



Product Bulletin

AC 800M Controller Firmware, Version 5.1.0/0 - 5.1.0/1, Memory Leak if Primary and Secondary Ethernet Ports are Connected To the Same Physical Network

Products Concerned

800xA – Control and I/O

AC 800M Controller Firmware, Versions 5.1.0/0 - 5.1.0/1

Product Issue Number

800xACON-AD-5100-023

Description

If both Ethernet ports (CN1 and CN2) on the controller are connected to the same physical network e.g. the same switch, this will cause a memory leak in the controller.

A memory leak will increase the used memory in the controller until it is full. A memory full situation can in worst case result in a controller crash.

When the memory is full it will for example not be possible to download any changes to the controller, bring up the controller log or connect the controller to an OPC server.

The problem can be identified as follows:

- A printout similar (other addresses) to the following is visible in the controller log:
arp: 172.16.80.8 is on cpm0 but got reply from
00:21:9b:79:7e:0f on cpm1
- By opening the interaction window of the *SystemDiagnostics* function block in the Control Builder in online mode or in Process Portal. Observe if the value for used memory is increasing or already has reached 100%.

Corrective Action or Resolution

Follow the guidelines for network installation in the manual *3BSE034463-510 - "System 800xA 5.1 Network Configuration"*, see *section 1 "Introduction to Network Redundancy"* and *section 2*.

Ensure that the primary and secondary network paths in a redundant network are installed on separate switches, not interconnected.

This problem will be corrected in the next rollup for AC 800M Control Software, 5.1 RU2 (5.1.0-2), which will be a part of system version 5.1 Rev C.

The issue will also be corrected for installations already using the 5.1 feature pack, in the first feature pack for AC 800M Control Software, 5.1.1.

Observe that version number of AC 800M Control Software feature pack is not equal to the version number of the system feature pack it will be a part of.

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REVISION

Rev. ind.:	Page (P) Chapt. (C)	Description	Date Dept.
-	All	New Product Bulletin	XAACP 2011-11-22
A	Resolution	Update corrected versions with respect to current road map.	XAACP/ 2012-06-06

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