

CYLON® TECHNICAL BULLETIN NO. 457

Issue Date: 18 December 2020

CXpro^{HD} v1.03.01

Summary

An issue has been identified with CXpro^{HD} v1.03.00 on sites with CBR/MOD, CBR/MODex or Dual Port routers. An update is now available that avoids this issue.

Background

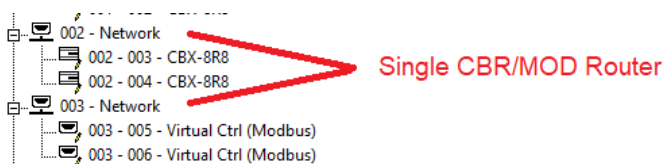
A small number of sites with specific routers reported an issue with the representation of MSTP controllers under those routers.

Features

There is an issue with the 1.03.00 release of CXpro^{HD} when used with existing sites that contain multi-port routers. The problem is specific to sites that used any of the following multi-port routers:

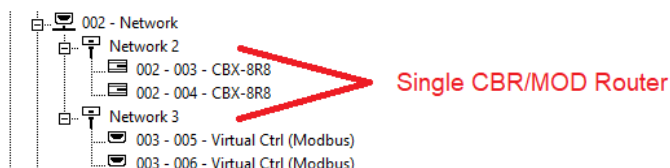
- CBR/MOD
- CBR/MODex
- Dual Port

In previous versions, these routers were represented in the Site Tree using two distinct routers that shared a common device instance number. For example, in version 1.02.02, a CBR/MOD would appear in the Site Tree as follows:



Notice that each of the four MSTP controllers has an associated strategy.

If this site is opened in the 1.03.00 version of CXpro^{HD}, the same router will appear in the Site Tree as follows:



Although the new Site Tree view is correct, the problem is that each of the four MSTP controllers now have no associated strategy.

This is the case either:

- If an installed v 1.02.00 is upgraded to 1.03.00
- If v1.03.00 is installed and then a site backed up from a v1.02 installation is restored into it

To prevent this problem from happening, a new install of **CXpro^{HD}** 1.03.01 is now available.

Note: This version will prevent the issue occurring for sites that were not previously part of a 1.03.00 install, however it will not fix sites that have already been used with 1.03.00.

To repair sites that were used with 1.03.00 that are exhibiting the issue, you must contact technical support and provide them with a backup of the site.

Customer Impact

Any customer who installed **CXpro^{HD}** v1.03.00 on sites with **CBR/MOD**, **CBR/MODex** or **Dual Port** routers must upgrade to this version immediately.

To repair sites that were used with 1.03.00 that are exhibiting the issue, please contact technical support and provide them with a backup of the site.

Any other customer wishing to use ABB's new **Cylon[®] FBXi** and **Cylon[®] FBVi** products or to take advantage of the new, I/O point management and IP Controller Commissioning features should upgrade when convenient.