Rockwell Automation

⚠ **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.

Logix Designer Ladder Logic Editor Missing All Rungs in a Routine when Online with Correlation after Online Edits are removed in ControlLogix 5580 and CompactLogix 5380

Reference: 2017-10-002
Revision: A

Date: October 2017
Revised: October 2017

Revised October 2017 – The Description section of this document has been revised to further clarify conditions leading to the described anomaly. Please read this revised Product Notice in its entirety.

This Product Notice informs you of an anomaly that exists with the Studio 5000 Logix Designer® ladder logic editor. If online changes are made to a ladder logic routine within a ControlLogix® 5580 or CompactLogix® 5380 controller and those changes are assembled or tested, and subsequently removed, all rungs within the routine may be removed when the Go Online command in Logix Designer is used. The rungs will appear as missing within the Logix Designer editor. Controller projects that have been online edited will continue to operate as expected until the Logix Designer Go Online option is used and a subsequent download of the resulting project file is performed.

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– Product Identification –

The affected product is Studio 5000 Logix Designer, all versions v28 and v29, and specific version v30.00. This anomaly will be corrected in versions v30.01 and later, including future release v31. The following Logix Designer products are affected by this anomaly:

9324-RLD700NX-ENE	9324-RLD700NXINT
9324-RLD600ENE	9324-RLD-600INTL
9324-RLD300NX-ENE	9324-RLD300NX-INT
9324-RLD300ENE	9324-RLD-300INTL
9324-RLD250ENE	9324-RLD-250INTL
9324-RLD200ENE	9324-RLD-200INTL
9324-RLD000ENE	9324-RLD-000INTL

Important – This anomaly only affects ladder logic editing for ControlLogix 5580 and CompactLogix 5380 controllers. If you are editing a different controller type you are not affected and no action is required on your part. Rockwell Automation recommends maintaining all product software and firmware at the most current revision levels.

Important – Product hardware is not affected by this anomaly and may not be returned as part of this notification. Corrective action requires the download and installation of corrected software as described in the Correction section of this notification.

– Description –

An anomaly exists with the Studio 5000 Logix Designer ladder logic editor. If online changes are made to a ladder logic routine within a ControlLogix® 5580 or CompactLogix® 5380 controller and those changes are assembled or tested, and subsequently removed, all rungs within the routine may be removed when the Go Online command in Logix Designer is used to initiate the edit. The rungs will appear as missing within the Logix Designer editor. Controller projects that have been online edited will continue to operate as expected until the Logix Designer Go Online option is used and a subsequent download of the resulting project file is performed.

All of the following conditions must be met for this anomaly to occur:

- The routine must have been created using the Logix Designer ladder logic editor.
- Online edits occurred and edits have been assembled or tested.
- Edits made to a ladder routine have been removed through a cancel operation or re-editing the routine to back out changes that have been made such that the resulting routine has not changed.
- Open a file in Studio 5000 that does not have the changes and use the Go Online command to connect to the edited controller, forcing correlation of the online version with the offline version.

If these conditions have been met, when the affected routine is opened in the Logix Designer ladder logic editor, all rungs within that routine will be missing and the number of rungs reported by the Controller Organization within Logix Designer will be zero. If the affected routine is opened an empty rung will be added and project validation will fail. However, if the affected routine is not opened project validation will pass and allow download of the application to the controller with the affected routine now missing all rungs within the controller.

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Important – The rungs will appear as missing within the Logix Designer ladder editor, but controller projects that have been online edited will continue to operate as expected within the controller until downloaded.

– Temporary Workarounds –

Until software correcting this anomaly can be downloaded and installed, customers are advised to avoid the use of the Go Online command. Customers are instead advised to use the Upload command in Logix Designer when connecting to a controller.

If this condition has already occurred and you have not downloaded the projects with the missing rungs to the controller, you may upload the original project from the controller to a new Logix Designer project to recover the missing rungs.
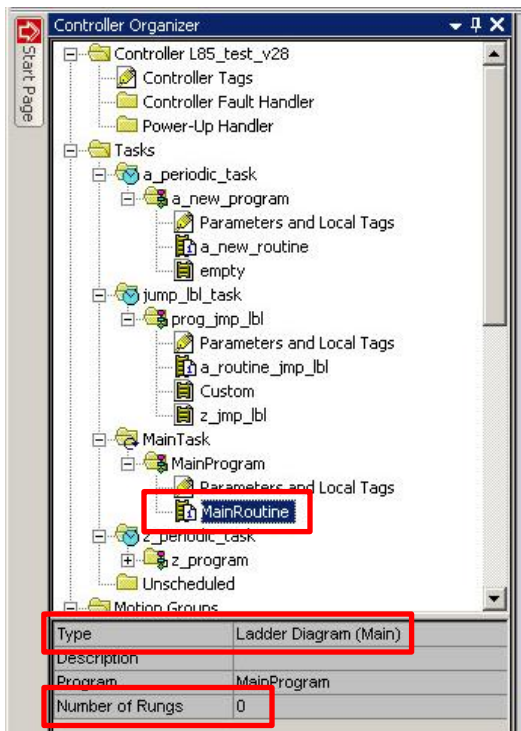
If you are not sure if you are affected by this anomaly, you may inspect your project for all ladder logic routines with zero rungs. Within Logix Designer, open the Controller Organizer and view the properties of each ladder logic routine. Those that show "Number of Rungs – 0" may be affected by this anomaly. A person with knowledge of the project should review all zero rung routines to determine if they may be affected by this anomaly.

In the Controller Organizer example shown to the left, the "MainRoutine" routine is of type "Ladder Diagram" and shows "Number of Rungs" to be zero. This routine should be reviewed to determine if it has been affected by this anomaly.

– Correction –

Correction requires download and installation of corrected product software. Product software may be downloaded from the Rockwell Automation Product Compatibility and Download Center (PCDC).

Important – Product hardware is not affected by this anomaly and may not be returned as part of this notification.

- Access the PCDC at https://compatibility.rockwellautomation.com/Pages/MultiProductDownload.aspx.

- In the product search field, enter Studio 5000. Then select Studio 5000 Logix Designer.

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- The corrected version will be version 30.01 or later. V30.01 is expected to be available on or before November 2017.

- You will be asked to enter your Rockwell Automation Member Account and product identification information to continue with the download process.

- Follow the instructions to download and install the corrected software.

Important – Download and installation of updated software will not correct controller routines already affected by this anomaly. Refer to the Temporary Workarounds section of this document for information on correcting affected routines.

Customers under support contract are automatically eligible for software updates. Customers not under a support contract should contact Rockwell Automation Technical Support for further instructions.

Customers are advised to sign into the PCDC using their Rockwell Automation Member Account and configure PCDC notifications to receive email updates when updates are available for these products. Alternatively, you may sign up to receive a notification when software correcting this specific anomaly is available by clicking the link provided at the end of the Rockwell Automation Knowledgebase Article ID 1063358 for this Product Notice PN 2017-10-002.

– 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.
- Implement the actions listed in the Temporary Workaround section of this notification until software correcting this anomaly can be obtained.
- 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 Notice when calling.
- 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 1063358. 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.

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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.

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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	Region / Country	Phone Number ( ) International Code
Asia/Pacific		**Europe**	
Australia	1 800 762 593	Austria	(49) 211 41553 664
China	400 620 6620	Belgium	(32) 2 716 8411
Hong Kong	+852 2887 4666	Czech Republic	(420) 28401 5911
India	1 800 2000 121	Denmark	(45) 43 466 006
Japan	03 3206 2785	Finland	(358) 958 447 419
Korea	(82) 2 2188 4400	France	(33) 825303132
Malaysia	1 800 80 4851	Germany	(49) 211 41553 664
New Zealand	0800 27 27 25	Hungary	(420) 28401 5911
Taiwan	080 902 0908	Ireland	(44) 01908 635245
Thailand	(66) 2936 1500	Italy (Brescia, Milano e Padova)	(39) 199 11 99 00
		Italy (Bologna,Firenze,Napoli, Roma e Torino)	(39) 199 11 99 22
Caribbean			
All Countries (English)	(1) 440 646 3223	Morocco	(33) 825303132
All Countries (Español)	(1) 440 646 3650	Netherlands	(31) 10 266 55 80
Central America		Poland	(48) 22 32 60 707
Argentina	800.666.0320	Portugal	(1) 440 646 3223
Belize	(1) 440 646 3650	Slovakia	(420) 284015911
Bolivia	(54) 800 10 0632	Spain	(34) 902 30 93 30
Brazil	(55) 11 5189 9500	Sweden	(46) 46 19 93 91
Chile	800.53.0012	Switzerland (German)	(41) 0844 84 84 11
Colombia	01.800.700.2107	Switzerland (French)	(41) 0844 84 84 12
Costa Rica	0800.013.1215	Switzerland (Italian)	(41) 0844 84 84 13
Ecuador	58.212.949.0611	United Kingdom	(44) 01908 635245
El Salvador	(52) 55 5246 2010	**North America**	
Guatemala	1.800.288.0108	Canada	(1) 440-646-3223
Honduras	(52) 55 5246 2010	United States	(1) 440-646-3223
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		

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

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