# CBX Reboot-Loop issue: Workaround

**Issue Date:** January 30 2019
**Product:** CBX-8R8, CBX-8R8-H
**Product Version:** 7.8.1

## Summary

During the use of **ASPECT®**, and when a BACnet® Schedule processes at the same time as an Exception Schedule is uploaded, a **CBX-8R8(-H)** controller can become unresponsive. This can be avoided by changing the **ASPECT®** default setting so that Exception Schedules are uploaded only when changes are made.
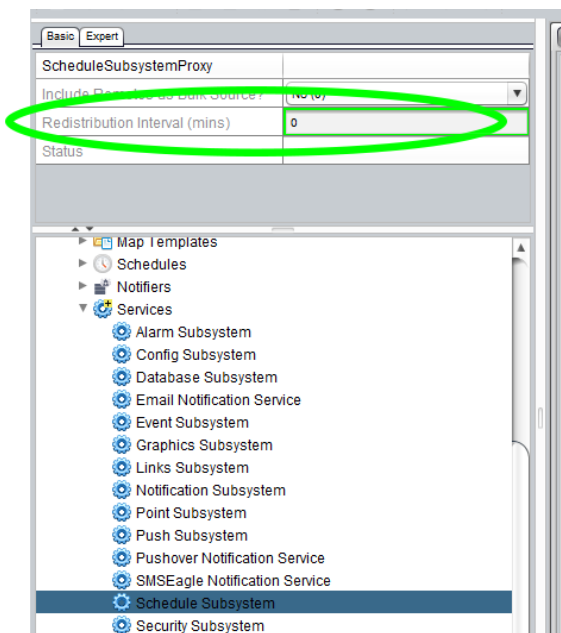
## Background

Following reports of **CBX-8R8(-H)** units being placed in an endless loop, the root cause was found to be a conflict between the unit parsing a BACnet schedule while simultaneously being asked to update an Exception Schedule. This condition was triggered unnecessarily often because of a default setting in **ASPECT®** that causes Exception Schedules to be uploaded to each **CBX-8R8(-H)** on a frequent interval whether the Exception schedule has changed or not.

## Details

When this issue arises, the **CBX-8R8(-H)** Controller appears offline in **CXpro^HD**, **ASPECT®** or **NBPro** and the Status (green) LED is constantly on (indicating "`Strategy Loaded but no network connectivity`") even while the MSTP subnet is connected.

In order to avoid this issue, the default setting for the " Redistribution Interval " parameter in **ASPECT®** must be set to zero, as illustrated below:

Changing this setting will have no effect on the operation of the controller or its schedules - the controller will still receive schedule changes in real time and it will still retain the last sent schedule data in non volatile Flash memory across all reboots and power outages.

The " Redistribution Interval " parameter in **ASPECT®** is designed to handle 3rd Party **BACnet** devices that have volatile memory.

An update to **CBX-8R8(-H)** firmware that will prevent this issue from arising will be published in the near future.

## Customer Impact

Customers using **ASPECT®** to push schedules to any **CB** controllers should implement this workaround as soon as is practical.

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B0251US rev 3
Issued by Cylon Product Development

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