

# Solution *Bulletin*

## Fire

November 15, 2000

SB-99025

### REVISION HISTORY:

Revision	Revision Date	Revised by	Reason
A	12-9-1999	R. Silliker	To provide an update on reported 4010 issues
B	2-28-2000	R. Silliker	To Update the Latest Status
C	11-15-2000	D. Langlais	To Update the Latest Status

### PRODUCT:

4010

### SUBJECT:

4010 panel problem reports and expected resolution dates.

### CAUSE:

Multiple issues with the 4010 panels are either under investigation or resolutions are in the testing cycle. These issues fall into four areas: Hardware, Firmware and Programmer and Unresolved issues.

### SOLUTION:

#### Notes:

When replacing the SFI/O Board, take special care when placing the red and black wires to the rectifier (the rectifier is located on the backside of the frame that the SFI/O board is mounted to).

When replacing the SFI/O Firmware Chip, take special care when remounting the front panel display. The keypad harness, which connects the Keyboard Mounting Assembly to the SFI/O Board (P11), could get damaged. If this harness is damaged, the most likely symptom will be a CRASH #0A, all LEDs will flash, and the piezo will constantly sound.

#### Hardware

742-267	4010 SFI/O Board (US)	Currently at Revision F
742-268	4010 SFI/O Board (Canada)	Currently at Revision F
742-346	4009 IDNet NAC System Board	Currently at Revision E

#### Firmware

742-147	SFI/O Firmware Chip	Currently at Revision 2.05
741-106	4009A Firmware Chip	Currently at Revision 1.02
741-091	4010 RS232 Card Firmware Chip	Currently at Revision 1.02
741-101	4010 Network Card Firmware Chip	Currently at Revision 3.03.99

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**Programmer**

742-107      4010 PC Programmer                      Currently at Revision 2.03  
 552-807      SDACT Programmer Software              Currently at Revision 1.05

**Master**

741-108      4010 Master (.bin) file                      Currently at Revision 2.02  
 741-121      4010 French Master (.bin) file              Currently at Revision 2.02

Table 1 describes both “Status” and “Expected Revisions” for 4010 Hardware Issues.

**Table 1. Hardware Issues**

Issue	Status	Expected Revisions	Comment
IDNet Short Circuit Trouble	Fixed	(SFI/O Card) B1 or later revision	The IDNet Circuit on the SFI/O Board was modified at revision B1. See FSB 1111 dated January 28, 1999 for more information.
Aux. Relays Latch energized and Signal Circuit Short Circuit	Fixed	SFI/O Board	SFI/O Cards manufactured after 8/19/2000, should not exhibit this issue (first four digits of date code are 0232 (or higher). Also, boards that are sourced from service parts should not experience this problem.  <b>Note:</b> It was reported in Rev B of this Solution Bulletin that the problem was identified and fixed in September 1999 (date code 9261), and that manufacturing, at that point, had added additional testing of the assemblies to ensure that no boards were shipped with excessively leaking varistors. This testing was put in place, but it was later discovered that contaminated varistors in some cases would initially test OK, but over time or with increased humidity, would start leaking current. See SB-99021 Dated October 11, 1999 for more information about this issue.
Printer Does Not Print	Status Update	See Comments	When in "unsupervised mode" the printer must be wired with all three wires or it won't print. This is slightly different from how the 4100/4020 systems work, which causes some confusion. On the 4100/4020 system, you only need the transmit and ground RS232 wires connected to an unsupervised printer (the CTS line was tied high using a jumper on the RS232 Card). The 4010 RS232 Card does not have a jumper to tie the CTS line high, so the CTS must be physically connected to the printer.

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Table 2 describes both “Status” and “Expected Revisions” for 4010 Firmware Issues.

**Table 2. Firmware Issues**

Issue	Status	Expected Revision	Comment
RS232 Card Missing Failed	Fixed	(RS232 Firmware) 1.01.02 or later revision	Replacing the RS232 Card's Firmware Chip will fix this problem.
Intermittent Charger Trouble	Pending	(SFI/O Card Firmware) 2.03 or later revision	<p>Replacing the SFI/O Card's Firmware Chip will help reduce the frequency of occurrences of this trouble. The charger circuit is inherently noisy, so at revision 2.03, the firmware code was changed to allow polling of the charger circuit multiple times before annunciating this trouble. At revisions 2.03.01 and 2.03.02, there were also code fixes put in place to eliminate intermittent troubles, one of which may have been Charger Trouble. To further eliminate the possibility of intermittent Charger Troubles, the next revision of the SFI/O (rev G) Board will have additional components added to the Charger Circuit to enhance it's operating characteristics. The new SFI/O Board revision is expected to be released by January 2001.</p> <p><b>Note:</b>The 4009 IDNet NAC Panel has the same charger circuit. The code change was implemented at revision 1.01.02 of the 741-106 firmware chip. The next revision board (rev. F) will have charger enhancement circuitry present.</p>
Intermittent Output Abnormal Trouble on 2 wire SSD Sensors and Open Circuit Trouble on Pull Stations	Fixed	(SFI/O Firmware) 2.03.02 or later revision	Revision B of this Solution Bulletin stated that this problem was corrected with an SFI/O Firmware revision of 2.03.01. Even though a definite cause to this problem was identified and fixed at revision 2.03.01, it was later discovered not to be the only cause. Another cause to this problem was identified and fixed at revision 2.03.02 of the SFI/O Firmware Chip.
All Cards Go Missing Failed and then Clear / as well as N2 Trouble	Fixed	(SFI/O Firmware) 2.03.02 or later revision	A defect was found in the SFI/O Firmware code that caused the SFI/O to reboot itself. During the reboot, all the 4010 cards would go missing failed and then clear immediately, sometimes leaving an External N2 Trouble latched into the panel. This only seemed to occur on 4010 panels that had 4009IDNet NAC panels installed in the IDNet Mode. The problem was fixed at rev. 2.03.02 of this chip.

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**Table 2. Firmware Issues (Continued)**

Issue	Status	Expected Revision	Comment
Erratic Operation and Resound of True-Alert Non-Addressable (SmartSync) Horns	Fixed	(SFI/O Firmware) 2.03.03 or later revision	The symptoms were typically horns resounding after silence or reset, or unable to silence signals. This defect was found and fixed in the 4010's SFI/O Firmware Chip at revision 2.03.03 and the 4009IDNet NAC's firmware chip at revision 1.01.03.
True-Alert Non-Addressable (SmartSync) Horns Ping on Reset	Fixed	(SFI/O Firmware) 2.03.03 or later revision	This problem was fixed on the 4010 system, but the defect is still present when using 4009 IDNet Nac Panels Signal Circuits.
The first round of code is not complete on True-Alert Non-Addressable (SmartSync) Horns.	Fixed	(SFI/O Firmware) 2.03.03 or later revision	This problem was fixed on the 4010 system, but the defect is still present when using 4009 IDNet Nac Panels Signal Circuits.
IDNet Channel Failure	Fixed	(SFI/O Firmware) 2.03.02 or later version	If a HEAT is installed where a SMOKE is programmed, "Channel Failure" is indicated on the front panel versus a "Wrong Type" trouble.

Table 3 describes both "Status" and "Expected Revisions" for 4010 Programmer Issues.

**Table 3. Programmer Issues**

Issue	Status	Expected Revision	Comment
Network Programmer Rev. 2.04 or earlier is not compatible with 4010 Phase 2 Programmer	Fixed	(Network Programmer) 2.05 or later version	Temporary fix - build the 4010 panels in the 4010 Programmer. Permanent fix - use Version 2.05 or later of the Network Programmer, or 1.01 of the New Network Programmer.
IDNet NAC Extender Point Types and SQALERT pt types are not recognized by 4010 SDACT. SDACT programmer does not recognize TrueAlert Non-Addressable point types.	Fixed	(SDACT Programmer) 1.05 or later version	Temporary fix - acknowledge all the troubles and continue to build. When importing the file to the SDACT, acknowledge all troubles, then continue to import. Permanent fix - use Version 1.05 or later of the SDACT Programmer.
The 4010 Phase 2.01 and 2.01.02 programmers do not properly remove nodes from existing networks	Fixed	(4010 Programmer) 2.02 or later version	Use revision 2.02 or later version of the 4010 Programmer and either revision 2.05 or later of the Network Programmer or 1.01 of the New Network Programmer.
4010 will not build if QSPHOTO points are made public on network card	Fixed	(4010 Programmer) 2.02 or later version	Use revision 2.02 or later version of the 4010 Programmer

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**Table 3. Programmer Issues (Continued)**

Issue	Status	Expected Revision	Comment
The 4010 Programmer does not always save correctly.	Fixed	(4010 Programmer) 2.02 or later version	Temporary fix is to use "save as" to save the job as a different file. The Permanent fix is to use version 2.02 or later of the 4010 Programmer.
Changes made to the Application Program are not showing up at the panel.	Fixed	(4010 Programmer) 2.03 or later version	It was discovered that if changes to the program were made, and the panel file name contained illegal characters, then the programmer would not create a new build file and the changes would not be downloaded. This was happening when using the Save-As feature. The programmer was not checking for illegal characters at this level. Version 2.03 of the 4010 Programmer added file-naming validation when using the Save-As feature so that this mistake can no longer happen.
Adding an equation to Default CC thus corrupting the job.	Fixed	(4010 Programmer) 2.02 or later version	If an equation is accidentally added to the default custom control and the job is saved, the programmer is permanently corrupted and a new job must be created. Version 2.02 of the 4010 Programmer eliminated the ability to add an equation to Default CC.
If the panel is programmed with the point type of RIAM, and the device installed is an IAM, the panel will crash with code #10.	Fixed	(4010 Programmer) 2.02 or later version	This problem was fixed at version 2.02 of the 4010 Programmer.
Cannot use System Points (2-1-0 through 2-9-0) with the On/Coding Qualifier in Custom Control.	Fixed	(4010 Programmer) 2.02 or later version	This problem was fixed at version 2.02 of the 4010 Programmer
Cannot Un-assign the Key Switch on Remote LCD Annunciator	Fixed	(4010 Programmer) 2.03 or later version	Revision B of this Solution Bulletin reported that this feature was eliminated from the revision 2.02 4010 Programmer. The feature was re-enabled with the revision 2.03 4010 Programmer and any defects in its operation also fixed.
PC Programmer locks you out of L9 through L12 after upgrade from 1 to 2	Fixed	(4010 Programmer) 2.02 or later version	This problem was fixed at revision 2.02 of the 4010 Programmer.
Branch number changes in info Screen	Fixed	(4010 Programmer) 2.02 or later version	This problem was fixed at revision 2.02 of the 4010 Programmer.

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**Table 3. Programmer Issues (Continued)**

Issue	Status	Expected Revision	Comment
Alarm Pseudo Point turns off on Reset even though a custom control equation is holding it on at a higher priority	Fixed	(4010 Master .bin File) 2.01.03 or later version	A defect was found with the 4010's Master (.bin) File, which causes Alarm Pseudo Points to turn off when a system reset is performed even though there is a custom control equation telling it to turn ON at a higher priority.
Temperature Programming not working in Custom Control	Fixed	(4010 Programmer) 2.03 or later version	There is a bug in the 4010 Programmer (versions 2.01, 2.01.02, 2.02) that will not allow custom control to be written for heat sensors. This problem was fixed with the release of version 2.03 4010 Programmer.
Unable to program using Enable	Fixed	(4010 Programmer) 2.03 or later version	A problem was found when using the enable Opcode in Custom Control. If the point being enabled was a Relay lam, the point would not enable. This problem was fixed with the release of 4010 Programmer version 2.03.
24 Point I/O Open Circuit Trouble does not clear	Fixed	(4010 Master .bin File) 2.01.04 or later revision	4010 24 Point I/O. Programmed and Wired for N/C Switches, Open Supervised. What happens is that an open condition on the I/O point will correctly annunciate a Trouble, but upon restoring the wiring fault, the trouble does not clear. This problem was fixed with the release of 2.01.04 of the 4010 Master (.bin) file.
Clock Slow	Fixed	(4010 Master .bin File) 2.02 or later revision	The cause of the clock losing time was determined, and a fix was implemented at revision 2.02 of the 4010 Master (.bin) File.

Table 3. Programmer Issues (Continued)

Issue	Status	Expected Revision	Comment
Event Queue Overflow Trouble when Panel Alarms	Fixed	(4010 Master .bin File) 2.02 or later revision	<p>With revision 2.02 of the 4010 Master (.bin) File, the event queue has been increased from 128 events to 255 events. This should buffer up enough events to prevent most event queue overflows. Event Queue Overflow Trouble typically occurs on systems that activate all Smoke Sounders on alarm. The only fix if this problem is occurring, is to stagger the activation of events.</p> <p><b>Note:</b> There are 2 tasks that service this queue - the LCD task and the RS232 task. When an event gets put on the queue these tasks are responsible for taking that event off of the queue when they are done with it. These tasks run at fairly low priority so that they do not interfere with normal alarm and trouble processing.</p> <p>A Warm Start will clear an Event Queue Overflow Trouble. Another way to clear the Event Queue Overflow Trouble is to manually turn off P47 using the Front Panel Kaypad.</p>
CFIG Format Mismatch / Restoring to Factory Default	Fixed	See Comments	<p>This happens any time there is a mismatch between the Programmer and the Executive (.bin) file. When upgrading a job from revision 1 to revision 2, make sure that you have a revision 2 Master (.bin) file. The file is 4010.bin for version 2 and 40101.bin for version 1.</p> <p><b>Note:</b> An FSB was created on Dec 28, 1998 (FSB 1105), which deals with CFIG Format Mismatch.</p>
Unable to Download to the SDACT	Fixed	See Comments	<p>This has occurred when the SDACT switch is in the program position and the panel is powered down then re-powered. When this happens, the panel no longer recognizes that the download switch is in the Program position. To fix, simply toggle the switch from the program position, to the normal position and then back to the program position with power applied.</p>

Table 4 describes both “Status” and “Expected Revisions” for 4010 Unresolved Issues.

**Table 4. Unresolved Issues**

Issues	Status	Expected Revision	Comment
COMPARE Opcode in Custom Control does not work in 4010 programmer rev 2.03	TBD	TBD	This Opcode worked in the programmers prior to revision 2.03, but was broken at revision 2.03. The equation can be written using the front panel programmer, provided there is no Network or DACT card in the system. If a job is restored using the 2.03 programmer, and the job restored had used the Compare Opcode, the job will not build at 2.03 because errors will be detected.
(No Answer Trouble) IDNet Devices seem to get flat spots on IDNet Channel - Random IDNet Addresses	TBD	TBD	Under certain hardware configurations, IDNet devices appear not to communicate at certain addresses. If the devices are moved to another address, communication is established. This issue is not repeatable. If this problem is experienced in the field, please save the original job file and send it to a Technical Support Specialist.
IDNet Channel Failure	TBD	TBD	If a regular base is installed where an isolator base is programmed, "Channel Failure" is indicated on the front panel versus a "Wrong Type" trouble.
Cannot Passcode Protect the Function Menu	TBD	TBD	Currently, there is no way to passcode protect the menu items located in the Function Menu. These items are Manual Evacuation, City Disconnect, Control Point Bypass, Elevator Bypass, Door Holder Bypass, Lamp Test, and Display Time and Date. This functionality has been submitted as an enhancement request.
If a job is uploaded from the 4010 panel to the laptop, some information is lost.	TBD	TBD	Some information is expected to be lost, but some is not. Some information that is expected to be lost is Custom Control Equation Labels, Site Tree Information, 24 Point I/O labels and Revision History. These fields are not part of a download to the panel. However, there have been reports of CC Equations and some reports of points in CC Equations disappearing. Also, if a phase II job is uploaded into a phase I Programmer, all IDNet points will disappear. Therefore, it is recommended that the Upload feature only be used to initially get the system up and running. After the panel is programmed and re-downloaded, back-up or archive the job to disk and restore the job from this disk.

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**Table 4. Unresolved Issues (Continued)**

Issues	Status	Expected Revision	Comment
Channel Failure Trouble toggles between Normal and Trouble	TBD	TBD	If a system is configured with Isolator Bases, and one of the bases has a wiring fault on one of the terminals (the input is wired correctly but the output is misswired / i.e., plus wire on minus termination and vice versa), the system will not boot up properly and go in and out of Channel Failure Trouble.
Cannot reset Isolator Bases if wired Class B	TBD	TBD	If a 4010 panel is configured with isolator bases, and the IDNet channel is configured Class B (Class A jumpers located at the panel), you are unable to reset the Isolator Bases (Output Abnormal Condition never clears). The temporary fix is to either warmstart the panel, or force a Class A Trouble on the IDNet Circuit
Cannot reset Isolator Bases	TBD	TBD	If a 4010 panel is configured with isolator bases, and the IDNet channel is wired Class A, you are typically able to reset the Isolator Bases (Output Abnormal Condition) after the shorted condition is cleared. Intermittently, however, a system reset does not clear the Output Abnormal Condition, and a warmstart of the panel is required. This problem is not repeatable.
Erratic Operation of True-Alert Non-Addressable (SmartSync) Horns when Programmed at Address 12	TBD	TBD	If a 4009 IDNet NAC panel is programmed using address 12 on the 4010 IDNet Card, the 4009A will not operate properly. Symptoms are: 1.) Long delays (5 to 10 minutes) before NAC circuits activate; 2.) Erratic signal operation when horns do activate. Coding will change at random or when signal silence/ system reset is activated; 3.) Same delay to turn signals off when signal silence or system reset is pressed.

Table 4. Unresolved Issues (Continued)

Issues	Status	Expected Revision	Comment
Alarm Silence and System Reset Pseudo Points latch ON	TBD	TBD	<p>If an equation is written in the 4010 using P26 as the input, it will only work the first time signal silence is pressed, because P26 stays on until the panel is warm started. Therefore, if trying to use this pseudo point in custom control, an equation must be written that says when P26 turns on, Hold Off P26 at a Pri=9,9.</p> <p>IN:  P26 (Signal Silence)  DELAY 10 seconds "Delay for a constant the constant here is 10, select an analog timer"</p> <p>OUT:  HOLD OFF P26 PRI=9,9</p> <p>END:</p> <p>If the delay is not used, P26 sometimes latches on even though the equation says to turn off. This happens when pressing the silence key, and holding the key in for a couple of seconds. Putting the delay into the equation reduces the probability of this happening.</p>
4009T SLC channel device types on a 4010 system, connected to a 4120 Network, MUST be programmed as SIGB	TBD	TBD	<p>SIGA device types, when used in conjunction with SQAlert and Qalert point types can have a major impact with Trouble reporting for 4100 type Nodes. When the problem occurs, the Fire Alarm Panel Trouble count will decrement to zero (0) and any new Troubles being reported can not be Acknowledged. The only way to clear the problem is to Warm-Start all Nodes that the points are made External. The Programming step in Chapter 2, page 2-4, step 7, of the TrueAlert Addressable Controller Programming Guide (579-125) is incorrect. This step tells the programmer of the system to select SIGA.</p> <p><b>Note:</b> Programming a 4009 TrueAlert Controller that is configured for Class "A" but programmed for SIGB will not affect Class "A" operation. A Common Class A Trouble will still report to the 4010 Panel.</p>

**Table 4. Unresolved Issues (Continued)**

Issues	Status	Expected Revision	Comment
System Reset Aborted, Alarms Present is displayed on the head end annunciating node when performing a Network Reset	TBD	TBD	<p>The 4010 reset duration is self-adjusting based on the number of IDNET devices. If the system has a large number of devices, approximately 200, the 4010's reset timer may exceed the 30 seconds allowed by the 4120 reset window timer and cause the 4120 reset to abort.</p> <p>Temporary Workaround: Lengthen the reset time of any 4120 panel that Annunciates 4010 panel alarms. The equation below needs to be added to each of these 4120 panels.</p> <p>IN: THE ON STATE OF A34 TIMER "SYSTEM STARTUP PULSE TIMER"</p> <p>OUT: SET to value 40 (Seconds) the analogs: A15 ANALOG "SYSTEM RESET WINDOW TIMER SETPOINT"</p> <p>END:</p>
Unable to Acknowledge a 4010 supervisory point over the network	TBD	TBD	<p>If a 4010 supervisory condition is cleared during a Network Reset cycle, the supervisory clears off of the 4010 panel, but the head end annunciating nodes supervisory trouble LED pulses, the piezo sounds, and the panel does not respond to the supervisory acknowledge. The only way to clear this condition is to reactivate the supervisory condition at the 4010 system, and then clear it once again.</p>
Class A Trouble does not clear on System Reset (MZAM with Point Types of either Trouble or Utility)	TBD	TBD	<p>If a Class A Monitor ZAM, when configured with TROUBLE or UTILITY as its point type, goes into Class A Trouble, the trouble will not clear on System Reset. A warm start is needed.</p>
(Canadian Operation) No Indication of First Stage / Second Stage Alarm	TBD	TBD	<p>When the pull station's general alarm key switch is activated the exact same text message appears on the LCD screen. The 4100 has had this operation for a long time with the hardwired zone point-type called S2STAGE. This point type displays "STAGE 1 ALARM" in the 2nd line of the LCD display when the zone is in a current-limited state and displays "STAGE 2 ALARM" in the LCD display 2nd line when the zone is in a short-circuit state.</p>
(Canadian Operation) Signals Resound When the General Alarm Key Switch is Returned to Normal	TBD	TBD	<p>When the pull station's general alarm key switch is returned to the normal position, the pull station resounds the alarm to the panel and the signal circuits are activated again.</p>

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Table 4. Unresolved Issues (Continued)

Issues	Status	Expected Revision	Comment
(Canadian Operation) Operational Concerns when using CANPUL Device-Type for 2-stage Pull Stations	TBD	TBD	When using the CANPUL device-type for 2-stage pull stations, upon activating the general alarm key switch for a stage 2 alarm, the signals are activated, yet they sound exactly the same as the 1st stage signals.
User Defined Keys - Cannot Change Labels with the 4010 PC Programmer	TBD	TBD	Labels on the User Defined Keys 1 and 2 can be edited using the Front Panel Programmer, but this feature was missed in the PC Programmer.
User Defined Keys - Label gets corrupted when job is uploaded	TBD	TBD	In order to program a label to the User Defined Keys 1 and 2, you must use the 4010s Front Panel Programmer. If the label is changed, and then the job is uploaded, the data gets corrupted and the custom label shows all black boxes. This becomes an issue without a work around if the system has a Network or DACT Card, because there is no front panel programming capabilities.
Cannot Prioritize Sounder Programming in Custom Control	TBD	TBD	If a custom control equation turns on the sounders, and then the smoke enters the alarm level in the sensor and the smoke falls below the alarm level in the sensor, the sounder will turn off following the single station programming (last event wins). At this time there is no way of giving the custom control priority over the single station operation for on/off control.
WalkTest Horn Operation is Erratic	TBD	TBD	The 4010 does not ignore Supervisory Alarms that are on the system prior to entering WalkTest. This results in multiple points trying to report at the same time. If the Supervisory Alarms are restored to normal, the problem clears. Restore the points to normal prior to entering WalkTest. <b>Note:</b> If restoring the Supervisory points to normal is not an option, Disabling the points should clear the Supervisory Alarm conditions, but leave Disable Troubles on the system. At this point enter WalkTest to see if problem clears.
Intermittent Excessively Dirty Trouble on SSD devices	TBD	TBD	There have been some reports of SSD devices going in and out of Excessively Dirty Trouble. In a couple of cases, it was determined to be bad devices. HQ is still in the data collecting phase and trying to identify the cause. If this problem is happening, call Technical Support.

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**Table 4. Unresolved Issues (Continued)**

Issues	Status	Expected Revision	Comment
Acknowledge Output Opcode does not work	TBD	TBD	If a point is programmed to self acknowledge, the following will happen. The point will lock up in the unacknowledged state, not allowing the point to be acknowledged (the LED stays flashing, and the Piezo continues to sound). If a point is a System Power Supply Points (2-1-0, 2-2-0, and so on), the panel will crash with an error code 11 / PC = B047 / Bank 0 / Task 04 upon activation of the point.
4010 Panel reports Version Control Mismatch on restart of 4010 node	End of Year (2000)	3.04 or later revision	Version Control Mismatches Troubles have occurred on networks when re-initialized. Restarting the panel (sometimes multiple times) eliminates the symptom. If restarting the panel clears the version control mismatch, a new 4010 network card chip (revision 3.03.05 or greater) will fix this problem. If this firmware is needed prior to mid January 2001, please call Technical Support. The chip will be ECO'd for general distribution around the end of year.