Date: October 6, 2003   **Number:** NA TAB 03-003

To: Distribution Americas

Subject: DLS, PC4820 Card Update Issue

This is to inform you of an issue regarding downloading access card changes via the DLS software. Under certain conditions the DLS file can become corrupted, which will prevent the panel from updating card changes to the PC4820 modules correctly. The issue can occur if a new upload/download command is performed exactly one minute after a previous upload/download is completed.

To correct the issue a new driver has been released for the PC4020 v3.3. This driver will correct existing files and prevent future files from developing the issue.

To get existing installations to update all cards correctly, first install the new driver and upload all the user codes/cards. Make a change to any user (you can do this by entering the same user code or card number for a user) then download that user. After terminating the connection the PC4020 will update all the card numbers in all the PC4820 modules.

The driver is available in the password protected area of our website at www.dscsec.com and also the non-protected DLS driver site at www.dscsec.com/dls_drivers.htm.

Please contact the DSC Customer Help Center at 888-888-7838 or info@dsc.com or contact DSC Technical Support at 800-387-3630 or dsctech@dscltd.com if you have any questions.

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