

# Technical Information 2638/2025

## Modular Alarm Plattform 5000

### Short Description

MAP5000 Panel update “via Direct connect”

HARDWARE

Device

Module

PCBA

SOFTWARE

Application

Driver / Extension

Firmware

Affected Products (details)	CTN	SAP-no.	Aff. version	New version
Main Panel / Zentralenmodul	ICP-MAP5000-2	F.01U.245.556	≤ 1.4.0288	-
Main Panel / Zentralenmodul	ICP-MAP5000-COM	F.01U.289.149	≤ 1.4.0288	-
Main Panel / Zentralenmodul	ICP-MAP5000-S	F.01U.296.016	≤ 1.4.0288	-
Main Panel / Zentralenmodul	ICP-MAP5000-SC	F.01U.299.120	≤ 1.4.0288	-
RPS for MAP	-	-	1.22.0.235	

### PRIORITY LEVEL

### CRITERION

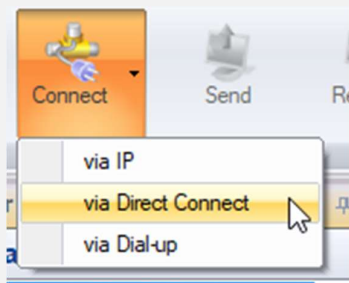
I	<input type="checkbox"/>	The change must be made <b>immediately</b> (see dates below)
II	<input type="checkbox"/>	The change must be made during the next inspection.
III	<input checked="" type="checkbox"/>	Change must be made if the error pattern recurs and with new installations.
NONE	<input type="checkbox"/>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

**Error(s) and Effect(s)**

[EN] Description:

**Panel connection via Direct Connect > FW update****Fault description:**

Connecting with the panel and standard data transfer for configuration and maintenance is possible but in rarely cases the FW update cannot be started and an error message is displayed.

**Solution:**

If the error occurs, FW update must be done by “via IP” connection.

Generally, it is recommended to use “via IP” connection method for any installation and maintenance activities on MAP5000.

[DE] Beschreibung:

**Zentralenverbindung über Direktverbindung > FW update****Fehlerbild:**

Die Verbindung mit der Zentrale und der Standard-Datenaustausch für Konfiguration und Wartungsarbeiten ist möglich, aber in seltenen Fällen kann das FW update nicht gestartet werden und eine Fehlermeldung wird angezeigt.

**Lösung:**

Sollte der Fehler auftreten, ist für das Firmware Update die Verbindungsart „über IP“ zu verwenden.

Grundsätzlich wird empfohlen für alle Installations- und Wartungsarbeiten der MAP5000 die Verbindungsart „über IP“ zu verwenden.

Cause

[EN] Bug Information, new RPSforMAP Software Version  
 [DE] Fehlerinformation, neue RPSforMAP Software version

Action(s)

[EN] Use alternative connection method "via IP" for FW update of MAP Panel  
 [DE] Verwenden Sie die alternative Verbindungsoption „über IP“ für das FW Update der MAP Panel

Required Components

Part no.

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Attachement(s)

BU Manager

Clerk in Charge

Sven Steib (BT-FS/NE)

Patrick Schröder (BT/PJ-MAP)

Distribution

Distribution  
 BU AI  
 Intrusion Systems

- Sven Steib (BT-FS/NE),
- Kubilay Sevil (BT-AI/SAL2-EU); Endress Joachim (BT/PJ-MAP)
- Meichelbeck Markus (BT-AI/PAI-ENG4)
- Ariane Grossjean (BT-FS/MKW)
- Hupka Peter (BT/PJ-MAP), Späck Andreas ( BT/PJ-MAP )
- Ley Thomas (BT/PJ-MAP)

Other parties  
 affected

- Huse Istvan (BT-VS/MKK1),
- Teleservice Support (SO/OPM8.10-MB)
- Minh Nguyen (BT-IE/SPM-SR BT-IE/SMP1-SR), Robert Hirschle (BT-IE/PRM2-SR)
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