

**PRODUCT SERVICE ADVISORY**

**ControlNet Communication Modules  
Catalog Revision and Firmware Revision noted below**

Ref: ACIG 2007-01-001

Date: January 2007

Dear Rockwell Automation Customer,

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

- ControlNet Communication Modules

Catalog Number	Firmware Revisions
1747-SCNR/A	1.4 and earlier
1784-PCIC/A	3.09 and earlier
1784-PCIC/B	4.09 and earlier
1784-PCICS/A	3.09 and earlier
1784-PCICS/B	4.09 and earlier
1784-PKTCS/B	4.08 and earlier
1788-CN2DN/A	1.023 and earlier
2711P-RN15C/B	4.08 and earlier
2711P-RN15S/A	3.08 and earlier
2711P-RN15S/B	4.08 and earlier
2711P-RN15SK/B	4.08 and earlier

The following catalog numbers ship from the factory with the 2711P-RN15S ControlNet Communication Module and are also affected by this Product Service Advisory:

2711P-B10C15A1/A	2711P-K10C15A1/A	2711P-T10C15A1/A
2711P-B10C15A2/A	2711P-K10C15A2/A	2711P-T10C15A2/A
2711P-B10C15B1/A	2711P-K10C15B1/A	2711P-T10C15B1/A
2711P-B10C15B2/A	2711P-K10C15B2/A	2711P-T10C15B2/A
2711P-B10C15D1/A	2711P-K10C15D1/A	2711P-T10C15D1/A
2711P-B10C15D2/A	2711P-K10C15D2/A	2711P-T10C15D2/A

2711P-B12C15A1/A	2711P-K12C15A1/A	2711P-T12C15A1/A
2711P-B12C15A2/A	2711P-K12C15A2/A	2711P-T12C15A2/A
2711P-B12C15B1/A	2711P-K12C15B1/A	2711P-T12C15B1/A
2711P-B12C15B2/A	2711P-K12C15B2/A	2711P-T12C15B2/A
2711P-B12C15D1/A	2711P-K12C15D1/A	2711P-T12C15D1/A
2711P-B12C15D2/A	2711P-K12C15D2/A	2711P-T12C15D2/A
2711P-B15C15A1/A	2711P-K15C15A1/A	2711P-T15C15A1/A
2711P-B15C15A2/A	2711P-K15C15A2/A	2711P-T15C15A2/A
2711P-B15C15B1/A	2711P-K15C15B1/A	2711P-T15C15B1/A
2711P-B15C15B2/A	2711P-K15C15B2/A	2711P-T15C15B2/A
2711P-B15C15D1/A	2711P-K15C15D1/A	2711P-T15C15D1/A
2711P-B15C15D2/A	2711P-K15C15D2/A	2711P-T15C15D2/A
2711P-B7C15A1/A	2711P-K7C15A1/A	2711P-T7C15A1/A
2711P-B7C15A2/A	2711P-K7C15A2/A	2711P-T7C15A2/A
2711P-B7C15B1/A	2711P-K7C15B1/A	2711P-T7C15B1/A
2711P-B7C15B2/A	2711P-K7C15B2/A	2711P-T7C15B2/A
2711P-B7C15D1/A	2711P-K7C15D1/A	2711P-T7C15D1/A
2711P-B7C15D2/A	2711P-K7C15D2/A	2711P-T7C15D2/A

6182H-10BEH15A/A	6182H-12BEH15A/A	6182H-15BEH15A/A	6182H-7BRH15A/A
6182H-10BRH15A/A	6182H-12BRH15A/A	6182H-15BRH15A/A	6182H-7BEH15A/A
6182H-10KEH15A/A	6182H-12KEH15A/A	6182H-15KEH15A/A	6182H-7KRH15A/A
6182H-10KRH15A/A	6182H-12KRH15A/A	6182H-15KRH15A/A	6182H-7KEH15A/A
6182H-10TEH15A/A	6182H-12TEH15A/A	6182H-15TEH15A/A	6182H-7TRH15A/A
6182H-10TRH15A/A	6182H-12TRH15A/A	6182H-15TRH15A/A	6182H-7TEH15A/A
6182H-10BEH15B/A	6182H-12BEH15B/A	6182H-15BEH15B/A0	6182H-7BRH15B/A
6182H-10BRH15B/A	6182H-12BRH15B/A	6182H-15BRH15B/A	6182H-7BEH15B/A
6182H-10KEH15B/A	6182H-12KEH15B/A	6182H-15KEH15B/A	6182H-7KRH15B/A
6182H-10KRH15B/A	6182H-12KRH15B/A	6182H-15KRH15B/A	6182H-7KEH15B/A
6182H-10TEH15B/A	6182H-12TEH15B/A	6182H-15TEH15B/A	6182H-7TRH15B/A
6182H-10TRH15B/A	6182H-12TRH15B/A	6182H-15TRH15B/A	6182H-7TEH15B/A
6182H-10BEH15D/A	6182H-12BEH15D/A	6182H-15BEH15D/A	6182H-7BRH15D/A
6182H-10BRH15D/A	6182H-12BRH15D/A	6182H-15BRH15D/A	6182H-7BEH15D/A
6182H-10KEH15D/A	6182H-12KEH15D/A	6182H-15KEH15D/A	6182H-7KRH15D/A
6182H-10KRH15D/A	6182H-12KRH15D/A	6182H-15KRH15D/A	6182H-7KEH15D/A
6182H-10TEH15D/A	6182H-12TEH15D/A	6182H-15TEH15D/A	6182H-7TRH15D/A
6182H-10TRH15D/A	6182H-12TRH15D/A	6182H-15TRH15D/A	6182H-7TEH15D/A

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

**- Issue Description -**

With the ControlNet Communication Modules (catalog number and revision noted on page 1) hereafter referred to as the ControlNet Communication Modules, the following functional issue exists:

**Functional Issue – Transmission of Anomalous Data on ControlNet**

The ControlNet Communication Module may transmit anomalous data. The packet containing this anomalous data may be received as a valid packet by another device (such as a controller or I/O adapter).

**-Temporary Workarounds -**

No temporary workaround is available.

**- Product Identification -**

Product **affected** by this Mandatory Product Service Advisory includes the following ControlNet Communication Modules with the following series and firmware revision:

<b>Catalog Number</b>	<b>Firmware Revisions</b>
1747-SCNR/A	1.4 and earlier
1784-PCIC/A	3.09 and earlier
1784-PCIC/B	4.09 and earlier
1784-PCICS/A	3.09 and earlier
1784-PCICS/B	4.09 and earlier
1784-PKTCS/B	4.08 and earlier
1788-CN2DN/A	1.023 and earlier
2711P-RN15C/B	4.08 and earlier
2711P-RN15S/A	3.08 and earlier
2711P-RN15S/B	4.08 and earlier
2711P-RN15SK/B	4.08 and earlier

The **affected** 2711P-RN15C and 2711P-RN15S Communication Modules are labeled as follows:

Communication Module	Series	Revisions
2711P-RN15C	B	A
2711P-RN15S	A	A, B, C, or D
2711P-RN15S	B	A or B
2711P-RN15SK	B	B

- Rockwell Automation shipped the affected products beginning January 1, 1999 to December 21, 2006.

For Unopened Cartons

To determine the series and firmware revision of your ControlNet Communication Module, refer to the factory seal label or the carton label.

For Opened Cartons

To determine the series of your ControlNet Communication Module, refer to the product identification label on the module.

To determine the firmware revision of your ControlNet Communication Module, power up the module and read the firmware revision from the module itself.

- For the 1747-SCNR Module, the firmware revision is displayed on the alphanumeric display at power up.
- For all other modules, use software such as RSLinx Classic to read the firmware revision of the module. If you cannot power up the module, determine the firmware revision of the module by referring to the product identification label.

Note: Because the modules are firmware upgradeable, the firmware revision on the label may not match the module’s actual firmware revision level.

**- Issue Correction -**

The functional issue described above has been **corrected** in the following versions of the ControlNet Communication Modules:

Catalog Number	Firmware Revision	Firmware Available
1747-SCNR/A	2.1	March 2007
1784-PCIC/A	3.10	February 2007
1784-PCIC/B	4.10	February 2007
1784-PCICS/A	3.10	February 2007
1784-PCICS/B	4.10	February 2007
1784-PKTCS/B	4.10	February 2007
1788-CN2DN/A	1.024	March 2007
2711P-RN15C/B	4.10	January 2007
2711P-RN15S/A	3.10	January 2007
2711P-RN15S/B	4.10	January 2007
2711P-RN15SK/B	4.10	January 2007

To correct the anomaly, download and install the appropriate firmware upgrade kits from the Rockwell Automation Web site.

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1784-PCIC, 1784-PCICS, 1784-PKTCS Communication Modules Firmware

Follow these directions to download an update kit:

1. Go to <http://www.ab.com>.
2. Click Services & Support.
3. Click Get Support Now.
4. In the left pane, click PC Card Utilities and Downloads.
5. Search for the appropriate firmware update kit.

Although a driver update is not required to resolve the anomaly, we recommend that you download and install the latest version of the driver for your module, if available.

2711P-RN15C, 2711P-RN15S Communication Module Firmware and Associated 2711P and 6182H Catalog Numbers

Follow these directions to download an update kit:

1. Go to <http://www.ab.com>.
2. Click Services & Support.
3. Click Get Support Now.
4. In the left pane, click Firmware Updates.
5. Click RSVIEW ME.
6. Login. If you have not already done so, follow the steps to register online.
7. Search for the appropriate firmware update kit.

One firmware update kit is used for both the 2711P-RN15S module and the 2711P-RN15SK module.

1788-CN2DN Communication Module Firmware

**NOTE: 1788-CN2DN Firmware will be available in early February, 2007.**

Follow these directions to download an update kit:

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

1747-SCNR Communication Module Firmware

Customers can obtain an upgrade for their processors by contacting Technical Support at (440) 646-5800. Use the attached FaxBack form to order firmware upgrades.

**-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.