⚠ 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 CIP Remote Tag Name
Lost on Array or Structure Variables After the Project is Reopened
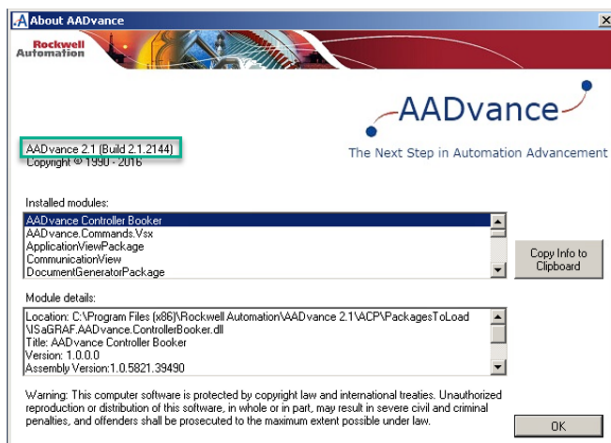
Reference: 2020-12-001

Date: December 2020

This Product Notice informs you of a potential anomaly that exists with the AADvance® Workbench software, catalog number T9087, versions 2.0 and 2.1. When reopening an application there are possible order mismatches in Common Industrial Protocol (CIP) arrays or structures that are undetectable by the user.

– Product Identification –

The affected product is AADvance Workbench software, catalog number T9087, versions 2.0 and 2.1. Version information can be found on the AADvance Workbench Help→ dialog.

The product identification information can be found on the product Help → About dialog. The version information can be found above the copyright notice on the left side.

In the example shown at the left, the version information is "AADvance 2.1". This version meets the product identification information and would be subject to this notification.

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– Description –

A potential anomaly exists with the AADvance Workbench software, catalog number T9087, versions 2.0 and 2.1.

The following can occur when reopening an application:

- There can be possible order mismatches in Common Industrial Protocol (CIP) Produced and Consumed arrays or structures that are undetectable by the user.
- The configured "Remote Tag Name" can be randomly lost for one or more CIP Produced and Consumed variables.
- The configured "Max Connections" value on CIP Produced variables can be set to 1.

Conditions needed to create the anomaly are:

- The CIP Produced and Consumed tags (variables) are of complex type (array, structures)

– Temporary Workarounds –

Until software correcting this anomaly can be installed, Rockwell Automation recommends the following workarounds:

- It is recommended to work with CIP configuration using an Excel spreadsheet. To correct any CIP corruption, proceed with an import of all CIP tags before doing a download or online update to a controller. Care is needed if one is generating the Excel variable export file from an existing project as corruption may be present.

- Once the Excel spreadsheet contains valid CIP information, we recommend using only Excel to configure CIP information and import the CIP configuration every time a download or online update is required.

  Note: Customers are advised to keep and import only the CIP-related information in the Excel spreadsheet that will be used for this purpose. Importing wired I/O channel variables could cause scaling issues in analog channels as per PN_2020-07-001 KB article ID: PN1522.

  Select Help Menu, click on View Help, in Index search field type "Exporting, Variables"
  A thorough verification that CIP Tag values are as expected is recommended after download or online update if import is not performed.

– Correction –

Correction requires updating to SIS Workstation software, catalog number T9090, version 1.1 or later.   Rockwell Automation expects to have this available in early Q1 2021. If you would like to receive an email notification at time of availability, please see the instruction and link at the end of the Knowledgebase article for this notification.

This correction may require additional licensing. Please contact your Rockwell Automation Distributor, Sales Office, or other place of purchase.

– 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 software 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 2020-12-001 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 Knowledgebase, https://www.rockwellautomation.com/en-us/support/knowledgebase.html, as Article ID PN1535. 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 Rockwell Automation Support web site at http://www.rockwellautomation.com/support and click the *Knowledgebase* 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	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		