



Date: October 6, 2003

Number: NA TAB 03-004

To: Distribution Americas

Subject: DLS-3 SA, PC4820 Card Update Issue

This is to inform you of an issue regarding downloading access card changes via the DLS-3 System Administrator (SA) 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 within one minute after a previous upload/download is completed.

To correct the issue, create a new PC4020 account. Call the panel and upload the entire file. 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.

To prevent the DLS file from developing the issue again, wait at least 2 minutes after an upload/download command is complete before initiating a new upload/download command.

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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