

Date: June 18th 2007

Number: SG TAB 07-003

To: All System III Users

System III R-Bus Communication Issue

This is to inform all users of a potential R-bus communication issue on the System III receiver.

Any CPM3 v1.7x or lower could potentially stop processing signals from line cards on one of the racks for as much as 3 minutes due to an R-bus communication issue. However the receiver will recover automatically and process and send any signals to the automation after 3 minutes.

Note: It is important to note that during this 3 minute period signals from the line cards of the other rack would be unaffected.

DSC is currently working on a software solution to address this issue which should be available by the end of July 2007. In the interim, to prevent this issue from occurring DSC is recommending the following options:

Option 1

- If the debug feature is being used on the CPM3 or DRL3 line cards, disable it.
- Remove the backup CMP3 from the secondary rack and keep it as a “cold” backup. This will allow the primary CPM3 to process signals from both racks as one receiver and prevent the issue from occurring altogether.

Note: This is the best course of action recommended by the Sur-Gard Field Support Team.

Option 2

- If the debug feature is being used on the CPM3 or DRL3 line cards, disable it.
- Separate the System III racks into two independent receivers. This will require removing the inter-connect cables between the racks, re-numbering the racks and setting up an additional input to the automation software.

Note: Please contact Sur-Gard Field Support before proceeding with this option to eliminate any “down time” associated with this procedure.

Option 3

- If the debug feature is being used on the CPM3 or DRL3 line cards, disable it.
- Set option [1C] (Busy Out) to a value of [00]. This will enable the line card(s) to stop receiving signals from panels when they lose communication with the CPM3 unit during the 3 minute window before auto recovery.

Note: If implementing this option, a printer (serial, parallel or console software) must be connected to the System III. This will prevent the printer buffer on the line cards from becoming full which would result in the line card busying itself out.

Note: A similar issue can be caused by the DRL3-IP v1.20 or lower. Please refer to SG-TAB 06-002 posted at www.dsc.com for further information.

DSC sincerely regrets any inconvenience that this may have caused and is working towards a speedy resolution of this issue.

Please contact the SG Field Support team at 905-760-3000, or send an email to sgfieldsupport@dsc.com if you have any questions regarding this matter.

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