**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.

Online Editing of PowerFlex Low and Medium Voltage Drives

Reference: 2019-01-001

Date: January 2019

This Product Notice informs you of potential anomalies that exist with <u>online editing</u> of PowerFlex Low and Medium Voltage AC and DC Drive device definitions on ControlLogix, GuardLogix, CompactLogix, and Compact GuardLogix controllers V20 or greater firmware. When performing specific online editing operations, the controller may experience a major non-recoverable fault (MNRF) or fail to complete the transition from program mode to run mode. Temporary workaround may require power cycling the controller or re-downloading the controller program.

– Product Identification –

The affected products are all PowerFlex Low and Medium Voltage Drives, with the exception of PowerFlex 6000 and PowerFlex 527, when used with following Logix family controllers:

- 1789 SoftLogix 5800 controllers
- 1769 CompactLogix controllers
- 1768 CompactLogix controllers
- 1768 Compact GuardLogix controllers
- ControlLogix 5560 controllers
- GuardLogix 5560 controllers
- CompactLogix 5370 controllers
- Compact GuardLogix 5370 controllers
- ControlLogix 5570 controllers
- GuardLogix 5570 controllers
- 5380 CompactLogix controller
- 5380 Compact GuardLogix controllers (SIL2 and SIL3)

LISTEN. THINK. SOLVE.

- 5480 CompactLogix controllers
- 5580 ControlLogix controllers
- 5580 GuardLogix controllers (SIL2 and SIL3)

Logix firmware versions V20 through V32, including redundancy releases.

Important – This anomaly only affects underline programming of the PowerFlex drive. Product hardware, including PowerFlex Drives and Logix Controllers, are not affected and may not be returned on this notification.

– Description –

Potential anomalies exist with online editing of PowerFlex Low and Medium Voltage Drive configurations on Logix controllers. When performing specific online editing operations, the controller may experience a major non-recoverable fault (MNRF) or fail to complete the transition from program mode to run mode. Correction may require power cycling the controller or re-downloading the controller program.

Logix controller firmware may not correctly perform the following online editing functions for PowerFlex Low and Medium Voltage Drive device definitions:

- Creating a new drive or drive peripheral.
- Deleting an existing drive or drive peripheral.
- Changing a drive peripheral from one type to another type.
- Changing PowerFlex AC Drive ADC enable configuration on a drive.

Not all customers will experience these anomalies. However, Rockwell Automation recommends that you stop using these operations when making online editing changes.

Important – These anomalies only affect online editing operations. Offline editing is not affected.

– Temporary Workarounds –

Correction will require an update to controller firmware and / or update to the drive AOP. Until corrections to these anomalies is made available for download and installation, Rockwell Automation suggests making all editing operations identified in the Description section of this document offline using RSLogix 5000 or Studio 5000 Logix Designer software.

Logix controllers that have experienced this anomaly may be recovered by power cycling and / or by re-downloading the original program to the affected controller.

– Correction –

Rockwell Automation is currently working on a correction and will make it available on the Rockwell Automation Product Compatibility and Download Center (PCDC) when complete. If you would like to receive an email notification when corrections are available, a link has been provided at the end of the Rockwell Automation Knowledgebase Article ID 1083278.

LISTEN. THINK. SOLVE.

Important – PowerFlex Low and Medium Voltage Drives, and Logix controller hardware are not affected by this anomaly and may not be returned on this notification.

<div align="center">

– Requested Customer Action –

</div>

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.
- 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℠ support contracts should reference this Product Notice when calling.
- Customers with TechConnect support 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 1083278. Additional languages may also be available at the end of this article attached as downloadable PDF documents.

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 *Search Knowledgebase – Get Answers* link. Sign in with your TechConnect Account or free Rockwell Automation Member Account and you can subscribe to important product updates, including Product Safety Advisories and Product Notices.

Trademarks not belonging to Rockwell Automation are property of their respective companies.

LISTEN. THINK. SOLVE.

Rockwell Automation

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 by going to the Rockwell Automation Knowledgebase as https://rockwellautomation.custhelp.com. Mouse over *Support* and select *Find Local Support*, then enter your location information. If you have a TechConnect℠ support contract, please use the telephone number supplied to you with the contract.

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		Morocco	(33) 825303132
All Countries (English)	(1) 440 646 3223	Netherlands	(31) 10 266 55 80
All Countries (Español)	(1) 440 646 3650	Poland	(48) 22 32 60 707
Central America		Portugal	(1) 440 646 3223
Argentina	800.666.0320	Slovakia	(420) 284015911
Belize	(1) 440 646 3650	Spain	(34) 902 30 93 30
Bolivia	(54) 800 10 0632	Sweden	(46) 46 19 93 91
Brazil	(55) 11 5189 9500	Switzerland (German)	(41) 0844 84 84 11
Chile	800.53.0012	Switzerland (French)	(41) 0844 84 84 12
Colombia	01.800.700.2107	Switzerland (Italian)	(41) 0844 84 84 13
Costa Rica	0800.013.1215	United Kingdom	(44) 01908 635245
Ecuador	58.212.949.0611	**North America**	
El Salvador	(52) 55 5246 2010	Canada	(1) 440-646-3223
Guatemala	1.800.288.0108	United States	(1) 440-646-3223
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		

LISTEN. THINK. SOLVE.