

PRODUCT ADVISORY LETTER (PAL)

PRODUCT ADVISORY LETTER NO.: CU46-19003 (Release of V5.02 firmware for new memory chip compatibility)

DATE: May 21, 2019

AFFECTED PRODUCT(S): UPLC/UPLC-II

AFFECTED MODULE(S): All UPLC Transceiver modules (CU20-XVRMN-001) with version 5.01 or lower (PPC) firmware.

SYMPTOM(s): Symptoms vary depending on what version you are upgrading from and the issues are detailed in the version 5.02 release notes for previous versions of firmware. The main reason for this firmware release is to support new flash memory chips that will be necessary to change to once the Ametek stock of the present firmware chips are depleted. This means that all future shipments of UPLC-IIs after the depletion of this stock will require that this firmware version or higher be used.

RECOMMENDATION: This is not a mandatory upgrade for existing units in service, as there are no issues affecting protective relaying communications or cyber security. However, Ametek recommends that all customers run this firmware through any existing approval process they have, as it will be mandatory to use it (or higher versions) on future UPLC-II shipments, because these newer memory chips in the UPLC-II Transceiver boards won't function without it.

NERC CIP CYBER SECURITY NOTICE: No changes were made in this firmware that affect cyber security.

CORRECTIVE ACTION: This is an upgrade for the latest version of firmware, which is version 5.02. Customers with UPLC versions 2.00 to 4.0x (PPC) firmware can download the firmware update files from the ametekpower.com website and follow the directions in the release notes to upgrade themselves. Directions on downloading files were included in the email sent to all UPLC customers on record. Should you need additional details, please call our customer service at phone # 800-785-7274. As in all previous notices, units which have version 1.xx (PPC) firmware or older hardware Transceiver boards CU20-XVRMN-001 rev. 4 will require sending the UPLC Transceiver modules (CU20-XVRMN-001) in for updating by Ametek. If needed, advance replacements for these older revision units can be supplied on a limited basis and the affected modules can be returned using the same packaging. Call Ametek at phone # 800-785-7274 (customer service) and reference this PAL to obtain an RMA number or email us at repair.pulsar@ametek.com. This modification to the Transceiver board, if needed, is available at no charge and will not affect any applicable warranty.

TECHNICAL DETAILS: Ametek has been forced to change some memory chips on our UPLC-II Transceiver board to newer types due to obsolescence and this requires us to make some changes to the firmware. This new firmware is an exact equal firmware version to limited release version 4.08 firmware but with the added feature of supporting the newer memory chips as well as the present chips. In comparison to the popular 4.06 firmware version, version 5.02 has exactly the same features plus some minor changes to resolve an IRIG-B issue, an IEC61850 issue, and a rarely used setting issue of only inputs/outputs 1 & 2 being selected with all others set to a non-used selection, otherwise it was only modified to accommodate the new memory chips (see release notes for full details). We are

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anticipating as early as the May 2019 time frame to run out of our old memory chips, then we will be shipping all UPLC-IIs with version 5.02 firmware as this is our only option for the new memory chips on the Transceiver board. As with all our firmware versions, the new V5.02 firmware was designed to backwards compatible with any older hardware boards. If you desire, you can download this firmware now and test on any existing lab units you have. Also, if needed, we can send an evaluation Transceiver board to allow you to test with the new memory chips.

Upgrading one end prior to the other end should not present any problems. Any known unresolved issues in this firmware release are included at the end of the Release Notes document.

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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