

**PRODUCT SERVICE ADVISORY**

**ControlLogix Controller 1756-L55  
Firmware Revision 15.03 and 15.04**

**FlexLogix Controller 1794-L34  
Firmware Revision 15.03, 15.04, and 15.05**

Ref: ACIG 2006-11-001

Date: November 2006

Dear Rockwell Automation Customer,

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

- ControlLogix Controller 1756-L55, Firmware Revision 15.03 and 15.04
- FlexLogix Controller 1794-L34, Firmware Revision 15.03, 15.04, and 15.05

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

**- Issue Description -**

With the ControlLogix Controller 1756-L55, firmware revision 15.03 and 15.04 and the FlexLogix Controller 1794-L34, firmware revision 15.03, 15.04, and 15.05, hereafter referred to as 1756-L55 and 1794-L34 controllers, the following functional issue exists.

**Functional Issue – Controllers experience non-recoverable fault and memory loss**

After approximately 3 to 4 months of continuous operation, 1756-L55 and 1794-L34 controllers at the firmware revisions listed above experience a non-recoverable major fault. Continuous operation is defined as the controller being powered up in any mode (Program, Run, Remote, or Remote Run).

This anomaly is caused by background diagnostics in the controller. When the controller is powered up, the firmware image is loaded from flash into memory. Once the image is loaded, the controller performs a diagnostic check on the loaded image. When the diagnostic completes running, the controller will exhibit the anomaly.

### **-Temporary Workarounds -**

If you cannot upgrade firmware immediately, choose one of the following temporary workarounds.

- Cycle power to the controller every 30 days.
- Add application code to the customer's program to turn off the diagnostics. Obtain further instructions and the code from the Rockwell Automation Knowledgebase document #35190 titled **"1756-L55 and 1794-L34 Controllers at V15 will non-recoverable major fault and lose memory."**

Follow this procedure to add the code to the customer program.

1. Visit the Rockwell Automation Web site at <http://www.rockwellautomation.com>.
2. Click Services and Support.
3. From the drop down list, select Get Support Now.
4. In the left pane, expand Online Tools and select Knowledgebase.
5. Search for document #35190 titled **"1756-L55 and 1794-L34 Controllers at V15 will non-recoverable major fault and lose memory."**
6. Choose the correct .acd file for the affected controller type.

<b>For this controller</b>	<b>Choose this file</b>
1756-L55	ControlLogix55_Diag_Patch.acd
1794-L34	FlexLogix_Diag_Patch.acd.

7. Move or copy the code and tags into the target application.
8. In the project change the Controller\_Slot tag to reflect the slot number of the controller in question.  
**Tip:** For FlexLogix controllers, the slot is always 0.
9. Once controller firmware is upgraded, remove this code.

These workarounds are temporary and should only be used until the anomaly can be corrected by upgrading the firmware.

**- Product Identification -**

Product **affected** by this Mandatory Product Service Advisory includes

- ControlLogix Controller 1756-L55, firmware revision 15.03 and 15.04. Ship dates are November 2000 to present.
- FlexLogix Controller 1794-L34, firmware revision 15.03, 15.04, and 15.05. Ship dates are July 2000 to present.

Refer to the label on the controller for catalog number and revision information. To verify controller firmware revisions, in RSLinx, click the RSWho button and browse to the controller.

**- Issue Correction -**

The functional issue described above has been **corrected** in the following versions of the 1756-L55 and 1794-L34 controllers:

- ControlLogix Controller 1756-L55, Firmware Revision 15.05
- FlexLogix Controller 1794-L34, Firmware Revision 15.06

Follow this procedure to obtain the correct firmware revision for your controller.

1. Go to <http://www.ab.com>.
2. Click Services & Support.
3. In the drop down list, select Get Support Now
4. In the left pane, click Download to expand it.
5. Click Firmware Updates.
6. Click Control Hardware.
7. If you have not already done so, follow the steps to register online.
8. Search for the firmware revision file for your controller.

**-Requested Customer Action-**

Each notified customer 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, you and the local office will determine the correction for your situation.

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

We require and appreciate your immediate cooperation in this matter.