



PRODUCT SAFETY ADVISORY

Notice of Potential Unsafe Condition

Rockwell Automation issues a Product Safety Advisory when it identifies a product(s) anomaly that may potentially cause harm to personnel, capital equipment loss or environmental damage. Immediate action is required as identified below.

RSLogix 5000 / Studio 5000 V24 through V30 Safety Configuration Signature When Using Generic EtherNet/IP Safety Module Profile

Reference: 2017-06-002

Date: June 2017

This Product Safety Advisory informs you of a potential anomaly that exists when using the Generic EtherNet/IP™ Safety Module profile for RSLogix 5000® and Studio 5000® V24 through V30. This anomaly affects 1756 GuardLogix® projects created using a version of RSLogix 5000 prior to V24 that have been upgraded to a version of RSLogix 5000 or Studio 5000 V24 through V30. The Generic EtherNet/IP Safety Module profile does not properly handle an online change made to the Safety Configuration Signature ID on the Safety page of the profile, due to an anomaly in the Add-on Profile (AOP) core software.



– Product Identification –

The affected product is the Generic EtherNet/IP Safety Module Profile and included as part of the RSLogix 5000 and Studio 5000 V24 through V30 Architect and Logix Designer programming environments. For the anomaly to occur, all of the following conditions must be met:

- 1756 GuardLogix project created in RSLogix 5000 prior to V24,
- Using the Generic EtherNet/IP Safety Module profile, and
- Upgraded the 1756 GuardLogix project to RSLogix 5000 or Studio 5000 V24 through V30

Followed by:

- An online change made to the Safety Configuration Signature ID.

The following RSLogix 5000 and Studio 5000 products are affected by this anomaly:

9324-RLD700NXENE (English)	9324-RLD700NXINT (International)
9324-RLD600ENE (English)	9324-RLD300NXINT (International)
9324-RLD300ENE (English)	9324-RLD300INTL (International)
9324-RLD250ENE (English)	9324-RLD250INTL (International)
9324-RLD200ENE (English)	9324-RLD200INTL (International)
9324-RLD000ENE (English)	9324-RLD000INTL (International)

Important – GuardLogix and associated system hardware are not affected by this anomaly and may not be returned against this Product Safety Advisory.

– Description –

The Generic EtherNet/IP Safety Module profiles provided as part of RSLogix 5000 and Studio 5000 V24 through V30 does not properly handle an online change made to the Safety Configuration Signature ID on the Safety Page of the profile due to an anomaly in the Add-on Profile (AOP) core software. The changed Safety Configuration Signature ID does not result in the Safety connection closing. This causes the configuration in the GuardLogix controller to be different than the configuration in the CIP Safety device, resulting in potential unexpected operation.

This anomaly is only evident after an online update is made to the Safety Configuration Signature ID of a safety device that uses the Generic EtherNet/IP Safety Module profile. If your system has not been subject to this type of online update, you are not affected. However, to make sure the anomaly does not occur as the result of a future online update, Rockwell Automation strongly recommends implementation of the actions in the Correction section of this document.

– Temporary Workarounds –

Prior to implementing full corrective actions, customers who may be affected by this anomaly are advised to delete the CIP Safety devices that are using the Generic EtherNet/IP Safety Module profile in their GuardLogix project and recreate them. This will force future online changes to the Safety Configuration Signature ID to cause the Safety connection to close.

– Correction –

Correction requires installation of Add-on Profiles (AOP) core software version 16.05 or greater. This software may be obtained through one of the following software distributions:

- Studio 5000 V24.02 release due end of July 2017. Installing Studio 5000 will upgrade the AOP core and resolve this anomaly in Studio 5000 V24 through V30.
- AOP for the 1756-EN2TP release due end of September 2017. Installing this profile will upgrade the AOP core and resolve this anomaly in Studio 5000 V24 through V30. Download this AOP from the Rockwell Automation Product Compatibility and Download Center (PCDC) at <http://compatibility.rockwellautomation.com/Pages/MultiProductDownload.aspx>. In the Find Downloads search field, enter “1756-EN2TP” and select the appropriate series and version information. Click the “Downloads” button, then click “Select Files”. Select the AOP for 1756-EN2TP file for download.
- Studio 5000 V31 release due end of calendar year 2017. Installing Studio 5000 will upgrade the AOP core and resolve this anomaly in Studio 5000 V24 through V30.
- V10 – V31 AOP bundle release due end of calendar year 2017. Installing this version of the AOP bundle will upgrade the AOP core and resolve this anomaly in Studio 5000 V24 and higher. Download this bundle from the Rockwell Automation PCDC at <http://compatibility.rockwellautomation.com/Pages/MultiProductDownload.aspx>. In the Find Downloads search field, enter “AOP Bundle”. Click the “Download” link, then select the “Add-On Profiles – All” selection.

If you would like to receive an email notification when software correcting this anomaly is available for download and installation, click the link provided at the end of the Rockwell Automation Knowledgebase Article ID [1049420](#).

– Requested Customer Action –

Rockwell Automation requests you take the following actions:

- Check if you have a product affected by this Product Safety Advisory. Refer to the Product Identification and Description sections of this document for product identification assistance.
- Customers under support contract are automatically eligible for software updates. Customers not under a support contract should contact Rockwell Automation for further instructions.
- If you need additional assistance, please contact Rockwell Automation Technical Support. See Appendix A for local telephone numbers. Customers without TechConnect contracts should reference this Product Safety Advisory when calling.
- Customers with TechConnect contracts may be able to [chat online](#) with support representatives. Reference this Product Safety Advisory when connected to a support engineer.

The most current version of this Product Safety Advisory is posted on the Rockwell Automation Support Center, <http://www.rockwellautomation.com/knowledgebase>, as ID number [1049420](#). 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 Safety Advisory 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
Asia/Pacific	
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
Caribbean	
All Countries (English)	(1) 440 646 3223
All Countries (Español)	(1) 440 646 3650
Central America	
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
Europe	
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
North America	
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.