

**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.

**AADvance Workbench, AAdvantage-Trusted SIS Workstation,  
ISaGRAF, Trusted Toolset, and FlexiSafe  
Reset Coil Order of Execution**

Reference: 2020-08-002

Date: August 2020

This Product Safety Advisory informs you of an anomaly that exists with the AADvance® Workbench, AADvance-Trusted SIS Workstation (SISW), ISaGRAF®, Trusted® Toolset, and FlexiSafe™ applications. When using ladder logic programming, if a reset coil (Reset) is applied to the variable enabling a branch operation, subsequent branch operations of the same rung will not execute.

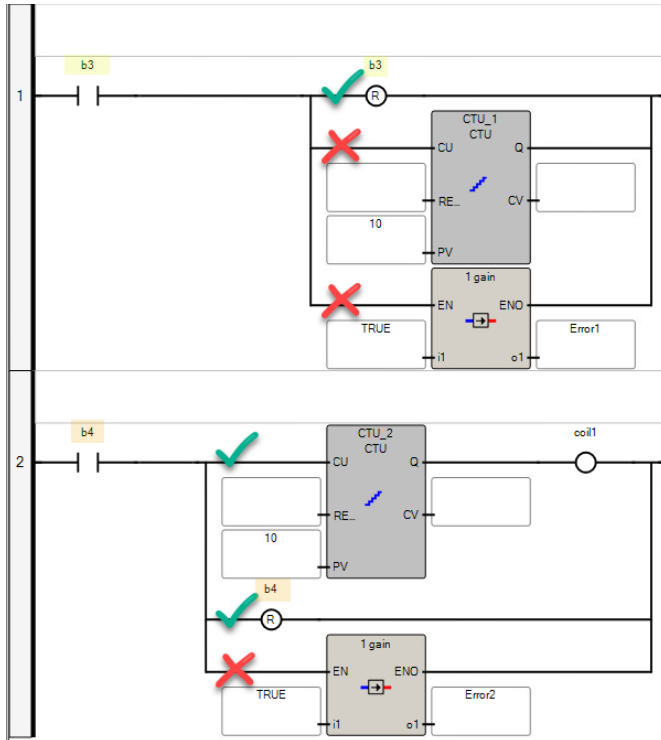
**– Product Identification –**

The affected products are:

- AADvance Workbench versions 1.x and 2.x, catalog numbers T908x
- SISW version 1.0 (for Trusted products), catalog numbers T8090 and T8090M
- ISaGRAF all versions up to, but not including, V6.06.08
- Trusted Toolset all versions, catalog number T8082U and T8082D
- FlexiSafe all versions

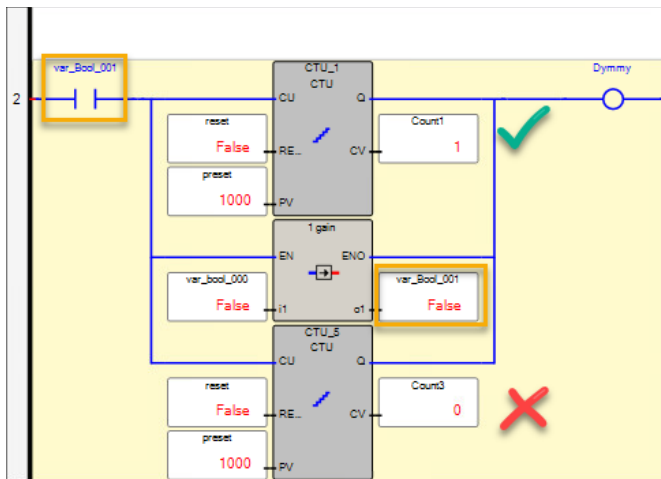
– Description –

An anomaly exists with the AADvance Workbench, AADvance-Trusted SIS Workstation (SISW), ISaGRAF, Trusted Toolset, and FlexiSafe applications. When using ladder logic programming (not ladder elements in the FB Editor), if a reset coil (Reset) is used in a branch operation where one of the activating coil contacts is the same as the coil being reset, subsequent elements in that branch or subsequent branches of the same rung will not execute.



The example at the left shows two possible conditions affected by this anomaly. In the first example rung, the Reset coil is placed first in the branch. Operations placed after the Reset coil will not execute, as shown identified by the red X.

In the second example rung, the Reset coil is placed in the middle of the branch. Operations placed before the Reset coil will execute, as shown by the green checkmark. However, operations placed after the branch will not execute, as shown by the red X.



Further, the example at the left shows a configuration where the use of the Reset coil with multiple branches results in rung operations in subsequent branches not executing.

When using ladder logic programming (not ladder elements in the FB Editor), if a contact is used to activate many branches within the same rung AND the state of this contact is changed before the last branch of the rung, then subsequent branches of the same rung will not execute.

– Temporary Workarounds –

Customers are advised to review all ladder logic where Reset coils are used and verify the Reset coil operation is placed last in the branch operations.

**– Correction –**

For AADvance Workbench, SISW, and Trusted Toolset users, Rockwell Automation is working on a correction and will release additional information when available.

For ISaGRAF users, v6.06.08 corrects for this anomaly. Contact your system integrator or supplier for information on receiving this update.

If you would like to receive an email notification when SISW products correcting this anomaly are available for download, use the link provided at the end of the Rockwell Automation Knowledgebase article PN1527 / 1127540 for this notification.

Note – The FlexiSafe product has been discontinued and will not be upgraded for this anomaly. FlexiSafe users are advised to follow the guidance provided in the Temporary Workarounds section of this document.

**– 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 [PN1527 / 1127540](#). 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 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 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<sup>SM</sup> support contract, please use the telephone number supplied to you with the contract.

Region / Country	Phone Number ( ) International Code
<b>Asia/Pacific</b>	
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
<b>Caribbean</b>	
All Countries (English)	(1) 440 646 3223
All Countries (Español)	(1) 440 646 3650
<b>Central America</b>	
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
<b>Europe</b>	
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
<b>North America</b>	
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.