

Technical Information	Date: 02.09.2015 Official: Vandenberghe Department.: ST-FIR/MKP1.1
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Tech. Information No.	1947 / 2015
Subject:	New Firmware FLM-420-NAC

Short Description:	The new firmware solves a faulty behavior of the FLM-420-NAC module
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Hardware <input type="checkbox"/>	<input type="checkbox"/> Device	<input type="checkbox"/> Module	<input type="checkbox"/> PCBA
Software <input checked="" type="checkbox"/>	<input type="checkbox"/> Application	<input type="checkbox"/> Driver / Extension	<input checked="" type="checkbox"/> Firmware

Affected Products (details)	CTN	SAP no.	Aff. version	New version
NAC interface module	FLM-420-NAC-S	F.01U.508.715	V2.3	V2.4
NAC interface module	FLM-420-NAC-D	F.01U.508.717	V2.3	V2.4

Number of delivered devices		
Period of delivery	from:	to:
Affected serial numbers	from:	to:

Priority Level	Criterion
I <input type="checkbox"/>	The change has to be made immediately (see dates below)
II <input type="checkbox"/>	The change has to be made during the next inspection.
III <input checked="" type="checkbox"/>	Change has to be made, if the error pattern recurs and with new installations.
None <input type="checkbox"/>	General Information (like new tool, new feature, new SW release)

Action Plan	
<input checked="" type="checkbox"/>	Inform customers
<input type="checkbox"/>	Arrange re-work of stock (NSO)
<input type="checkbox"/>	Arrange re-work of stock (customer)
<input type="checkbox"/>	Arrange re-work of installed products
<input type="checkbox"/>	See detailed actions on following pages

Start Date		Completion Date	
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Error(s) and Effect(s)

In rare cases (2 known reports) the signaling output of the FLM-420-NAC generated false messages while the output was in normal condition. The error can be detected by the following messages:

- The fire panel displayed malfunction messages of the signalling output. The malfunction message disappeared immediately after the reset command.
- In the background memory of the fire panel multiple activation messages of the signalling output are stored. Even though the output didn't activate.

The error is very unlikely to occur. When it occurs it will become visible typically within 24 hours after commissioning. To avoid any unwanted activations within the system, no cascaded logic should be programmed. Please see recommendation below.

Cause

Component tolerances in specific combinations can cause a communication disturbance.

Action(s)

The new firmware (V2.4) version has an improved communication protocol which is more robust for component tolerances.

If a faulty FLM-420-NAC is identified in the field, please start an RMA procedure for the replacement with reference to CAR#150152

Recommendation:

It's always recommended to trigger an output with an actual alarm status or a counter from a detection point or zone. It's not advisable to program a cascaded logic.

Bad example: Output 1 is triggered when detector point x is in alarm status. -> Output 2 is triggered when output 1 is active. -> Output 3 is triggered when output 2 is active.

Good example: output 1, 2 & 3 is triggered when detector point x is in alarm status.

Required Components	Part no.

Attachment(s)

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BU Manager	Knauel	Clerk in Charge:	Marier
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Distribution

Distribution BU FIR	<input checked="" type="checkbox"/> Celebi Guenay (ST-FIR/QMM), Knauel Thomas (ST-FIR/MKP ST-FIR/MKT), Heckl Michael (ST-FIR/MKP3) <input checked="" type="checkbox"/> Angstenberger Josef (ST-FIR/MKR-EU) <input checked="" type="checkbox"/> Lim Yong Gang (ST/SRM-AP), Leonard Hew (ST-FIR/MKR-AP), Quek Daniel (ST-CO/MKR2-AP) <input checked="" type="checkbox"/> Squarize Alex (ST/SRM-LA), Pinto Erik (ST/STS-LA ST-ASA/SRA-LA), Render Chelsea (ST/SRM-NA) <input type="checkbox"/>
Distribution BU IN	<input type="checkbox"/> Hossmann Daniela (ST-IN/MKR-EU), Kugler Gerhard (ST-IN/MKR2-EU), Endres Dirk (ST-IN/QMM) <input type="checkbox"/> Berberian Alexandra (ST-IN/MKR-SEF), Tantry Ananth (ST-IN/MKR-SEM), Karlsson Mathias (ST-IN/MKR-SEN), Rodriguez Herrero Jose Manuel (ST-IN/MKR-SEI), Oppab Maria (ST-IN/MKR-SAN), Malek Michal (ST/MKR-SEP) <input type="checkbox"/> Mechler Tom (ST-IN/MKR-NA) <input type="checkbox"/>
Distribution BU ESS	<input type="checkbox"/> Loh Leon (ST-ESS/MKP1.4), Maier Holger (ST-ESS/MKP1.2), Wings Maarten (ST-ESS/MKP1.3), Redeker Bernd (ST-ESS/QMM), Jan von Rosenstiel (ST-ESS/MKP1.1), Reinhard Bloss (ST-ESS/MKP1) <input type="checkbox"/> Funke Thomas (ST-ESS/ENG) <input type="checkbox"/> Nikolas Mangold-Takao (ST-ESS/MKP1), Jaco Liebetrau (ST-ESS/MKT) <input type="checkbox"/> Markus Brack (ST-ESS/MKP2.3), Huse Istvan (ST/PRM2-EU), Law Jeffrey (ST/PRM1-AP) <input type="checkbox"/> Gary Deng (ST-PRM-CN), James Judson (ST-IN/MKR-NA) <input type="checkbox"/>
Other parties affected	<input checked="" type="checkbox"/> Steidle Kurt (ST-ASA/PRM1) <input checked="" type="checkbox"/> Proyer Konrad (ST-ASA/SRA-EU), Schrimpf Felix (ST-ASA/PRM), Wilson Jim (ST-ASA/SRA-AM), Tan Woo Khiang (ST/ASA-AP) <input type="checkbox"/> Pedolzky Georg (ST-BT/PRM1) <input type="checkbox"/> <input type="checkbox"/>