

PRODUCT SERVICE ADVISORY

**ControlLogix, CompactLogix, FlexLogix, DriveLogix, and
SoftLogix
Controllers Using the Sequential Function Chart Editor**

Ref: ACIG 2007-05-003

Date: May, 2007

Dear Rockwell Automation Customer,

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

| Controller | Catalog number | Firmware revision |
|-------------------|------------------------------|--------------------------|
| ControlLogix | 1756-L1 | 13 |
| | 1756-L55 | 13 ... 15* |
| | 1756-L63/A | 13 ... 15 |
| | 1756-L61/A | 13 ... 15 |
| | 1756-L62/A | 13 ... 15 |
| | 1756-L61/B, 1756-L62/B | 13 ... 15 |
| | 1756-L63/B | 13 ... 15 |
| | 1756-L64/B | Not Affected |
| CompactLogix | 1768-L43 | 15 |
| | 1769-L20, 1769-L30 | 13 |
| | 1769-L35E | 13 ... 15 |
| | 1769-L31, 1769-L32C | 13 ... 15 |
| | 1769-L32E, 1769-L35CR | 13 ... 15 |
| FlexLogix | 1794-L33 | 13 |
| | 1794-L34 | 13 ... 15 |
| DriveLogix | DriveLogix 5370 | 13 ... 15 |
| SoftLogix | 1789-L10, 1789-L30, 1789-L60 | 13, and 15 |

*13 ... 15 means revision 13 through 15, unless stated 13, and 15.

Note: The 1769-L20 and 1769-L30 are inactive catalog numbers now, and the last firmware that supported those products was v13, November 2001.

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

- Issue Description -

With Logix controllers, the following functional issue exists:

Functional Issue – Incorrect Sequential Function Chart (SFC) forcing when performing an online edit of a SFC.

- This problem arises when you combine online editing of SFC routines, with forcing on the same routine. If SFC forces are present, when the edits are assembled or cancelled, the force information can become corrupt. Once corrupted, attempting to **Remove** all SFC forces will appear to be successful while, in fact, the forces will still be active.

-Temporary Workarounds -

To avoid this problem, insure there are no SFC forces in either version of the routine before assembling, canceling, or finalizing your edits.

-Product Identification-

Product **affected** by this Mandatory Product Service Advisory the following Logix5000 controllers when using firmware revision V13 ... 15.

- Rockwell Automation shipped and made available the affected controllers between April 2004 and January 2007.

Listed below are the catalog numbers affected, the firmware versions that they support, and when the products began shipping.

| Controller | Catalog number | Firmware revision | Ship Dates |
|-------------------|--|--------------------------|-------------------|
| ControlLogix | 1756-L1 | 13 | 9/1997 |
| | 1756-L55 | 13 ... 15* | 5/2001 |
| | 1756-L63/A | 13 ... 15 | 6/2002 |
| | 1756-L61/A | 13 ... 15 | 9/2003 |
| | 1756-L62/A | 13 ... 15 | 9/2003 |
| | 1756-L61/B, 1756-L62/B | 13 ... 15 | 2/2005 |
| | 1756-L63/B | 13 ... 15 | 2/2005 |
| | 1756-L64/B | Not Applicable | 2/2007 |
| CompactLogix | 1768-L43 | 15 | 4/2006 |
| | 1769-L20, 1769-L30 | 13 | 11/2001 |
| | 1769-L35E | 13 ... 15 | 8/2003 |
| | 1769-L31, 1769-L32C | 13 ... 15 | 4/2004 |
| | 1769-L32E,1769-L35CR | 13 ... 15 | 4/2004 |
| FlexLogix | 1794-L33 | 13 | 10/2000 |
| | 1794-L34 | 13 ... 15 | 11/2003 |
| DriveLogix | PowerFlex 700S with DriveLogix 5730 | 13 ... 15 | 4/2004 |
| | PowerFlex 700L with DriveLogix 5730 | 13 ... 15 | 2/2006 |
| | PowerFlex 700S Expanded Cassette with DriveLogix | 13 ... 15 | 9/2004 |
| | PowerFlex 700S Slim Cassette with DriveLogix | 13 ... 15 | 6/2006 |
| SoftLogix | 1789-L10, 1789-L30, 1789-L60 | 13 | 6/2003 |
| | | 13 | 4/2004 |
| | | 15 | 7/2005 |

*13 ... 15 means revision 13 through 15, unless stated 13, and 15.

Note: The 1769-L20 and 1769-L30 are inactive catalog numbers now, and the last firmware that supported

those products was v13, November 2001.

-Issue Correction-

The functional issue described was corrected with Logix5000 firmware Release 16.x, February 2007. This version of firmware is available for download from the Rockwell Automation My Support site: <http://support.rockwellautomation.com/ControlFlash/>

-Requested Customer Action-

Each notified customer should take the following actions:

- Confirm that you have the affected products.
- Update to the latest firmware revision when available as stated in “Issue Correction”. Firmware updates are available on the Rockwell Automation website. To download the latest revision:
 1. Go to www.ab.com.
 2. Click *Services & Support*.
 3. Click *Get Support Now*.
 4. Click on *Downloads*
 5. Click *Firmware Updates*.
 6. Select *Control Hardware*.
- If necessary, 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) or your local Rockwell Automation Sales and Support office.

We require and appreciate your immediate cooperation in this matter.