

 **PRODUCT NOTICE**

**Notice of Potential Product Concern**

Rockwell Automation issues a Product Notice when it identifies a product(s) anomaly that may cause commercial or customer satisfaction concerns.

**Firmware Version 3.001 for 1715-AENTR  
May Not Update Outputs After Loss of Communications**

Reference: 2017-06-001

Date: June 2017

This Product Notice informs you of a potential anomaly that exists with 1715-AENTR Firmware version 3.001 when used in a non-SIL2 system configuration. Following a loss of connection, outputs may not update until a change of state command from the controller is received.



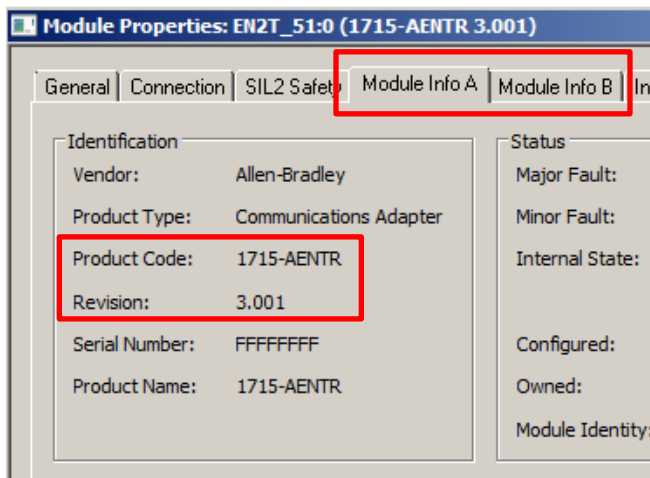
**– Product Identification –**

The affected product is firmware version 3.001 for the 1715-AENTR Ethernet/IP Adapter when used in a non-SIL2 system configuration where the SIL2 Safety setting is set to No in the connected output module properties. Affected firmware version 3.001 has been available for download from the PCDC starting January 19, 2017.

**Important** – The 1715-AENTR module hardware is not affected by this anomaly. 1715-AENTR modules manufactured at the time of this notification shipped from the factory without firmware. 1715-AENTR hardware should not be returned under this notification.

**Important** – SIL2 system configurations are not affected by this anomaly. If you are using this firmware in a SIL2 system configuration where the SIL2 Safety setting is set to Yes in the connect output module properties and the appropriate safety AOs are used, no action is required on your part. However, Rockwell Automation recommends updating to the corrected firmware when available.

Both the currently installed version of firmware for the 1715-AENTR and the SIL2 setting may be obtained using configuration tools such as RSLinx and RSLogix 5000 or Studio 5000.

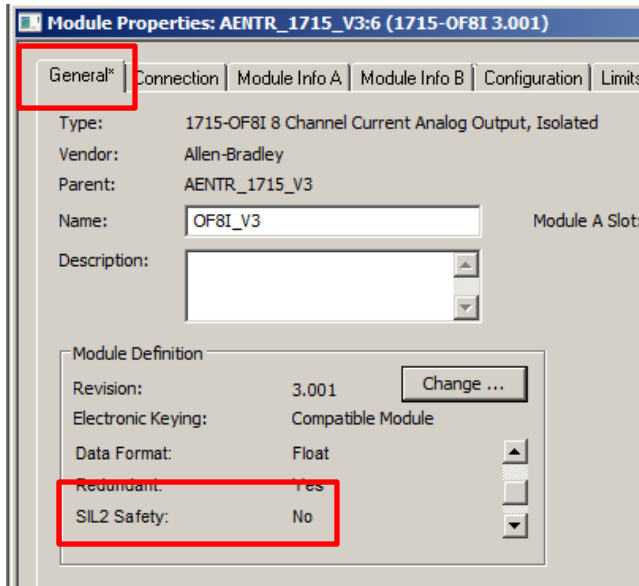


Using RSLinx, RSLogix 5000, or Studio 5000 when online, browse the network tree to find the 1715-AENTR module. Right mouse click on the module and select the Properties option. This will bring up the Module Properties dialog. Select the Module Info tab. The module's firmware revision level will be shown in the Revision field.

**Important** – Do not use the Revision field on the General tab to obtain the module's installed firmware version.

In the example shown to the left, the product code is 1715-AENTR and the firmware revision is 3.001. If the system is configured for non-SIL2 this module would be affected and subject to the actions of this notification.

To determine the SIL2 configuration, for each of the 1715-OF8I and 1715-OB8DE output modules verify the SIL2 Safety setting in the Module Properties dialog.



Using RSLinx, RSLogix 5000, or Studio 5000 when online, browse the network tree to find the 1715-AENTR module. Right mouse click on the module and select the Properties option. This will bring up the Module Properties dialog for the module. Select the General tab and scroll down in the Module Definition area to view the module's SIL2 Safety setting.

**Important** – Do not use the General tab to obtain the module's installed firmware version. The Revision number listed in the Module Definition area on the General tab is not the revision of firmware currently loaded in the module.

In the example shown to the left, the 1715-OF8I module's SIL2 Safety setting is set to No, indicating this module is in a non-SIL2 configuration. If the parent 1715-AENTR firmware is 3.001 the 1715-AENTR would be affected and subject to this notification.

Refer to the Redundant I/O System User Manual, Rockwell Automation Publication 1715-UM001E, available from the Rockwell Automation Literature Library, <http://www.rockwellautomation.com/global/literature-library/overview.page>.

### – Description –

An anomaly exists with 1715-AENTR Firmware version 3.001 when used in a non-SIL2 system configuration. Following a loss of connection, outputs may not update to the commanded state from the running logic until a value or state change from the controller is received. A loss of connection may occur due to power cycle of the 1715 rack or the ControlLogix™ rack, removal of an output module, a loss of the Ethernet/IP communication link, an output requested packet interval change, change of state from Program mode to Run mode, or an output module inhibit / un-inhibit. Output modules 1715-OB8DE and 1715-OF8I will go to their configured Fault/Program Action and will only go to their commanded state on the next output value or state change from the controller.

### – Temporary Workarounds –

Rockwell Automation recommends implementation of one of the following workarounds until firmware correcting this anomaly can be downloaded and installed.

- This anomaly does not affect properly configured SIL2 systems. Customers may work around this anomaly by properly converting their system to a SIL2 configuration. Proper configuration includes setting the output module SIL2 Safety property to Yes and installation and use of appropriate AOIs.

- Rockwell Automation has developed application workarounds for this anomaly. Workaround AOIs are available on the Rockwell Automation Knowledgebase, attached to article ID [1049359](#). If you need assistance implementing this workaround, please contact your System Supplier or Rockwell Automation Technical Support at [rasupportplc\\_hardware@ra.rockwell.com](mailto:rasupportplc_hardware@ra.rockwell.com) and reference this Product Notice 2017-06-001.
- Firmware versions 2.002 and 2.003 are not affected by this anomaly. If you are unable to implement one of the prior workarounds for firmware version 3.001, you may revert to 1715-AENTR firmware version 2.003, available from the Rockwell Automation Product Compatibility and Download Center (PCDC), <http://compatibility.rockwellautomation.com/Pages/MultiProductDownload.aspx>. Make sure to read the firmware release notes to determine if reverting to an earlier version is applicable to your system. Reverting to version 2.003 from 3.001 requires reverting all system components to the early release versions.

**– Correction –**

Correction of this anomaly requires the download of corrected firmware. Rockwell Automation is currently working on corrected firmware and expects to release new firmware during the 3<sup>rd</sup> calendar quarter of 2017. A link has been added to the Knowledgebase article for this notification, [1049359](#), if you'd like to sign up to receive an email notification when firmware has been made available.

When available, firmware may be downloaded from the Rockwell Automation Product Compatibility and Download Center (PCDC). Refer to the Redundant I/O System User Manual, Publication 1715-UM001E, for information on downloading and installing updated firmware.

**– Requested Customer Action –**

Rockwell Automation requests you take the following actions:

- Check if you have a product affected by this Product Notice. Refer to the Product Identification and Description sections of this document for product identification assistance.
- Hardware is not affected and should not be returned on this notification. Implement one of the listed temporary workarounds until corrected firmware is available. When available, update your product firmware to the corrected version.
- If you need additional assistance, please contact your System Supplier or Rockwell Automation Technical Support. See Appendix A for local telephone numbers. Customers without TechConnect contracts should reference this Product Notice when calling. Reference this Product Notice 2017-06-001 when requesting support.
- Customers with TechConnect contracts may be able to [chat online](#) with support representatives. Reference this Product Notice when connected to a support engineer.

**The most current version of this Product Notice is posted on the Rockwell Automation Support Center, <http://www.rockwellautomation.com/knowledgebase>, as ID number [1049359](#). Additional languages may also be available at the end of this article attached as downloadable PDF documents.**

Customers using the Rockwell Automation Support Center in a non-English language should search for the document by the article ID number listed above. The resulting article ID for non-English postings may be different

than the listed article ID number.

If this Product Notice does not affect you because you do not have the products any longer, or if you are a Distributor, Rockwell Automation asks that you forward a copy of this notice, with any identifying documentation, immediately to the person or company that now has the product. We also ask that you contact Rockwell Automation Technical Support and provide the location of the affected units.

We appreciate your immediate cooperation. If you have any questions, please contact us.

Sincerely,

ROCKWELL AUTOMATION

You can register for Automatic Product Safety Advisories and Product Notices from Rockwell Automation by email. Go to the Support web page at <http://www.rockwellautomation.com/support> and click the *Visit the Technical Support Center* link. Sign in with your Tech Connect Account or free Rockwell Automation Member Account and you can subscribe to important product updates, including Product Safety Advisories and Product Notices.

## Appendix A Regional Technical Support Information

The following list can help you to contact the correct technical support center for your location. If your country is not listed, you can find a customer support number for your location on <http://www.rockwellautomation.com/support/> by clicking *Get Support Now*, selecting your country, and clicking the *Phone/OnSite Support* tab.

Region / Country	Phone Number ( ) International Code
<b>Asia/Pacific</b>	
Australia	1 800 762 593
China	400 620 6620
Hong Kong	+852 2887 4666
India	1 800 2000 121
Japan	03 3206 2785
Korea	(82) 2 2188 4400
Malaysia	1 800 80 4851
New Zealand	0800 27 27 25
Taiwan	080 902 0908
Thailand	(66) 2936 1500
<b>Caribbean</b>	
All Countries (English)	(1) 440 646 3223
All Countries (Español)	(1) 440 646 3650
<b>Central America</b>	
Argentina	800.666.0320
Belize	(1) 440 646 3650
Bolivia	(54) 800 10 0632
Brazil	(55) 11 5189 9500
Chile	800.53.0012
Colombia	01.800.700.2107
Costa Rica	0800.013.1215
Ecuador	58.212.949.0611
El Salvador	(52) 55 5246 2010
Guatemala	1.800.288.0108
Honduras	(52) 55 5246 2010
Mexico	001.888.365.8677
Nicaragua	(52) 55 5246 2010
Panama	001.800.203.3475
Paraguay	(54) 11 5554 4000
Peru	0800.535.36
Suriname	(1) 440 646 3650
Uruguay	(54) 11 5554 4000
Venezuela	800.1.00.3062

Region / Country	Phone Number ( ) International Code
<b>Europe</b>	
Austria	(49) 211 41553 664
Belgium	(32) 2 716 8411
Czech Republic	(420) 28401 5911
Denmark	(45) 43 466 006
Finland	(358) 958 447 419
France	(33) 825303132
Germany	(49) 211 41553 664
Hungary	(420) 28401 5911
Ireland	(44) 01908 635245
Italy (Brescia, Milano e Padova)	(39) 199 11 99 00
Italy (Bologna, Firenze, Napoli, Roma e Torino)	(39) 199 11 99 22
Morocco	(33) 825303132
Netherlands	(31) 10 266 55 80
Poland	(48) 22 32 60 707
Portugal	(1) 440 646 3223
Slovakia	(420) 284015911
Spain	(34) 902 30 93 30
Sweden	(46) 46 19 93 91
Switzerland (German)	(41) 0844 84 84 11
Switzerland (French)	(41) 0844 84 84 12
Switzerland (Italian)	(41) 0844 84 84 13
United Kingdom	(44) 01908 635245
<b>North America</b>	
Canada	(1) 440-646-3223
United States	(1) 440-646-3223

If you have a TechConnect Contract, please use the telephone number supplied to you with the contract.