TECHNICAL BULLETIN

Part #: 026-4904 Revision 0 Date: 4/14/2004

COMPUTER PROCESS CONTROLS

16AI Version E.01 Incompatible With E2

Scope

This bulletin concerns CPC customers who are attempting to retrofit an existing RMCC, BEC, or BCU site installation with E2 controllers that will be continuing to use the pre-existing 16AI boards. A certain 16AI firmware version (E.01) has a bug in it that causes it to fail to communicate with E2. These boards will require upgrade or replacement.

Description

In between the months of April and July of 1995, CPC shipped a small number of 16AI boards with firmware version E.01. The E.01 firmware had a bug in it that caused frequent unnecessary resets. At the time, this problem would cause REFLECS controllers to periodically report the board as off-line; however, some customers worked around this problem by increasing the REFLECS's timeout period to 30 minutes, effectively preventing the REFLECS from reporting the board as offline even though the board was still malfunctioning.

A small number of customers are now retrofitting E2 controllers into sites that have REFLECS controllers with 16AI version E.01 firmware, and finding the boards frequently drop off-line or fail to communicate at all. Because E2 is quicker to detect off-line conditions on the I/O network and cannot be manually altered to increase the off-line timeout period, **version E.01 boards will not work with E2 controllers.**

Solution

Customers or CPC personnel retrofitting a REFLECS site with E2 must check each existing 16AI and verify the firmware version is not E.01. The version number is shown on a sticker on one of the memory chips located on the front of the board. If an E.01 board is found, you must do one of the following:

- If you have firmware chips with 16AI firmware version E.02 or higher, replace the E.01 chips with the newer version chips.
- Upgrade the board by returning it to the CPC returned goods (RG) department.
- Replace the board with a MultiFlex 16 or a 16AI board version E.02 or higher.