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New Directions in Digital Switching

FIELD BULLETIN

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UCP-Ethernet - *Panel Issue*

We have discovered a problem with the UCP line of panels that contain an Ethernet port on the back. The Ethernet port is a self contained Ethernet controller that we purchase from a company called XPORT. To support older SC3 systems, the panel stores two controller IP addresses. It then writes one of these to the XPORT Ethernet part. When the panel determines there is no communication to that controller IP address, it writes the second IP address to the XPORT and tries to communicate to it. This process of writing the IP address to the XPORT Ethernet part causes the XPORT Ethernet part to store the IP address into its flash. If a powered up panel is not connected to a controller for an extended period of time (a few weeks), the software will continue to switch between the IP addresses, always writing to the XPORT flash. The XPORT Ethernet part becomes corrupted as the maximum number of “flash writes” is exceeded, and as a result, will stop storing the IP address. When this happens, the XPORT part is no longer good and must be replaced.

Solution

We have created a new version of the panel software that does not attempt to switch between controllers. This eliminates the continual change of IP address in the XPORT part.

There is one minor downside with this solution; if this panel is connected to an SC3, the panel will not automatically attempt to switch between the two IP addresses that the SC3 supports. In other words, if the panel is communicating to the top control card, and for some reason, the SC3 switches to the bottom control card, the panel will stop communicating and will *go to sleep*. If this happens, the panel user simply needs to press any button on the panel. When this is done, the panel will switch to the second stored IP address and attempt to communicate to the second controller.

Since a functional SC-3 system should not switch between controllers often, this should not be much of an inconvenience. If a switchover does occur or maintenance is occuring on the SC-3 that causes changeovers, the operators should at least be aware of what to do if their panels go to sleep.

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Procedure

Upgrade the panel to the new version (V1.48 or newer). This will stop the software from continually writing to the XPORT Ethernet part flash. While this solution does not fix the XPORT Ethernet part, it will stop the software from making the problem worse.

1. Determine your current version of panel code. Use the appropriate adapter to connect to the Diagnostic Port on the panel (19200, 8N1). Press <Enter> and then <V> to display the Main Board Version.
2. Contact customer service at 800-447-7204 or download the update at ftp:// dcust:cust2pwd@ftp.utahscientific.com/UCP-update.zip
3. Unzip the file and run the <setup.bat> file. This will copy the necessary files to c:\usi\ucp on your computer. Within this directory, proceed to the <Unic 807> folder.
4. Disconnect the panel from its Ethernet connection.
5. Using the same Diagnostic Port serial connection as in step 1, run the <Ucp807UpgradeField.bat> file. Follow the prompts.
6. Reconnect the Ethernet upon completion.

If you are connecting to an SC-3 controller and the control panel does not reconnect within 5 to 10 seconds, press a button on the panel to try the other IP address. We recommend that you test the panel with both SC-3 control cards in your system. This also gives you an opportunity to familiarize yourself with how this new function works on your panel.

If you have a panel that will not reconnect to your system or if you have any questions regarding this procedure, please feel free to call customer service at 800-447-7204.