability after this usage.

Note – Vigilon/Compact EN loop cards & Compact network cards can now be firmware upgraded using the VigInsite tool – please see TB10235 for full process.