



Product Bulletin

AC 800M Controller Firmware 5.1.0-x and 5.1.1-1 PM891 Network Port configuration Mismatch with Switch Port after Controller Startup without Active Network

Products Concerned

800xA - Control and I/O,
AC 800M Controller Firmware, PM891, Version 5.1.0-x and 5.1.1-1

Compact 800 - Control and I/O,
AC 800M Controller Firmware, PM891, Version 5.1.0-x and 5.1.1-1

Product Issue Number

800xACON-AD-5100-040

Description

A problem has been found where PM891 after a power failure or at a CPU switchover could use wrong Ethernet port settings. This concerns the case when explicit settings have been chosen, i.e. Auto Detect is not desired.

The problem after power fail could for example occur if the network switch, to which the controller is connected, starts slower than the controller itself. In this case the Ethernet port configuration will be set to Auto Detect. The problem could also occur if the network cables are not connected during power fail restart.

In a redundant PM891 configuration, there is also a risk that the Ethernet ports on the Backup controller get wrong configuration causing wrong port settings to be used after a CPU switchover. In this case the settings will most likely be set to Auto Detect.

Having mismatched port settings between controller and switch will likely cause communication problems when using Inter Application Communication (IAC) or MMS.

If experiencing communication problems the problem can be identified by either method:

- 1) Verify the controller log from last restart and check that received settings is the same as configured. Example from controller log after controller startup:
I 2013-09-29 19:45:48.882 CN1 Link Up @ 100 Mbps Full Duplex (Auto Detect)
I 2013-09-29 19:45:51.922 CN2 Link Up @ 100 Mbps Full Duplex (Configured for 100/Full)
- 2) Retrieve Network Information from the controller and verify that none of the following counters are increasing significantly: Late collisions, CRC error or Nonoctet-aligned frame.

To verify the backup controller configuration, inspect the backup CPU controller log.

Corrective Action or Resolution

Workaround

If having slow starting switches, after a power failure of both switch and PM891 controller perform a restart of the PM891 controller once the switch is started.

When backup CPU parameters have become wrong, an initial restart of the Backup CPU could solve this problem.

Correction

This problem will be corrected in the next feature pack revision for AC 800M Control Software, 5.1.1-2.

ABB AB



REVISION

Rev. ind.:	Page (P) Chapt. (C)	Description	Date Dept.
-	All	New product bulletin.	2013-12-17 /XAACP
-	Products Concerned	Update affected products, general issue for version 5.1.0-x	2015-02-13 /XAACP

ABB AB