

## PRIORITY NOTIFICATION PN2024-14A

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**AFFECTED PRODUCT:** Unified Data Collector (UDC) on Experion PKS  
**RELEASE/VERSION/REVISION:** R150.1  
**NOTIFICATION RELEASE DATE:** July 11, 2024  
**PAR NUMBER:** LSSES-18670

### AFFECTED CUSTOMERS:

Experion PKS customers who installed Unified Data Collector (UDC) R150.1.

### REASON FOR UPDATE:

10-02-2024 Revision A:

- ACTIONS section updated with the resolution
- Updating the SUBJECT, SYMPTOMS & PROBABILITY to include “*containing C200/C300*”

### SUBJECT:

UDC R150.1 may cause unexpected resource issues on Experion PKS Servers containing C200/C300 controllers.

### ANOMALY SUMMARY:

After the UDC R150.1 installation, there is a risk of impacting the Experion PKS server stability which may lead to unexpected behaviors.

### POTENTIAL CUSTOMER OBSERVABLE SYMPTOMS:

The Unified Data Collector (UDC) is responsible for collecting data for Enabled Services, System Performance Analyzer and Digital System Insights (DSI). When it collects the C200/C300 controller information, there is a potential risk of high CPU usage on primary server which may lead to stability issues including an Experion PKS server failover.

**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:

High probability when UDC Controller Collection is checked and site has C200/C300 controllers.

### ACTIONS:

The resolution for this issue is now available.

- If the system has UDC R150.1 installed, please download and install the [Unified Data Collector Download R150.1 Update1](#). This update will upgrade your system to UDC R150.2.
- If the system is using an older version of the UDC (e.g., R130.1), the patch is not required. [Unified Data collector R150.2](#) can be directly download and installed.

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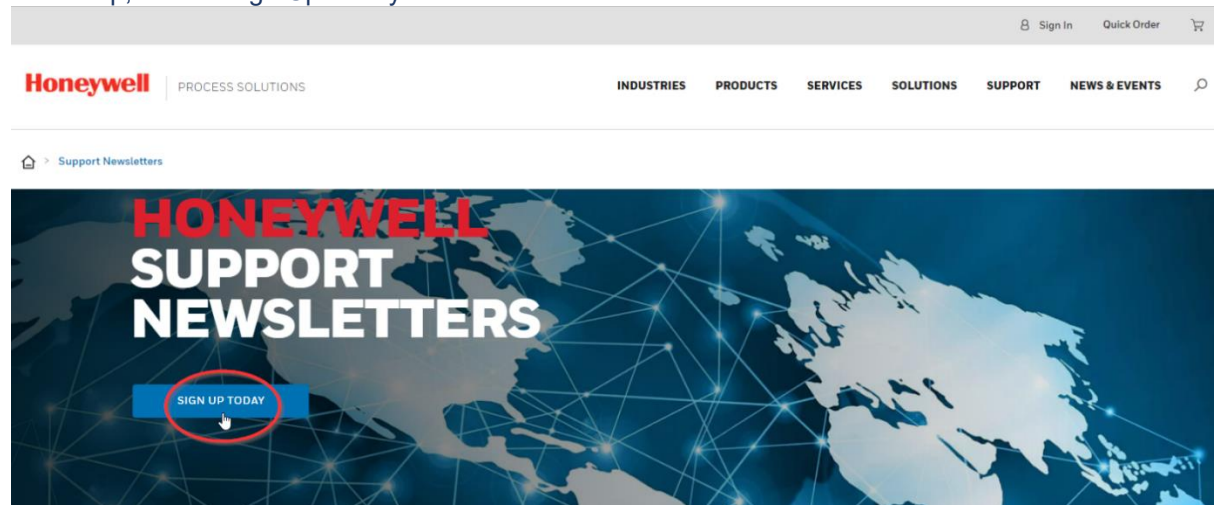
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***Approved by the Field Action Committee & Issued by Global TAC***

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