

 **PRODUCT NOTICE****Notice of Potential Product Concern**

Rockwell Automation issues a Product Notice when it identifies a product(s) anomaly that may cause commercial or customer satisfaction concerns.

## Basic Peer-to-Peer Communication False Detection of Link Failure with Potential for Shutdown of Trusted Controllers

Reference: 2021-02-004

Date: February 2021

This Product Notice informs you of a potential anomaly that exists with firmware for the Trusted® T8111 and Trusted 8110 processor modules. Basic peer-to-peer timeout values can expire within one application cycle and recover on the following application cycle.

This shutdown can be initiated when the input refresh status variables are set FALSE, this can occur in an individual Slave controller or in a Master controller. The peer-to-peer status signals immediately recover, but not before trip signals are initiated as if the peer-to-peer connection to the systems sourcing those trips had been lost.



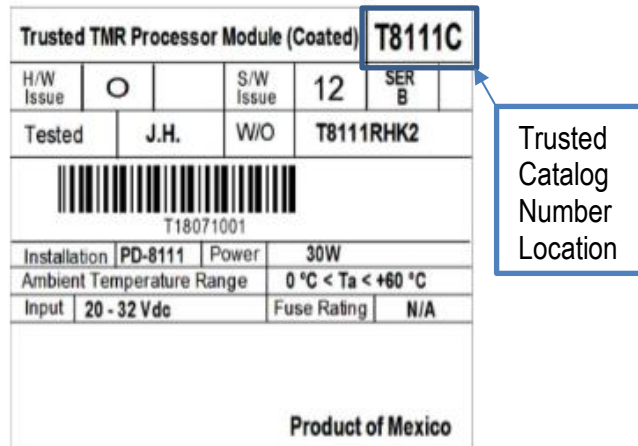
Trusted T811X

– Product Identification –

The affected product is firmware versions up through 4.000 for Trusted processors, catalog numbers:

- Trusted T8111C
- Trusted T8110\*

Product and firmware version information may also be obtained electronically over a network connection. Refer to [Rockwell Automation Knowledgebase Article ID 61300](#), Analysis Tool for Trusted Systems, for additional information.



Trusted T811X\* Product Label

– Description –

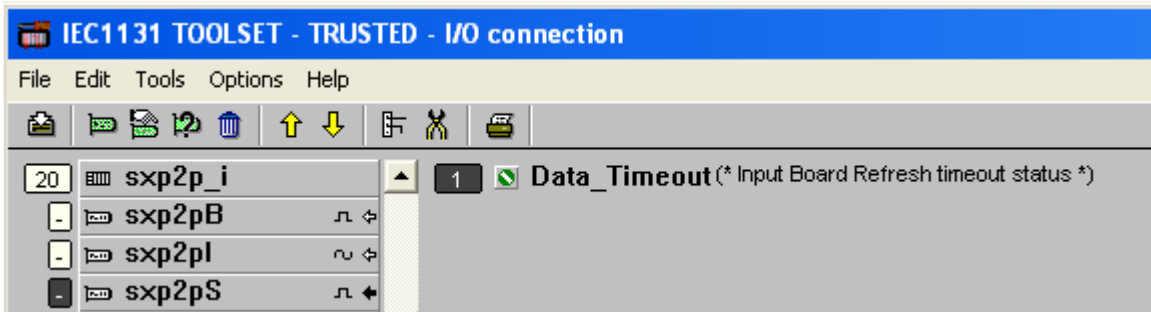
An anomaly exists where the basic peer-to-peer timeout values can expire within one application cycle and recover on the following application cycle. This however can be long enough for link failures and data timeouts to be reported. If a multi-SIS controller architecture is configured to fail safe on loss of communications AND has a single SIS controller managing the entire basic peer-to-peer network, then this anomaly can result in shutdowns being initiated.

– Temporary Workarounds –

- For Simplex link applications – This workaround assumes that the “input refresh status” variable (see example below) is used in the application to initiate a trip, in accordance with the guidance provided in Table 21 of [ICSTT-RM454](#)). This variable (on each sxp2p\_i board) is ‘locked’ and set TRUE (i.e., force this status variable healthy), then this will prevent the application generating a shutdown condition should this reported anomaly occur.

- For Redundant link applications - This workaround assumes that the “input refresh status” variable is used in the application to initiate a trip (logically AND 'ed with its parallel input refresh status variable for redundant link configurations), in accordance with the guidance provided in Table 21 of [ICSTT-RM454](#)). These variables (on each pair of sxp2p\_i boards) are 'locked' and set TRUE (i.e., force these status variable healthy), then this will prevent the application generating a shutdown condition should this reported anomaly occur.

Example:



**– Correction –**

Correction requires updating product firmware to a later version. Rockwell Automation is working on a corrected version of firmware and will release it to the Rockwell Automation Product Compatibility and Download Center (PCDC) in the future. If you would like to receive a notice when this version is released, a link is provided at the end of the Knowledgebase article for this Product Notice.

**Important:** Correction requires a customer installed firmware update that will be available from the PCDC site. Controller hardware may not be returned for update for this notification. Upon installation of the corrected firmware, the workaround noted above must be removed.

**– Requested Customer Action –**

Rockwell Automation requests you take the following actions:

- Check if you have a product affected by this Product Notice. Refer to the Product Identification and Description sections of this document for product identification assistance.
- Until corrected firmware is available and can be downloaded and installed, follow the recommendations in the Temporary Workaround section of this notification.
- If you need additional assistance, please contact Rockwell Automation Technical Support. See Appendix A for local telephone numbers. Customers without TechConnect<sup>SM</sup> support contracts should reference this Product Notice when calling.
- Customers with TechConnect support contracts may be able to [chat online](#) with support representatives. Reference this Product Notice when connected to a support engineer.

The most current version of this Product Notice is posted on the Rockwell Automation Support Center, <https://www.rockwellautomation.com/en-us/support/knowledgebase.html>, as ID number [PN1552](#). Additional languages may also be available at the end of this article attached as downloadable PDF documents.



If this Product Notice does not affect you because you do not have the products any longer, or if you are a Distributor, Rockwell Automation asks that you forward a copy of this notice, with any identifying documentation, immediately to the person or company that now has the product. We also ask that you contact Rockwell Automation Technical Support and provide the location of the affected units.

We appreciate your immediate cooperation. If you have any questions, please contact us.

Sincerely,

ROCKWELL AUTOMATION

You can register for Automatic Product Safety Advisories and Product Notices from Rockwell Automation by email. Go to the Support web page at <http://www.rockwellautomation.com/support> and click the *Search Knowledgebase – Get Answers* link. Sign in with your TechConnect Account or free Rockwell Automation Member Account and you can subscribe to important product updates, including Product Safety Advisories and Product Notices.

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## 4000Appendix A Regional Technical Support Information

The following list can help you to contact the correct technical support center for your location. If your country is not listed, you can find a customer support number for your location by going to the Rockwell Automation Knowledgebase as <https://rockwellautomation.custhelp.com>. Click on *Contact Us* → *Phone*, and then enter your location information. If you have a TechConnect<sup>SM</sup> support contract, please use the telephone number supplied to you with the contract.

Region / Country	Phone Number ( ) International Code
<b>Asia/Pacific</b>	
Australia	1 800 762 593
China	400 620 6620
Hong Kong	+852 2887 4666
India	1 800 2000 121
Japan	03 3206 2785
Korea	(82) 2 2188 4400
Malaysia	1 800 80 4851
New Zealand	0800 27 27 25
Taiwan	080 902 0908
Thailand	(66) 2936 1500
<b>Caribbean</b>	
All Countries (English)	(1) 440 646 3223
All Countries (Español)	(1) 440 646 3650
<b>Central America</b>	
Argentina	800.666.0320
Belize	(1) 440 646 3650
Bolivia	(54) 800 10 0632
Brazil	(55) 11 5189 9500
Chile	800.53.0012
Colombia	01.800.700.2107
Costa Rica	0800.013.1215
Ecuador	58.212.949.0611
El Salvador	(52) 55 5246 2010
Guatemala	1.800.288.0108
Honduras	(52) 55 5246 2010
Mexico	001.888.365.8677
Nicaragua	(52) 55 5246 2010
Panama	001.800.203.3475
Paraguay	(54) 11 5554 4000
Peru	0800.535.36
Suriname	(1) 440 646 3650
Uruguay	(54) 11 5554 4000
Venezuela	800.1.00.3062

Region / Country	Phone Number ( ) International Code
<b>Europe</b>	
Austria	(49) 211 41553 664
Belgium	(32) 2 716 8411
Czech Republic	(420) 28401 5911
Denmark	(45) 43 466 006
Finland	(358) 958 447 419
France	(33) 825303132
Germany	(49) 211 41553 664
Hungary	(420) 28401 5911
Ireland	(44) 01908 635245
Italy (Brescia, Milano e Padova)	(39) 199 11 99 00
Italy (Bologna, Firenze, Napoli, Roma e Torino)	(39) 199 11 99 22
Morocco	(33) 825303132
Netherlands	(31) 10 266 55 80
Poland	(48) 22 32 60 707
Portugal	(1) 440 646 3223
Slovakia	(420) 284015911
Spain	(34) 902 30 93 30
Sweden	(46) 46 19 93 91
Switzerland (German)	(41) 0844 84 84 11
Switzerland (French)	(41) 0844 84 84 12
Switzerland (Italian)	(41) 0844 84 84 13
United Kingdom	(44) 01908 635245
<b>North America</b>	
Canada	(1) 440-646-3223
United States	(1) 440-646-3223