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⚠ 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.

AADvance Workbench 1.x and 2.x
Performing Restore from Repository

Reference: 2020-07-003

Date: July 2020

This Product Notice informs you of a potential anomaly that exists with the AADvance® Workbench 1.x and 2.x. If a controller application is modified by an online update following a controller restore, the communications between that controller and other controllers may stop. When a SNCP producing controller is replaced by importing an exchange file or by a project restore, it is <u>required</u> that you compile / build the entire project and update all controllers.

– Product Identification –

The affected products are:

- AADvance Workbench 1.x – Catalog numbers T9082U, T9082D, T9083U, T9083D, and T9084U
- AADvance Workbench 2.x – Catalog number T9087

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– Description –

A potential anomaly exists with the AADvance Workbench 1.x and 2.x. If a controller application is modified by an online update following a controller restore, the communications between that controller and other controllers may stop. When a SNCP producing controller is replaced by importing an exchange file or by a project restore, it is <u>required</u> that you compile / build the entire project and update all controllers.

The SNCP bindings between controllers may cease when a single controller, or not all controllers are updated in a distributed project restored from the repository. All the following conditions must be met for the anomaly to occur:

- The project has been restored in the repository (*.vsc) or modified by importing an exchange file (*.pxf)
- An online update is performed, and
- Not all of the controllers are updated.

This anomaly does not impact the binding "Consume Status Variable" or the "Error Variables" behavior. Using the second parameter, communication loss can be detected in the logic by configuring the "Use default Value". An example is provided below with:

- Consume Status Variable: ConsumerLinkVariable, shown in Figure 2 below.
- Error Behavior: Use Value of: : -999, shown in Figure 2 & 3 below.

Also, the Consume status variable will display an error code different than 0 when the communication loss occurs. This variable is configured in Figure 1 below.
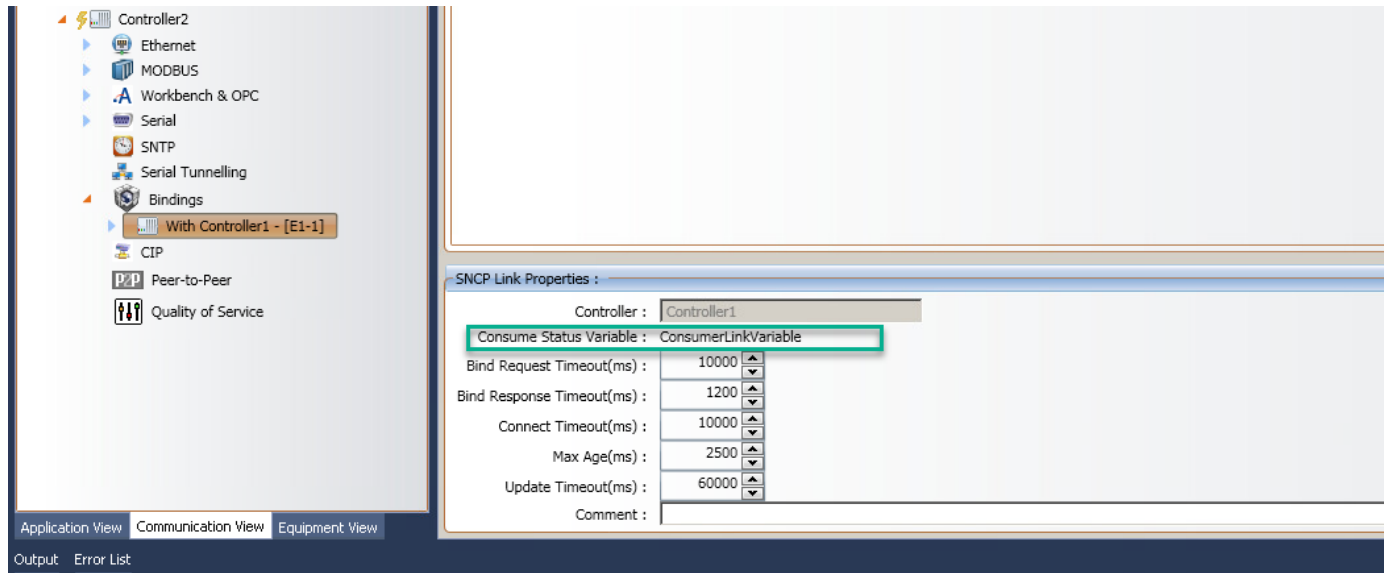

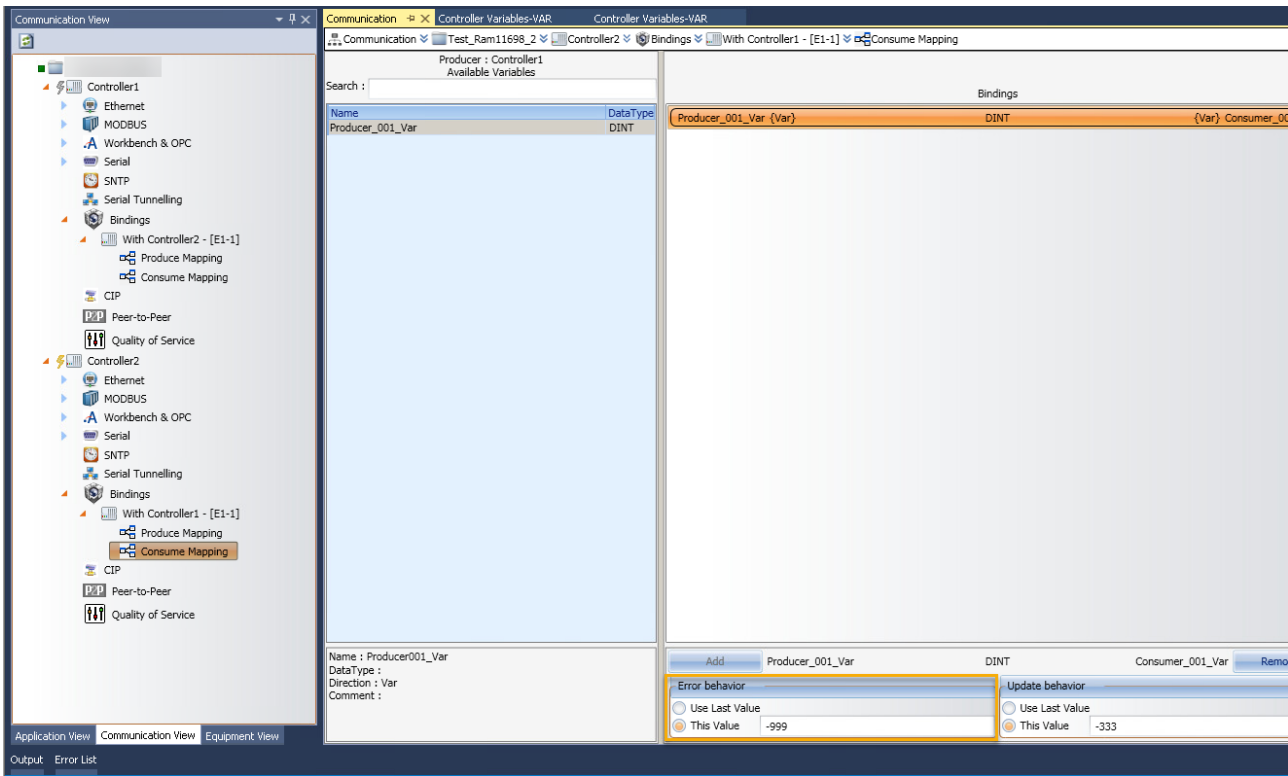Figure 1: Consume Status Variable – AADvance 2.x

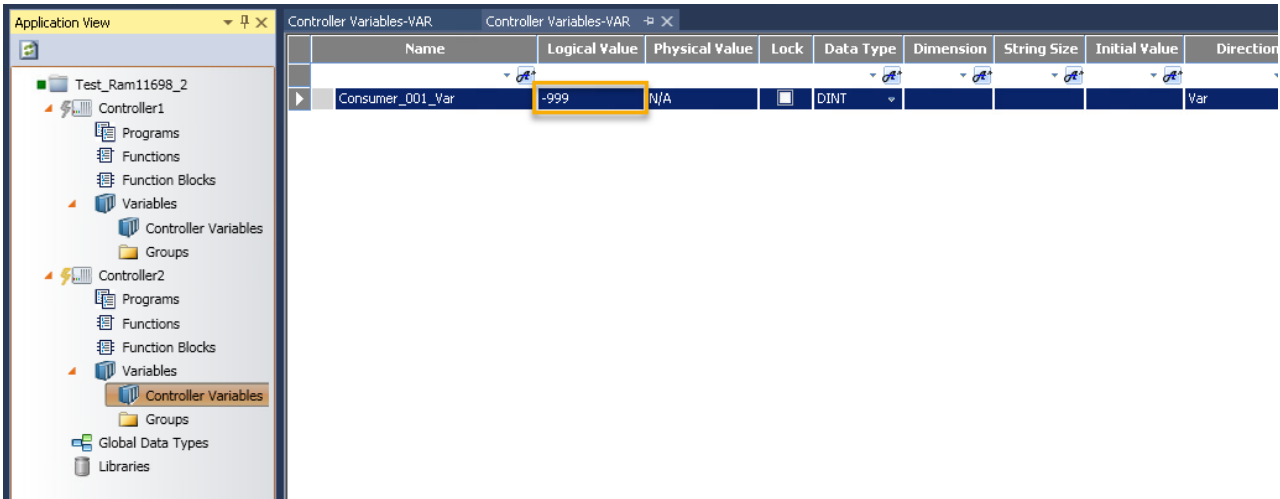Figure 2: Error behavior configuration – AADvance 2.x

Figure 3: Communication error identification – AADvance 2.x

– Temporary Workarounds –

This anomaly may be corrected by performing a full build and download of all controllers following restore of a project from the repository or modified by importing an exchange file.

– Correction –

Correction of this anomaly requires updating to SISW 2.0 or later. Rockwell Automation is currently working on this release and will update the Knowledgebase article associated with this notification when SISW 2.0 is available for download and installation. As of the release of this notification, SISW 2.0 is anticipated to be released in early 2022.

Until correction can be implemented, users are advised to implement the actions in the Temporary Workarounds section of this notification.

– 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.
- 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 PN1514 / 1127005. 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

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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.

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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 by going to the Rockwell Automation Knowledgebase as https://rockwellautomation.custhelp.com. Click on *Contact Us* → *Phone*, and 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
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

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