Rockwell Automation

PRODUCT SERVICE ADVISORY

1756-CNB, -CNBR, 1756-CN2, -CN2R ControlLogix ControlNet Interface Modules

Ref: ACIG 2006-10-002

Date: October 2006

Dear Rockwell Automation Customer,

The purpose of this Product Service Advisory is to inform you of a functional issue that exists with:

- 1756-CNB, -CNBR, ControlLogix ControlNet Interface, Series E, firmware revisions 11.01 and earlier
- 1756-CN2, -CN2R ControlLogix ControlNet Interface, Series A, firmware revisions 10.07 and earlier

This Advisory explains the functional issue and the steps being taken to rectify the situation.

- Issue Description -

With the 1756-CNB, -CNBR (Series E) and 1756-CN2, -CN2R (Series A), hereafter referred to as the ControlNet module, the following functional issue exists:

Functional Issue – Continuously powered operation causes halted operation after 70.96 days, leading to a loss of communication.

IMPORTANT: If you are not running the ControlNet module for continuous operation (i.e., 70 days with no power cycles or intervening reset), this issue does not affect you. This functional issue will NOT affect you if you cycle power to or reset the ControlNet module for any reason (e.g., routine shutdown, RIUP, redundancy switchover) more often than every 70.96 days.

After 70.96 days of continuous operation, an internal memory verification counter on the ControlNet module records an unacceptably high value. When the rollover occurs, the

ControlNet module halts operation, resulting in a loss of communication. A frozen four-character display and a Red OK Light condition coincide with this loss of communication. When communication is lost, cycle ControlNet module power. This action will clear the fault, and the module will return to normal operation for another 70.96 days.

-Temporary Workarounds -

To work around the functional issue, cycle power to the ControlNet module more often than every 70.96 days.

For **redundant systems**, to work around this issue, perform two switchovers. Two switchovers will reset the ControlNet modules in the primary and secondary chassis and return the chassis to their original status (i.e. - the original primary chassis will still be the primary chassis). ControlNet modules in remote chassis must be reset as described below.

For ControlNet modules in remote chassis and in all other situations, either cycle power to the chassis or remove and Insert the ControlNet module. Cycling power to the ControlLogix chassis will shut down all modules in the chassis, while removing and re-inserting the ControlNet module will interrupt communication (from the processor to the remote chassis), causing the I/O to return to its user configured state. Choose the best method for your application.

- Product Identification -

Product **affected** by this mandatory product service advisory includes the following ControlNet products:

- 1756-CNB, -CNBR, ControlLogix ControlNet Interface, series E, firmware revisions 11.01 and earlier
- 1756-CN2, -CN2R ControlLogix ControlNet Interface, series A, firmware revisions 10.07 and earlier

You can identify the 1756-CN2, -CN2R catalog number by observing the display module.

You can identify the 1756-CN2, -CN2R and 1756-CNB, -CNBR catalog number, series and firmware by browsing RSLinx and viewing the module properties.

Rockwell Automation has stopped shipping the affected products until the corrected firmware is released. The affected ControlNet modules began shipping in December 2005 (for the 1756-CN2, -CN2R) and March 2006 (for the 1756-CNB, -CNBR). The corrected firmware is scheduled for release in October 2006.

- Issue Correction -

The functional issue described above has been **corrected** in the following versions of the ControlNet modules.

- 1756-CNB, -CNBR, ControlLogix ControlNet Interface, series E, firmware revision 11.02
- 1756-CN2, -CN2R, ControlLogix ControlNet Interface, series A, firmware revision 10.08

To correct the functional issue, upgrade your ControlNet product to the latest firmware revision.

To update modules in a redundant system, update the ControlNet modules in the secondary chassis, wait for the system to resynchronize, and then force a manual switchover. Repeat the process again to ensure that the modules in both chassis are updated. To update ControlNet modules in remote chassis and in all other situations, follow the initial steps outlined in the temporary workaround section above, except remove and update the firmware it in a separate system (or lab) before reinserting the module to resume communication.

IMPORTANT: Note the following information:

The corrected firmware is **expected to be available in October 2006**. To obtain the corrected firmware when it becomes available, go to:

http://support.rockwellautomation.com/ControlFlash/

Until the corrected firmware becomes available, we recommend that you use the temporary workaround described previously.

-Requested Customer Action-

Notified customers should take the following actions:

- Confirm that you have the affected products.
- Immediately contact your local Rockwell Automation Sales and Support office to determine the appropriate course of action. Together, the local office and you will determine the correction for your situation.

If you require any further technical assistance, you should contact Rockwell Automation Technical Support (440-646-3223 or RACleAskTheExpert@ra.rockwell.com) or your local Rockwell Automation Sales and Support office.

We require and appreciate your immediate cooperation in this matter.