⚠ **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.

ControlLogix 5580 Redundancy Unexpected Power-Up Handler Fault (Type 1 Code 1) with V33.011

Reference: 2021-02-002

Date: February 2021

This Product Notice informs you of a potential anomaly that exists with the ControlLogix® 5580 controllers with V33.011 Firmware. When using a power-up handler program in a ControlLogix 5580 redundancy system, you can experience a Major Fault (T01:C01 - Power-up Fault) on the new primary controller after switchover. To avoid this condition, remove the power-up handler and use the S:FS bit to execute the logic that was contained within the power-up handler.
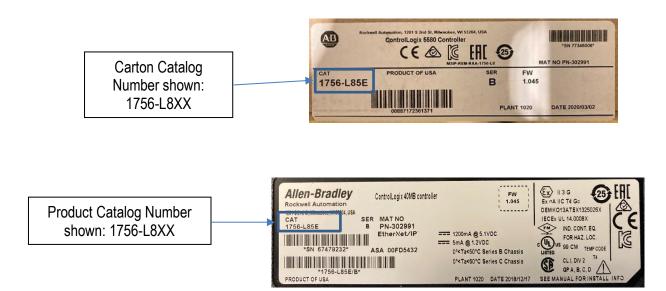
This is a loss of control and redundancy.

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– Product Identification –

The affected products are ControlLogix 5580 controllers with V33.011 in redundancy.

- 1756-L81E, 1756-L81E-NSE, 1756-L81EK, 1756-L81EXT, 1756-L81EP
- 1756-L82E, 1756-L82E-NSE, 1756-L82EK, 1756-L82EXT
- 1756-L83E, 1756-L83E-NSE, 1756-L83EK, 1756-L83EXT, 1756-L83EP
- 1756-L84E, 1756-L84E-NSE, 1756-L84EK, 1756-L84EXT
- 1756-L85E, 1756-L85E-NSE, 1756-L85EK, 1756-L85EXT, 1756-L85EP

Carton Catalog Number shown: 1756-L8XX

Product Catalog Number shown: 1756-L8XX

Important – Product firmware may have been field updated and must be verified using online programming tools such as FactoryTalk® Linx or Studio 5000®. Refer to the user manuals for those products for instructions on identifying the installed firmware version.

– Description –

If a customer is using a Power-up Handler with a ControlLogix 5580 controller with V33.011 redundancy system and:

- The system is fully Qualified/Synched.
- The controllers are in run mode.
- Both racks are power cycled.
- The racks power up and fully Qualify/Synch.
- And a switchover is caused.

The "new" primary will have a major recoverable fault (Type 1 Code 1). This is a loss of control and redundancy.

The Power-up handler is only executed when the controller powers-up in Run Mode (remote or hard run mode). The Power-up handler is typically used to handle conditions when the controller was powered down in run mode.

Note: By default, a Logix Controller application does not have a Power-Up Handler defined.

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– Temporary Workarounds –

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Until product firmware is available correcting this anomaly, Rockwell Automation recommends you avoid this condition by removing the power-up handler and using the S:FS (First Scan Flag) bit to execute the logic that was contained within the power-up handler.

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– Correction –

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Correction requires updating product firmware to a later version. Rockwell Automation is working on a corrected version of firmware and will release it to the Rockwell Automation Product Compatibility and Download Center (PCDC) in the future. If you would like to receive a notice when this version is released, a link is provided at the end of the Knowledgebase article for this Product Notice.

Important: Correction requires a customer installed firmware update that will be available from the PCDC site. Controller hardware may not be returned for update for this notification.

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– Requested Customer Action –

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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.
- Until corrected firmware is available and can be downloaded and installed, follow the recommendations in the Temporary Workaround section of this notification.
- 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, https://www.rockwellautomation.com/en-us/support/knowledgebase.html, as ID number PN1547. 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.

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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
Caribbean		Italy (Bologna,Firenze,Napoli, Roma e Torino)	(39) 199 11 99 22
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		

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