Gent Technical Bulletin

TB: 10235 **November 2020**

Product Parts effected:
Vigilon /Compact EN loop cards & Compact network cards

Related TB's:

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

TB10231
Loop resistance value increase and Fire Plant Equipment (FPE) output not resetting

TB10232
Request to temporarily stop replacing software chips

Details:

Our last recommendation in TB10229 was to perform firmware upgrades to Vigilon /Compact EN loop cards & Compact network 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.

To improve this process, we have introduced the ability to upgrade firmware in all compatible cards via a new version of the VigInsite tool. Please note this excludes Vigilon copper network & hybrid cards – see TB10234 for software upgrade method.

VigInsite can be used to download the required firmware from the panel SD card to any compatible cards within that panel. It requires a credit key code from Technical Services to create credits. These credits are required to perform each firmware upgrade and are consumed in the process.

This is a non-transactional process supported by Technical Services at this stage, so is only available for the resolution of field issues.

Our longer term goal is to make this feature available through CLSS to support all software upgrades, transactional and non-transactional.

Compatibility

Vigilon: VIG-LPC-EN
VIGPLUS-MCC (Min firmware V4.54 & requires SD card)
Compact: COMPACT-LPC-EN
VCS-MCB-PLUS (Min firmware V4.54 & requires SD card)
COMPACT-NC
Excluded: Vigilon copper network & hybrid cards – not compatible

Actions:

Please ensure engineers are aware of this bulletin.
If you are experiencing the issues detailed in TB10229 or TB10231, please ensure cards are compatible and follow the steps below.
Note; Technical Services need to be contacted to gain credits. We strongly suggest completing steps 1 to 3 prior to attending site to avoid delays.

Step 1 – Firmware

Login to Gent Expert & download a copy of the card firmware required.
http://gentexpert.co.uk/forum.php

Step 2 – VigInsite

Download a new version of the VigInsite tool & user guide from Gent expert.

To gain access to the 'Firmware control' section of VigInsite, you will need to have a Gent commissioning tool licence as a minimum. The Loop Diagnostic Tool (LDT) licence will also open this section of the tool. Please note that the LDT license is now free.

Step 3 – Credit Key Code & Credits

Each firmware upgrade will consume credits. These credits will be issued to you by Tech Services via a credit key code. This process can be done without connecting VigInsite to the Panel (offline) as identified in Pages 3 & 5 of the VigInsite user guide. Full instructions for this process are shown in page 17.

Step 4 – SD Card

Ensure that you have a recommended SD card.
Upload the required firmware to the SD card and place it in the Compact MCB or Vigilon MCC.

Step 5 – Back up

Before starting the firmware upgrade process, please ensure any configuration changes have been backed up as after each firmware update the panel will automatically restart and recover the configuration from the 'backup' memory.

Step 6 – Firmware flash upgrade

Please follow the instructions on page 18 of the VigInsite user guide and complete the firmware upgrade process one card at a time.

Note; Please check that the baud rate of the Panels comms port has not been changed as a result of the firmware update.