

Technical Bulletin

TB 10229 | January 2020

Product Parts affected

Gent Network card v4.15 (2211-139) & v3.55 (2211-200) Hybrid card (shipped from mid May 2019).

NOTE: Fibre Optic cards are not affected by this issue ONLY the Copper Network cards.

Details

We are currently investigating issues with Network card version 4.15 & Hybrid card v3.55 Released Mid May 2019.

We have received reports of high error rates and sometimes the panels are reporting as lost off the network. This only seems to be occurring when the network is under load, during fire test or when silence and reset are pressed. When the network is in quiescent it is not showing any errors.

Action

Make sure all engineers are aware of this.

This does not affect all sites, it only effects some sites fitted with v4.15 or v3.55

If the site has this issue it will be seen during their weekly fire test, with panel messages such as; network insecure, network initialised or node lost events. It may also be seen when fire testing during commissioning

When an engineer is on a site fitted with v4.15 or v3.55 chips they can also carry out the following test if they wish;

Carry out network fire activation and review the network error rates. You will always see some errors but if this is over 1000 then any v4.15 or v3.55 chips on that site should be replaced.

These errors could also be caused by cable issues so if error persist after chip change the installation should be checked as per normal.

Any network cards with v4.15 or v3.55 that you have in stock should have their software changed.

If you come across network issues with v4.15 or v3.55 software, or have any unused cards with these versions of software, please contact Technical Support so we can arrange for replacement chips to be sent to you. Please identify which project these chips will be used on when contacting technical support.

Replacement chips for this issue will only be available until the end of 2020.