

PRIORITY NOTIFICATION PN2024-22

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AFFECTED PRODUCT: C300PM, EHPMX
RELEASE/VERSION/REVISION: All
NOTIFICATION RELEASE DATE: October 2nd, 2024
PAR NUMBER: 1-GJ11GL5, REUCN-8266

AFFECTED CUSTOMERS:

TPS/Experion PKS customers using Redundant C300PMs, Redundant EHPMXs.

SUBJECT:

An anomaly has been identified with the Redundant C300PMs, during normal runtime Redundant C300PMs experienced dual controller failure resulted LOV/LOC condition.

ANOMALY SUMMARY:

A race condition has been identified with the redundant C300PMs, during normal runtime, in rare cases controllers experienced pointer corruption while processing P2P responses. This may cause the primary or secondary or both nodes transitioning to the FAIL state, resulting in undesired process disturbance. When controllers experience this failure, it goes to OFFNET state in Native Window display.

POTENTIAL CUSTOMER OBSERVABLE SYMPTOMS:

No noticeable symptoms observed before the failure.

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 of such failure is very low. This anomaly observed only with C300PMs and not in EHPMXs, but since EHPMXs also shares common platform and code base, it is possible that the anomaly can occur EHPMXs as well.

ACTIONS:

PAR# 1-GJ11GL5 & REUCN-8266 raised to track this issue.

Honeywell working on this issue with topmost priority to find out the rootcause and fix this issue and **PAR# REUCN-8266** used to track the rootcause analysis.

Meanwhile the RCA is in progress, to prevent the C300PM controllers from failure Technology Team developed an improvised code that defends the pointer corruptions causes the controller failure.

Defensive fix for **PAR#1-GJ11GL5** is planned for C300PMs & EHPMXs firmware's under Experion Tool and Controller Hotfix/Update in supported point releases as per the table below.

<u>Experion Release</u>	<u>Tools and Controller Patches</u>	<u>Expected Release Date</u>
R530.1	TCU1	Released
R520.2	TCU7 HF3 TCU8	Q4, 2024

Please consider the firmware update procedure described in **PN2024-03A & PN2024-07A** as applicable when updating the firmware to the latest.

Root cause analysis for **PAR# REUCN-8266** is in progress, release dates will be updated when fix is made available.

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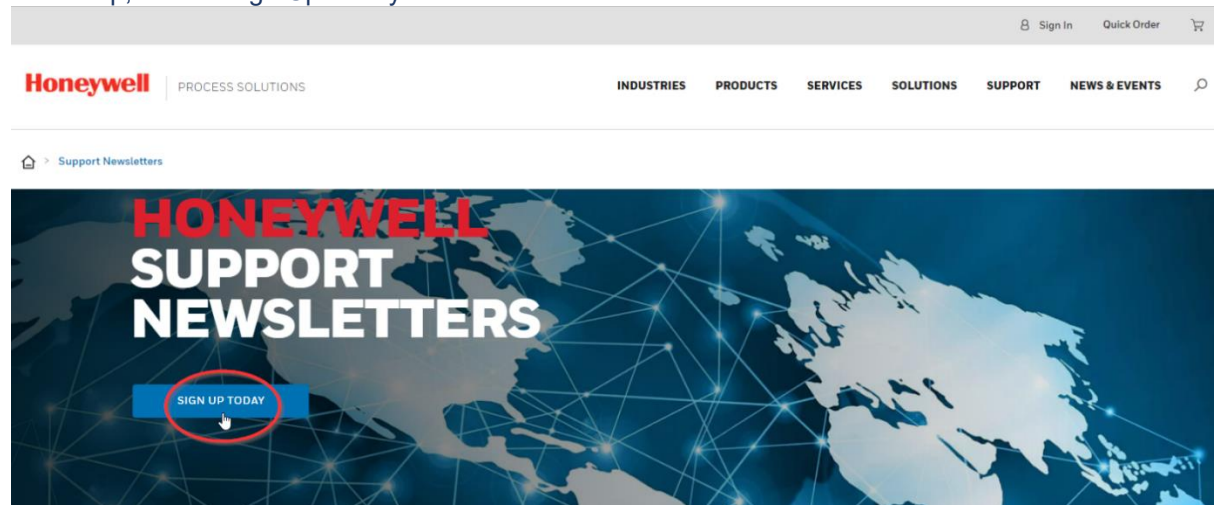
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