

**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.

Rockwell Automation Library of Process Objects, P_PIDE Version 4.10.02 Critical Anomalies

Reference: 2021-02-001

Date: February 2021

Critical anomalies were identified with the P_PIDE version 4.10.02 of the Rockwell Automation Library of Process Objects. The anomalies relate to malfunctioning shedding actions when the P_PIDE is in manual mode and lack of bumpless transfer when transitioning from Automatic to Manual mode.

– Product Identification –

The affected products are the library objects associated with:

- Rockwell Automation Library of Process Objects (PlantPAx Process Library) – version 4.10.02
- RA Studio 5000 Application Code Manager Process Library Update – version 4.10.02
- Studio Architect Library Update – version 4.10.02

These products contain the affected library object – P_PIDE (version 4.10.02). The version number of the P_PIDE can be identified in Logix by navigating to the Add-On Instructions tab in the Controller Organizer and selecting the P_PIDE. The information in the Revision row indicates the version that is subject to this notice.

Description	Proportional + Integral + Derivative
Revision	v4.10 .02 Release
Revision Note	See V4.10.xx Release Notes for details
Vendor	Rockwell Automation
Data Type Size	3680 bytes

– Description –

Two critical anomalies were identified:

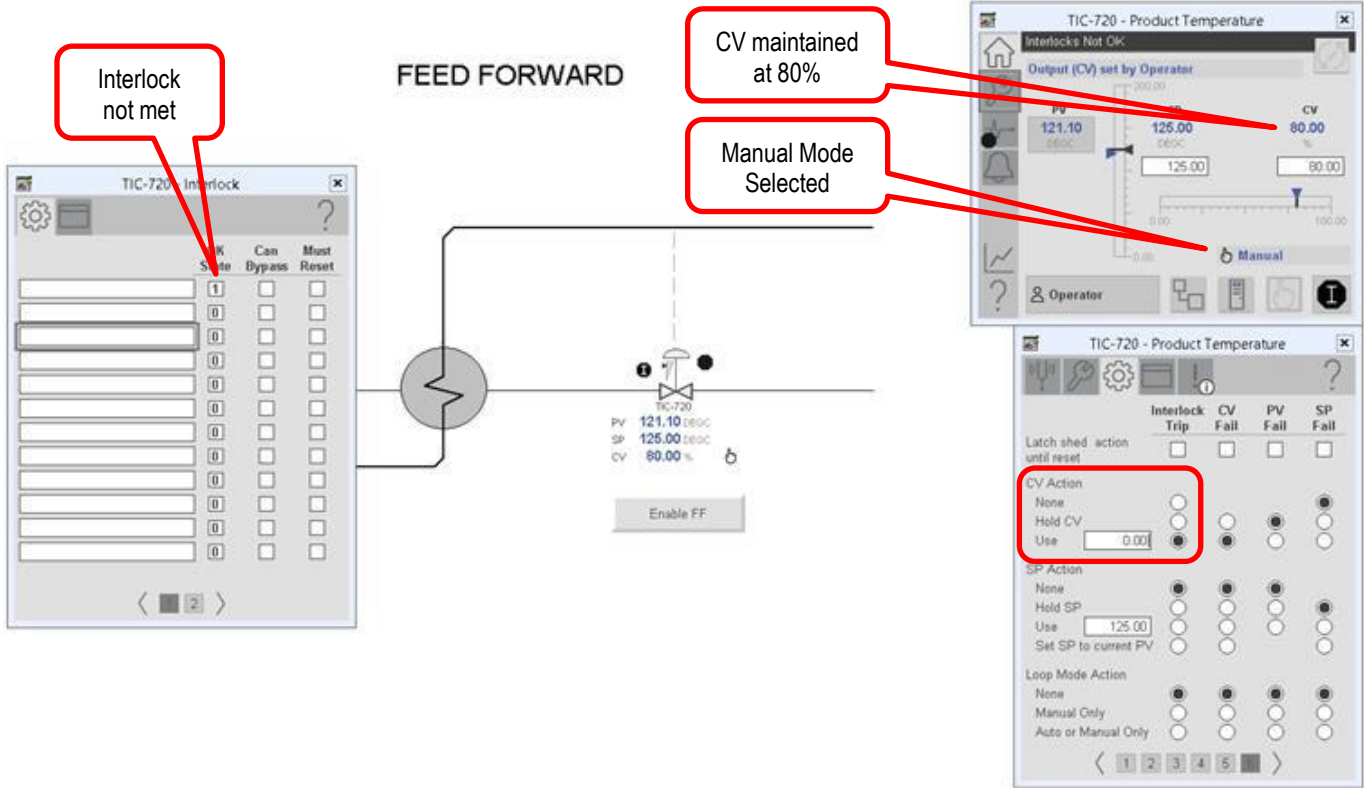
1. Shed Anomaly

The P_PIDE may not properly default its CV to the configured safe state value if the interlock conditions are not met while in the P_PIDE is in Manual mode.

“Safe state” actions can be configured within the faceplate to be **None** (do nothing), **Hold** (current state at the time of the interlock) or **Use** (a pre-specified value). “Interlocks” can be any number of specified conditions that are required for the P_PIDE to function normally in Auto mode. If the “chain” of interlocks is broken, the P_PIDE is expected to follow the behavior configured for its safe state.

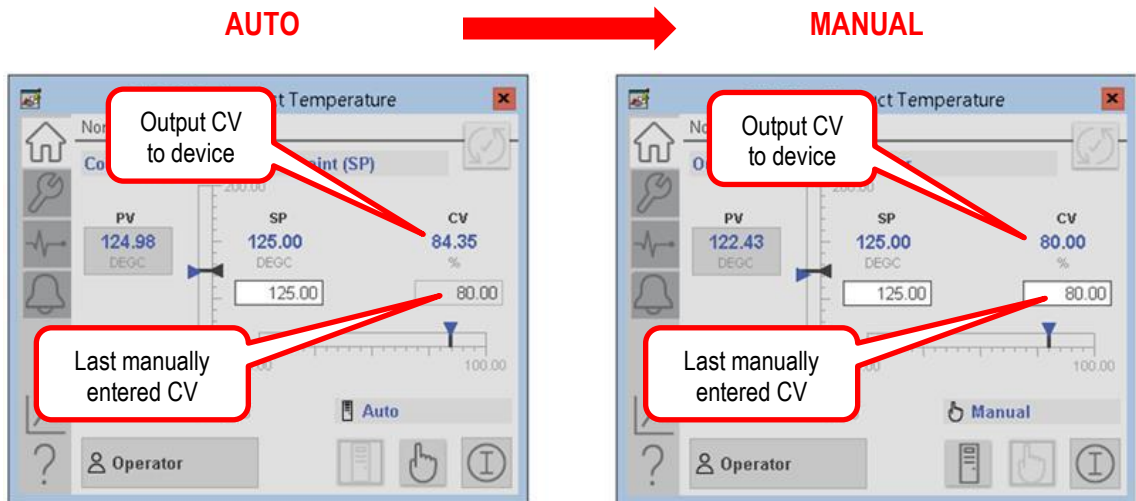
The function works as expected when the P_PIDE is in Auto or Cascade mode but will not when the P_PIDE is in Manual mode, leaving the potential for unexpected machine/equipment behavior.

In addition, the operator can override the “safe state” during an interlock shed condition by simply placing the P_PIDE into manual mode and requesting a specific CV.



2. Auto to Manual mode anomaly

The transition of the P_PIDE from Auto to Manual mode is not bumpless as the CV is incorrectly driven to the last manually entered value instead of starting from the current CV.

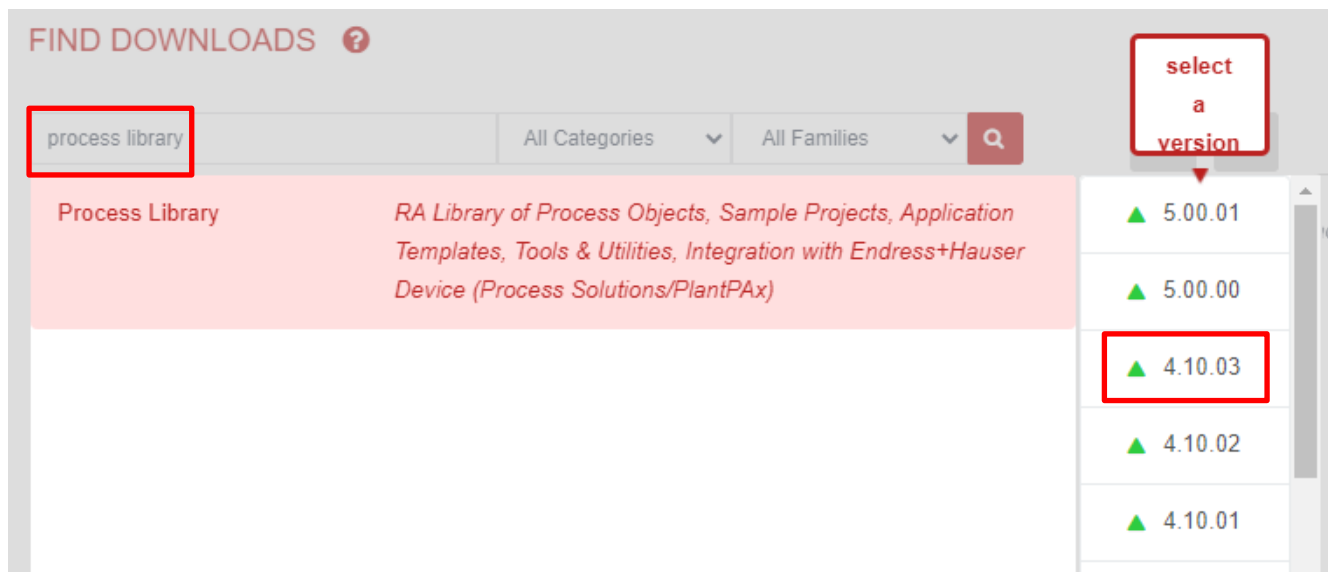


– Temporary Workarounds –

There are no temporary workarounds identified that can be performed with the 4.10.02 version of P_PIDE. Customers are recommended to use an earlier 4.10.xx version of the P_PIDE (from library 4.10.01 or earlier) until version 4.10.03 or later is available for download and installation.

– Correction –

Correction required updating to RA Library of Process Objects version 4.10.03 or later. Version 4.10.03 can be obtained from the Rockwell Automation Product Compatibility and Download Center (PCDC) at <https://compatibility.rockwellautomation.com/Pages/MultiProductDownload.aspx?crumb=112>. In the “Search” field enter “Process Library”. Select the “Process Library” result, then the desired version. Follow the instructions to download and install the corrected version 4.10.03 or later.



– 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.
- If you have an affected version of the Process Library, update your library to a version not affected by this anomaly. Refer to the Temporary Workaround and Correction sections of this document for details.
- If you need additional assistance, please contact Rockwell Automation Technical Support. See Appendix A for local telephone numbers. Customers without TechConnectSM 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 [PN1546](#). 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 TechConnectSM 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