⚠ 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.

ISaGRAF Workbench and IEC1131 Trusted Toolset Workbench
Program Execution May Not Match Designed Application
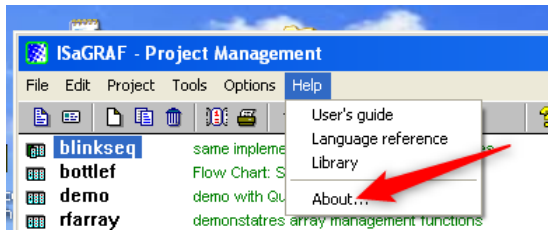
Reference: 2019-08-002

Date: August 2019

This Product Safety Advisory informs you of a potential anomaly that exists with the ISaGRAF® Workbench and IEC1131 Trusted® Toolset Workbench. Depending on the product versions, customers may experience behaviors that result in program execution different from the designed application.
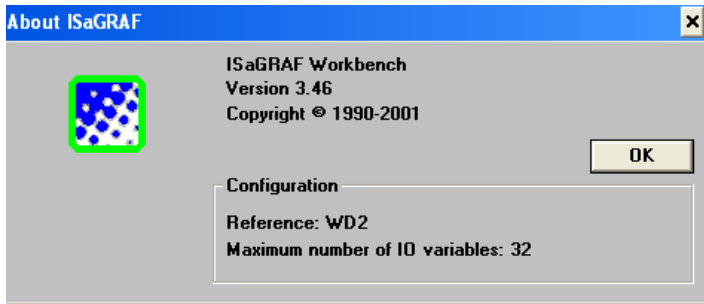
– Product Identification –

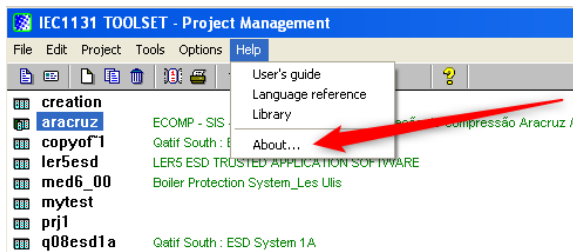The affected products are specific versions of ISaGRAF Workbench and IEC1131 Trusted Toolset.

- ISaGRAF Workbench 3, versions 3.x, catalog numbers 9527-I3W*.
- ISaGRAF Workbench 6, versions 6.3 through 6.5, catalog numbers 9527-I6ACP* and 9527-I6PRD*.
- Trusted Toolset all builds through 131, catalog numbers T8082U and T8082D.
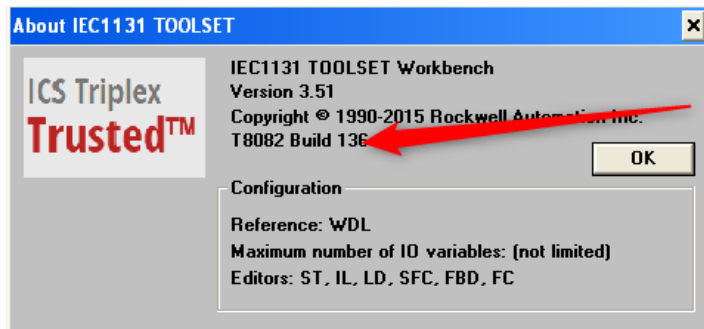
expanding **human possibility**™

For ISaGRAF 3 Workbench V3.x the version information will be found on the product About dialog. As shown in the example to the left, the About dialog is accessed from the Help menu.

In this example, the version is 3.46. This product would be subject to this notification.

For IEC1131 Trusted Toolset, the version information will be found on the product About dialog. As show in the example to the left, the About dialog is access from the Help menu.

In this example, the version is 3.51 and the build is 136. This product is not within the affected build range and would not be subject to this notification. This image is provided as an example only.

expanding **human possibility**™

For ISaGRAF 6 Workbench V6.x, the version information will be found on the product About dialog. As shown in the example to the left, the About dialog is accessed from the Help menu.
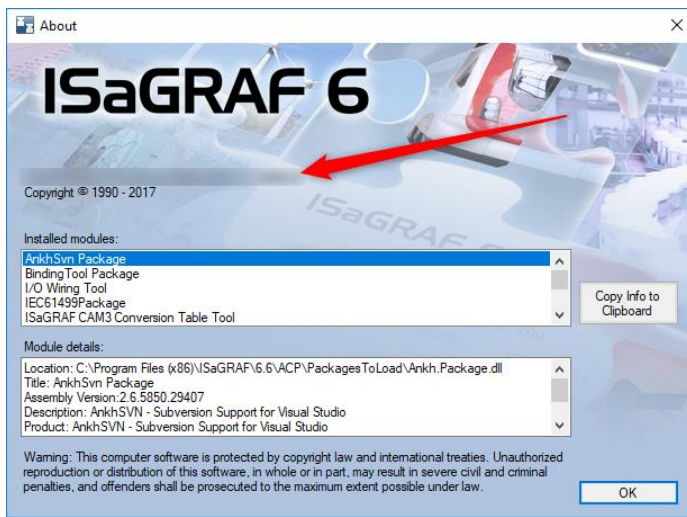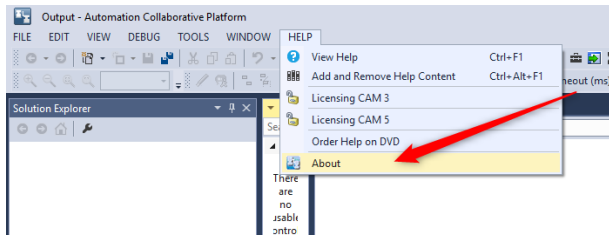
In this example, the version information would appear where the arrow is pointing. This image is provided as an example only.

– Description –

A potential anomaly exists with the ISaGRAF Workbench and IEC1131 Trusted Toolset. Depending on the product versions, customers may experience behaviors that result in program execution different from the designed application.

For ISaGRAF Workbench V3 and IEC1131 Trusted Toolset, program code may appear viewable, but the program does not execute. No warning message is provided. In addition, values viewed in function blocks may not be the same as the actual values when connected to a controller.

For ISaGRAF Workbench V6.3 through V6.5, when used with CAM3 using controllers depending on version 3 of the product, the program will execute, but execution may not follow the expected function block order. Function blocks towards the bottom of the function block diagram may execute ahead of other blocks.

– Temporary Workarounds –

This anomaly affects larger programs. Customer may try to reduce the size of their programs by limiting the number of instructions and / or function blocks. All program changes should be verified to insure all program function blocks execute properly.

expanding **human possibility**™

– Correction –

Correction requires update to a newer product version. Following an update, the application must be opened in the corrected product version and downloaded to the controller. This may be done with an online update or a full download.

- For ISaGRAF Workbench users, the corrected version is V6.6 and later. V6.6 is expected to be released during the 3rd calendar quarter of 2019.

- For IEC1131 Trusted Toolset users, this anomaly is corrected in build 136 or later. Before using build 136, customers should refer to the information in Knowledgebase Article ID 942097.

Rockwell Automation will also be releasing new programming software called SIS Workstation Software, where this anomaly is corrected. This software release is expected to be available during the 3rd calendar quarter of 2019.

– 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 2019-08-002 when calling.

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 1089407. Additional languages may also be available at the end of this article attached as downloadable PDF documents.

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 customers.

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.

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

expanding **human possibility**™

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 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.