PRODUCT ADVISORY LETTER (PAL)

PRODUCT ADVISORY LETTER NO.: CU46-20007
(V5.01/5.02 firmware – Incompatibility with some older hardware)

DATE: May 19, 2020

AFFECTED PRODUCT(S): UPLC/UPLC-II

AFFECTED MODULE(S): All UPLC/UPLC-II Transceiver modules, Part # CU20-XVRMN-001 Rev 13 or lower that shipped <u>before</u> May 2019 that have been upgraded to version 5.01 or 5.02 firmware.

SYMPTOM(s): We discovered in some older hardware revisions that if they were upgraded to version 5.01 or 5.02 firmware that the Sequence of Events (SOEs) can have data that is scrambled in time and/or incorrect data. We also have intermittently seen other functionality issues.

RECOMMENDATION: Ametek recommends using our earlier firmware version 4.06 instead of version 5.02 to upgrade firmware for existing older units in service that were not originally shipped with firmware version 5.01/5.02. Any units that did not ship with V5.02 already in them and were later upgraded to V5.02 should take the corrective action below.

NERC CIP CYBER SECURITY NOTICE: There is nothing in this advisory that affects cyber security.

CORRECTIVE ACTION: No action is needed if you haven't <u>upgraded</u> any older units to V5.02. Units that shipped with V5.02 firmware from the factory do NOT have this issue, because they have the newer hardware.
If you have upgraded existing units with V5.02, then contact customer service at phone # 800-785-7274 and reference this PAL to send your Transceiver board in for factory reprogramming. Do not attempt to downgrade the unit back to a previous version as this can cause some issues.

TECHNICAL DETAILS: Ametek changed the obsolete memory chips in the Transceiver board in May 2019 and had to release a new firmware, V5.01/5.02 to support the new chips. It was later discovered that a couple of the different revisions of older hardware caused issues with the SOE data when V5.01 or V5.02 was loaded into them. Even later other incompatibility issues were found. Ametek is in the process of making a new firmware release that will be backwards compatible with all UPLC/UPLC-IIs. In the meantime, there is no real reason to upgrade older hardware boards with V5.02 instead of V4.06 as they are essentially the same except that V5.02 was specifically made to work in newer hardware revision boards.

You can identify UPLC/UPLC-II firmware version numbers from the front panel keypad [Press Set, enter password (4050 default) then set again, enter "2" for configure, enter "4" for view revisions, Power PC ver._] or from the web-browser interface (Admin page, software/firmware tab, to view PPC ver.__ and Transceiver board hardware revision_.).

AMETEK appreciates your past support and we want to continue to provide you the best service possible. Please help us by letting us know if future notices should be sent to another individual.

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