

## BeAware ADVISORY BW2024-08

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**AFFECTED PRODUCT:** Unit Operations Controller (UOC)  
Ethernet Interface Module (EIM)  
ELCN Bridge  
ELCN Node

**RELEASE/VERSION/REVISION:** R511.5, R520.2, R530

**RELEASE DATE:** September 19<sup>th</sup>, 2024

**PAR NUMBER:** 1-G9ENCXT

### AFFECTED CUSTOMERS:

Experion PKS customers using UOC, EIM, ELCN BRIDGE, or ELCN NODE with firmware versions indicated below may be impacted by **PAR 1-G9ENCXT**:

- EIM and UOC firmware versions:
  - R511.5 initial release to R511.5 TCU5 HF2
  - R520.2 initial release to R520.2 TCU6 HF3
  - R530 initial release
- ELCN BRIDGE and ELCN NODE firmware versions:
  - R530 initial release

### SUBJECT:

An anomaly has been identified with UOC, EIM, ELCN BRIDGE, and ELCN NODE where the device may transition to the FAIL state during stable operation due to a hardware watchdog timeout diagnostic.

### ANOMALY SUMMARY

An anomaly has been identified with UOC, EIM, ELCN BRIDGE, and ELCN NODE where the device may transition to the FAIL state during stable operation due to a hardware watchdog timeout diagnostic.

A hardware watchdog timeout typically occurs when hardware detects that firmware has unexpectedly stopped executing or is executing too slowly to refresh the diagnostic within a reasonable timeframe.

A hardware watchdog timeout could normally indicate a hardware fault, however, and occurrence of a hardware watchdog timeout due to PAR 1-G9ENCXT is a software defect and is not representative of a hardware fault.

Note that C300 PCNT05, C300PM, EHPMX, and CN100 are not impacted by this notice due to product-specific configuration differences for the hardware watchdog diagnostic.

### POTENTIAL CUSTOMER OBSERVABLE SYMPTOMS:

Impacted products may restart to the FAIL state during stable run due to a hardware watchdog timeout. If the issue occurs on a synchronized primary, the redundant device pair will switchover. If the issue occurs on a synchronized secondary device, the redundant device pair will drop synchronization. The device may be recovered by either (1) power cycling the device or (2) issuing a reboot command to the device (using Firmware Manager).

**CAUTION:** Due to the wide variety of process control equipment configurations and site-specific control strategies, it is the responsibility of each customer to assess the potential impact of this anomaly to their process & facilities.

### PROBABILITY OF OCCURRENCE:

The probability of occurrence is low for all products specified in this notification. This anomaly has not been observed on EIM. However, since the above listed products share a common code base, it is possible the anomaly can occur on any product specified in this notification.

**ACTIONS:**

Honeywell has released **EIM** and **UOC** firmware/image updates for this anomaly in the form of a Experion Hotfix/Update for all the supported point releases in the table below.

PAR#	Experion Release	Tools and Controller Patches	Expected Release
1-G9ENCXT	R511.5	Experion PKS R511.5 TCU6	Q4, 2024
1-G9ENCXT	R520.2	Experion PKS R520.2 TCU7	Released
1-G9ENCXT	R530	Experion PKS R530 TCU1	Q4, 2024

Honeywell has released **ELCN BRIDGE** and **ELCN NODE** firmware/image updates for this anomaly in the form of a Experion Hotfix/Update for all the supported point releases in the table below.

PAR#	Experion Release	Tools and Controller Patches	Expected Release
1-G9ENCXT	R530	Experion PKS R530 TCU1	Q4, 2024

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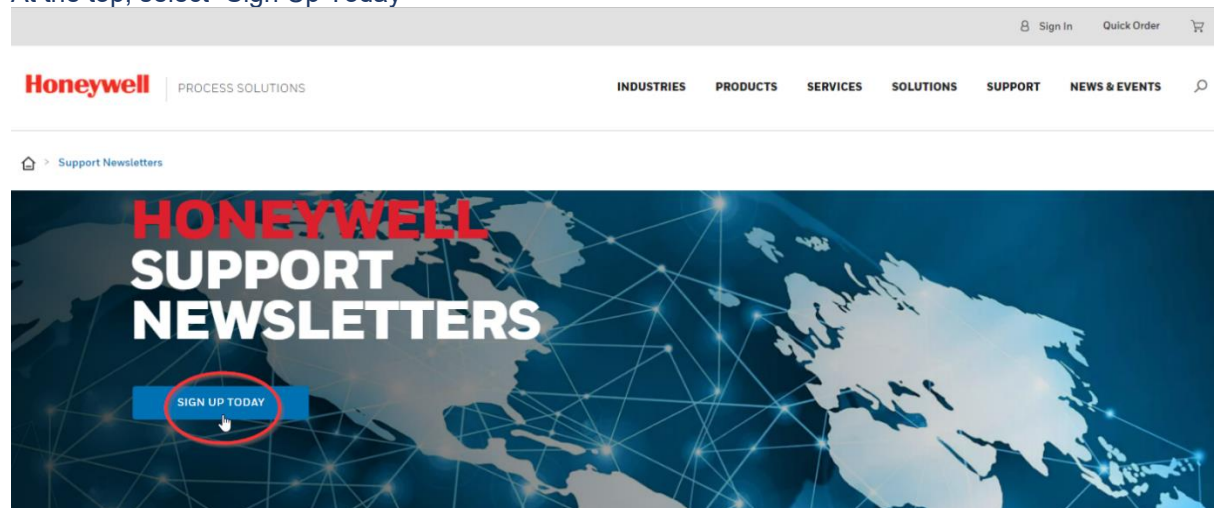
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***Approved by the Field Action Committee & Issued by Global TAC***

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☐ OneWireless

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