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| Technical Information | Date: 02.07.2021 Official: Marier Department: BT-FIR/MKP3 |
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| Tech. Information No. | 2366 / 2021 |
| Subject: | Connect remote services to redundant panels |

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| Short Description: | The solution specified in the networking guide to connect remote services to a redundant AVENAR panel, will generate a fault condition. A temporary workaround is available |
|---------------------------|--|

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|---|---|---|-----------------------------------|
| Hardware <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> Device | <input type="checkbox"/> Module | <input type="checkbox"/> PCBA |
| Software <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> Application | <input type="checkbox"/> Driver / Extension | <input type="checkbox"/> Firmware |

| Affected Products (details) | CTN | SAP no. | Aff. version |
|---------------------------------------|--------------|---------------|---|
| AVENAR panel 2000 Panel controller | FPE-2000-PPC | F.01U.352.443 | 3.1.15, 3.1.16, 3.2.2, 3.3.1 and upcoming version(s) until new TI mentions issue solved |
| AVENAR panel 8000 Panel controller | FPE-8000-SPC | F.01U.327.090 | 3.1.15, 3.1.16, 3.2.2, 3.3.1 and upcoming version(s) until new TI mentions issue solved |
| | FPE-8000-PPC | F.01U.352.441 | 3.1.15, 3.1.16, 3.2.2, 3.3.1 and upcoming version(s) until new TI mentions issue solved |
| AVENAR keypad 8000 | FPE-8000-FMR | F.01U.327.092 | 3.1.15, 3.1.16, 3.2.2, 3.3.1 and upcoming version(s) until new TI mentions issue solved |
| Remote Programming SW | FSP-5000-RPS | F.01U.005.615 | N/A |
| Networking guide | | F.01U.378.914 | 1 (08.2019) |

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|--------------------------------|-------|------|
| 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 (CSO) |
| <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 |

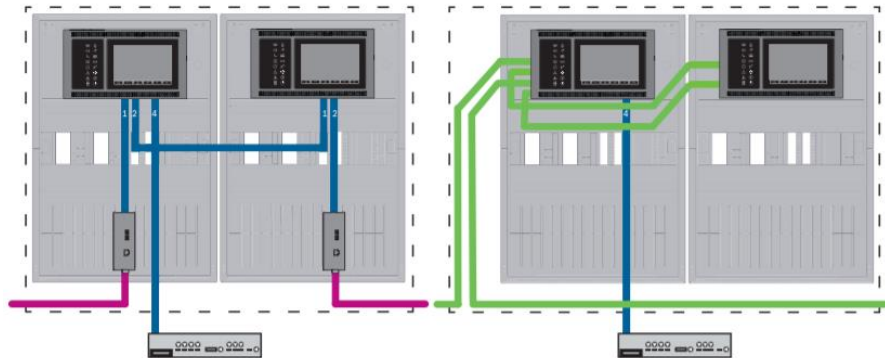
| Start Date | | Completion Date | |
|----------------------|--|-----------------|--|
| New Features: | | | |
| None | | | |

| | | | |
|--------------------------|--|--|--|
| Removed features: | | | |
| None | | | |

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| Solved Issues: | | | |
| None | | | |

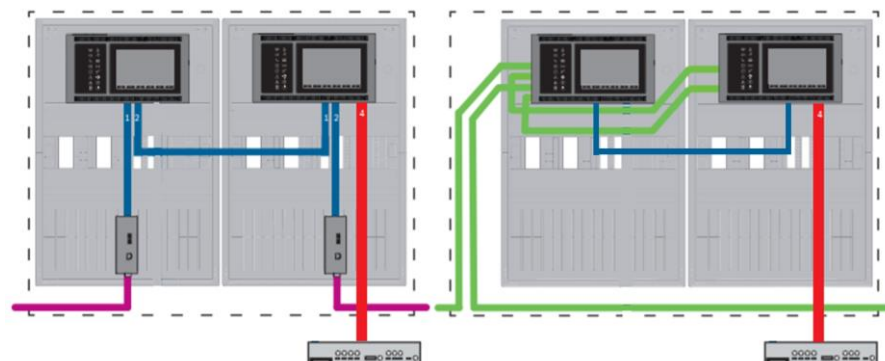
Known issues:

- Chapter 7.9 of the networking guide (08.2019|1|F.01U.378.914) illustrates how to connect remote service gateway to AVENAR panel equipped with a redundant panel controller.



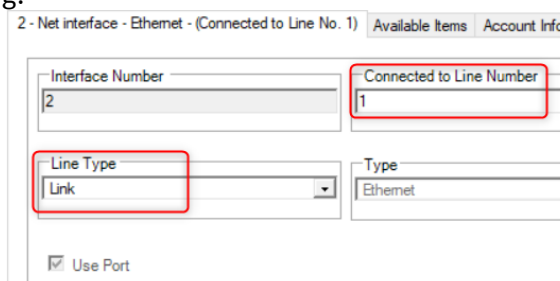
Picture 1: Connection described in networking guide (version 1)

- Because nothing is connected to ETH4 port of the redundant panel, an ETH4 fault condition will be generated. This is not only the case when you have a network of CAN or Ethernet, but also a stand-alone panel with redundancy
- A temporary workaround is connecting the remote service gateway only to the ETH4 port of the redundant controller, like shown on the picture 2 below.
- For CAN networking an Ethernet cable is additionally required between master and slave from ETH2 Master to ETH2 Slave



Picture 2: Temporary workaround to connect remote service with a redundant panel

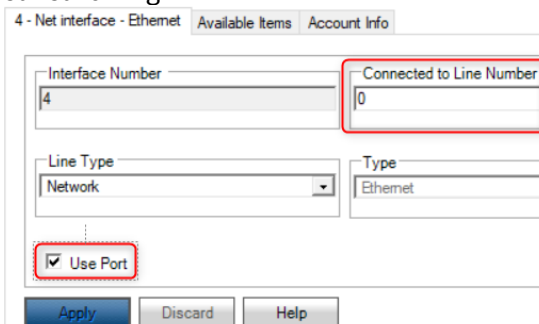
- In FSP-5000-RPS, the settings for ETH2 should be configured as followed (see picture 3), when using CAN networking:



Picture 3: Settings in RPS

Line number must be "above 0" to have the connection supervised

- In FSP-5000-RPS, the settings for ETH4 should be configured as followed (see picture 4), when using CAN and ethernet networking:

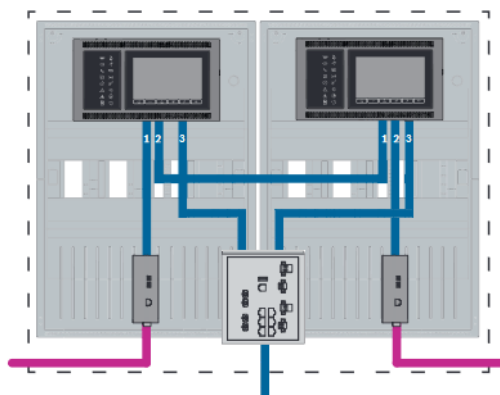


Picture 4: Settings in RPS

Line number must be "0" and "use port" should be marked

Notes:

- When feasible, please consider connecting the remote service gateway to an AVENAR panel without panel redundancy.
- This workaround is temporary and will change in future. Take this into account during installation by e.g.: keeping sufficient cable length buffer to reach the main panel controller.
- This workaround is also applicable for the connection to building management systems via FSI/OPC. In this case port ETH3 of the redundant panel controller must be used and configured.
- This workaround is not suitable for life safety relevant connections to voice alarm systems (VAS over IP) and hierarchy panels (UGM). An EN54 certified switch connected to the main and redundant panel controllers has to be installed as shown in picture 5.



Picture 5: connection of VAS and UGM interface to AVENAR panel with redundant panel controller

| Required Components | Part no. |
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| Attachment(s) |
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|-------------------|--------------|-------------------------|------------|
| BU Manager | Thomas Knaul | Clerk in Charge: | Ron Marier |
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