

Technical Information	Date: 19.05.2016 Official: Erhard Department.: ST-IN/MKA-EU
------------------------------	---

Tech. Information No.	2000 / 2016
Subject:	Modular Alarm Platform 5000

Short Description:	[EN] MAP5000-COM panel may fail reporting via IP communicator under certain conditions [DE] MAP5000-COM Ereignisübertragung über IP-Übertragungsgerät schlägt fehl unter bestimmten Bedingungen
---------------------------	--

Hardware <input type="checkbox"/>	<input 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	New version
Main Panel/Zentralenmodul	ICP-MAP5000-COM	F.01U.289.149	1.3.9581	
Main Panel/Zentralenmodul	ICP-MAP5000-SC	F.01U.299.120	1.3.9581	
MAP5000 Kit	ICP-MAP5000-CK	F.01U.302.188	1.3.9581	
MAP5000 Kit	ICP-MAP5000-SCK	F.01U.302.189	1.3.9581	

Number of delivered devices	182	
Period of delivery	from: 08.2014	to:
Affected serial numbers	from:	to:

Priority Level	Criterion
I	<input checked="" 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 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 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 checked="" type="checkbox"/>	See detailed actions on following pages

Start Date	23.05.2016	Completion Date	23.06.2016
-------------------	------------	------------------------	------------

Error(s) and Effect(s)
<p>[EN] Reporting via IP communicator using VdS 2465-S2 protocol: With certain system configuration settings and after failed communication to the primary receiver, it may happen that event reporting to central monitoring station fails even though a backup receiver is configured and available.</p> <p>[DE] Übertragung via IP-Übertragungsgerät mit Protokoll VdS 2465-S2: Bei bestimmten Konfigurationseinstellungen und nach einer fehlgeschlagenen Kommunikation zur Hauptempfangseinrichtung kann es vorkommen, dass eine Ereignisübertragung zur Leitstelle fehlschlägt, obwohl eine Ersatzempfangseinrichtung konfiguriert und verfügbar ist.</p>

Cause
<p>[EN] Conditions for failure occurrence:</p> <ul style="list-style-type: none"> - The event reporting process has started and the primary receiver does not respond. - The interaction of the settings <ul style="list-style-type: none"> + Acknowledgement Timer (sec) + Max Retry Count + Number of configured receiver + Parallel Reporting = OFF may cause an exceedance of the VdS timeout of 240 sec for event reporting. <p>After this the event will be discarded and the reporting failure is logged in the history.</p> <p>[DE] Bedingungen für das Auftreten des Fehlers:</p> <ul style="list-style-type: none"> - Der Vorgang einer Ereignisübertragung ist gestartet und die Hauptempfangseinrichtung reagiert nicht. - Das Zusammenwirken der Parameter <ul style="list-style-type: none"> + Timer für Rückmeldung (Sek) + Anzahl der Wiederholungsversuche + Anzahl der konfigurierten Empfangseinrichtungen + Parallelübertragung = NEIN kann ein Überschreiten des VdS Timeouts von 240 Sek. für Ereignisübertragung verursachen. <p>Danach wird das Ereignis verworfen und der Übertragungsfehler im Hintergrundspeicher protokolliert.</p>

Action(s)
<p>[EN] Verify and correct if necessary in RPS for MAP: RPS for MAP > Event Manager > IP Communicator > Acknowledgement Timer (sec) The maximum value may not exceed 8.</p> <p>[DE] Überprüfen und korrigieren Sie ggf. in RPS for MAP: RPS for MAP > Ereignismanager > IP Übertragungsgerät > Timer für Rückmeldung (Sek) Der Maximalwert darf 8 nicht überschreiten.</p>

Required Components	Part no.

Attachment(s)

BU Manager	Hossmann ST-IN/RBU-EU	Clerk in Charge:	Erhard ST-IN/MKA-EU
-------------------	-----------------------	-------------------------	---------------------

Print out of this template is not subject of the updating service. Only the version in the Intranet is always up to date.

Distribution	
---------------------	--

Distribution BU FIR	<input type="checkbox"/> Celebi Guenay (ST-FIR/QMM), Knauel Thomas (ST-FIR/MKP ST-FIR/MKT), Heckl Michael (ST-FIR/MKP3) <input type="checkbox"/> Angstenberger Josef (ST-FIR/MKR-EU) <input type="checkbox"/> Lim Yong Gang (ST/SRM-AP), Leonard Hew (ST-FIR/MKR-AP), Quek Daniel (ST-CO/MKR2-AP) <input 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 checked="" type="checkbox"/> Hossmann Daniela (ST-IN/MKP-EU), Kachel Roxanne (ST-IN/QMM), Endres Dirk (ST-IN/QMM) <input checked="" type="checkbox"/> Gudduschat Cordula (ST-IN/MKR-EU), Kugler Gerhard (ST-IN/MKR2-EU), Berberian Alexandra (ST-IN/MKR-SEF), Tantry Ananth (ST-IN/MKR-SEM), Karlsson Mathias (ST-IN/MKR-SEN), Gomez Arevalo Olga (ST-IN/MKR-SEI), Malek Michal (ST/MKR-SEP), Oppab Maria (ST-IN/MKR-SAN) <input type="checkbox"/> Squarize Alex (ST-FIR/MKR-LA) <input checked="" type="checkbox"/> Pedolzky Georg (ST-IE/PRM1) <input type="checkbox"/>
Distribution BU ESS	<input type="checkbox"/> Tan Boon Chuan (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), Jekelius Friederike (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) <input type="checkbox"/> Gary Deng (ST-PRM-CN), Roth Christy (ST-IN/MKR-NA), Claude Hochreutiner (ST-ESS/MKR-AP), Mauricio Santos (ST/SPS-LA), Mikhail Zyrianov (ST-ESS/MKR-EU ST-ESS/MKR-SEP) <input type="checkbox"/> Bies Geert (ST-ASA/MKP1)
Other parties affected	<input type="checkbox"/> Schrimpf Felix (ST-ASA/PRM) <input type="checkbox"/> Proyer Konrad (ST-ASA/SRA-EU), Pinto Erik (ST-ASA/SRA-LA) Wilson Jim (ST-ASA/SRA-NA), Tan Woo Khiang (ST-ASA/SRA-AP) <input type="checkbox"/> Hemke Tobias (ST-ASA/STS3-EU; Gill Manjit (ST-ASA/STS-UK)) <input type="checkbox"/> Teleservice Team - Support (ST-SO/OMM7-Mb) <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>