



PRODUCT SAFETY ADVISORY

Notice of Potential Unsafe Condition

Rockwell Automation issues a Product Safety Advisory when it identifies a product(s) anomaly that may potentially cause harm to personnel, capital equipment loss or environmental damage. Immediate action is required as identified below.

1715-AENTR Firmware 1.005 I/O Data Stops Updating within the Controller

Reference: 2015-05-003

Date: May 2015

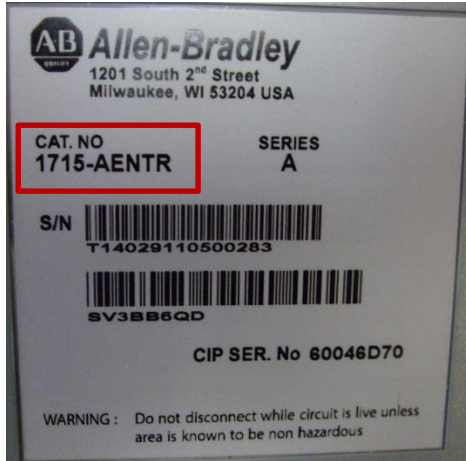
This Product Safety Advisory informs you of a potential anomaly that exists with the 1715-AENTR EtherNet I/P Adapter Module. When using firmware version 1.005, a rare communication error may result in stale or out of date I/O data at the ControlLogix controller.



– Product Identification –

The affected product is the 1715-AENTR EtherNet I/O Adapter Module using firmware version 1.005. 1715-AENTR modules running a firmware version other than 1.005 are not affected by this anomaly.

Hardware modules ship without firmware, requiring an initial firmware download and installation. The firmware revision information is not available on the module's carton label or nameplate. The firmware revision information may be obtained electronically using system connected programming and diagnostic tools. Refer to Appendix B of this document for information on obtaining the currently running firmware version electronically.



The product catalog number is found on the product nameplate. The catalog number is in the Cat No field towards the top of the nameplate.

In the example at the left, the catalog number is 1715-AENTR, which may be subject to this notification. Only 1715-AENTR product running firmware revision 1.005 is affected.

If your 1715-AENTR product is not running firmware revision 1.005, your product is not affected and no action is required.

– Description –

An anomaly exists with the 1715-AENTR EtherNet I/P Adapter Module. When using firmware version 1.005, a rare communication error may result in stale or out of date I/O data at the ControlLogix controller.

Due to a calculation error within the 1715-AENTR module, the module may in rare instances miss a CIP heartbeat and close its connection to all I/O modules within its chassis. Affected I/O modules within the chassis will revert to their programmed safe states. The ControlLogix controller that the 1715-AENTR is connected to will not be aware of the closed connection and no errors will be reported. The ControlLogix controller will continue to process the last state I/O data regardless of the current I/O states.

Important – Module hardware is not affected by this anomaly. Product should not be returned for remediation. Correction requires download and installation of the current firmware version. Refer to the Correction section below for instructions.

– Temporary Workarounds –

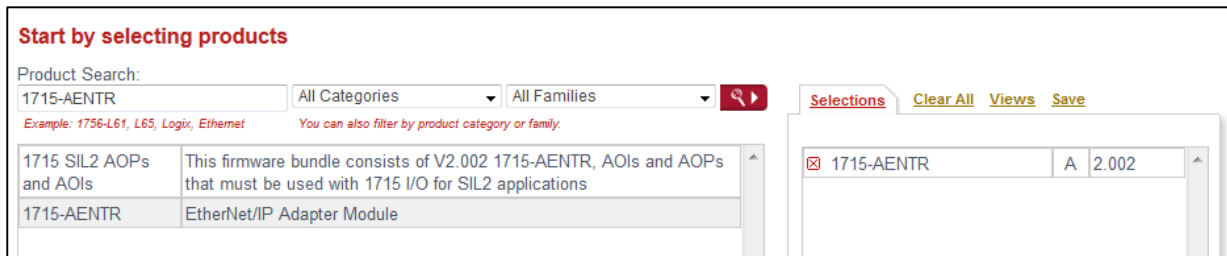
No workaround has been identified. Correction requires download and installation of the current firmware version.



– Correction –

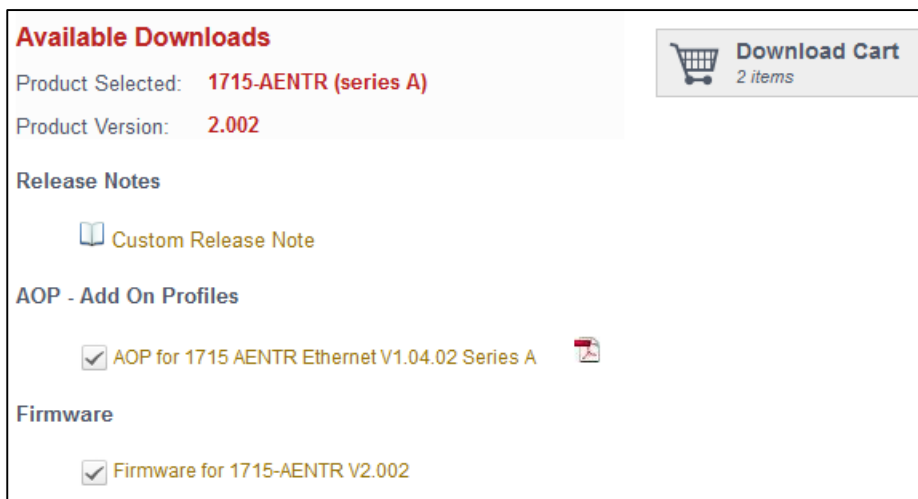
This anomaly has been corrected in firmware version 2.002. Customers using firmware version 1.005 are advised to update their product firmware to version 2.002 or later. Product firmware updates are available on the Rockwell Automation Product Compatibility and Download Center (PCDC).

1. Access the PCDC at <http://www.rockwellautomation.com/global/support/pcdc.page?>
2. Click the “Find Downloads” link. This will open the “Find Downloads” selection window.
3. In the “Product Search” field, enter “1715-AENTR”. Select the “1715-AENTR module. A listing of available

firmware updates will be displayed in the “Selections” window.



4. At the bottom of the “Selections” window, click the “Downloads” button.
5. To download the desired firmware update, click the “Show Downloads”  icon.
To view the release notes for a specific version, you may also click the “Show Release Notes”  icon.
6. In the “Available Downloads” window, click the check boxes next to the items you wish to download. You must download both the firmware update and the corresponding AOP (Add On Profile). Click the “Download Cart” button to start the download process.



7. You will be prompted to enter your Rockwell Automation Website Member information to complete the firmware download. This is the same login information used for Tech Connect support and Rockwell Automation Knowledgebase access.
8. Follow the instructions to complete the firmware download process.
9. Refer to the 1715-AENTR User Manual for instructions on completing the installation process.

– Requested Customer Action –

Rockwell Automation requests you take the following actions:

- Check if you have a product affected by this Product Safety Advisory. Refer to the Product Identification and Description sections of this document for product identification assistance.

- Module hardware should not be returned. Correction requires download and installation of the current firmware version, as described in the Correction section of this document.
- If you need additional assistance, please contact Rockwell Automation Technical Support. See Appendix A for local telephone numbers. Customers without TechConnect contracts should reference this Product Notice 2015-05-003 when calling.
- Customers with TechConnect contracts may be able to [chat online](#) with support representatives. Reference this Product Safety Advisory when connected to a support engineer.

The most current version of this Product Safety Advisory is posted on the Rockwell Automation Support Center, <http://www.rockwellautomation.com/knowledgebase>, as ID number [707502](#). Additional languages may also be available at the end of this article attached as downloadable PDF documents.

Customers using the Rockwell Automation Support Center in a non-English language should search for the document by the article ID number listed above. The resulting article ID for non-English postings may be different than the listed article ID number.

If this Product Safety Advisory 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 *Visit the Technical Support Center* link. Sign in with your Tech Connect Account or free Rockwell Automation Member Account and you can subscribe to important product updates, including Product Safety Advisories and Product Notices.

Appendix 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 on <http://www.rockwellautomation.com/support/> by clicking *Get Support Now*, selecting your country, and clicking the *Phone/OnSite Support* tab.

Region / Country	Phone Number () International Code
Asia/Pacific	
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
Caribbean	
All Countries	(1) 440 646 3650
Central America	
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	(52) 55 5246 2010
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
Europe	
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
North America	
Canada	(1) 440-646-3223
United States	(1) 440-646-3223

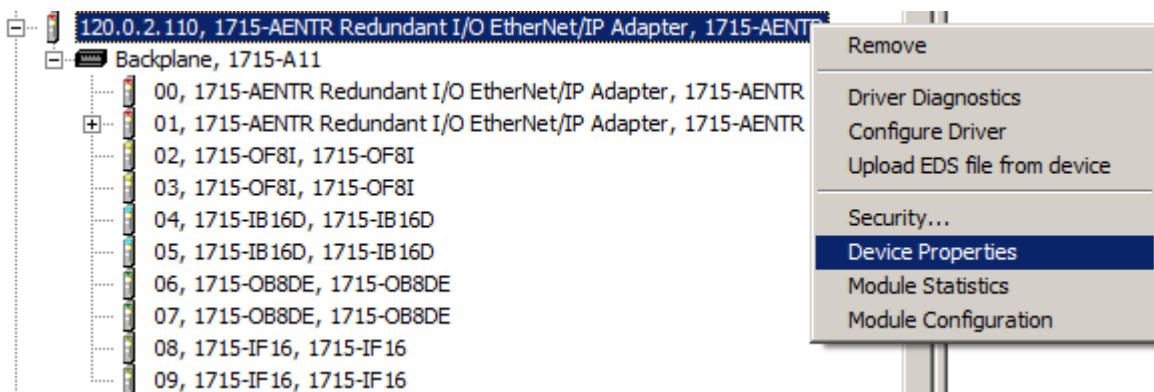
If you have a TechConnect Contract, please use the telephone number supplied to you with the contract.

Appendix B Allen-Bradley 1715 Diagnostic Collection Tools

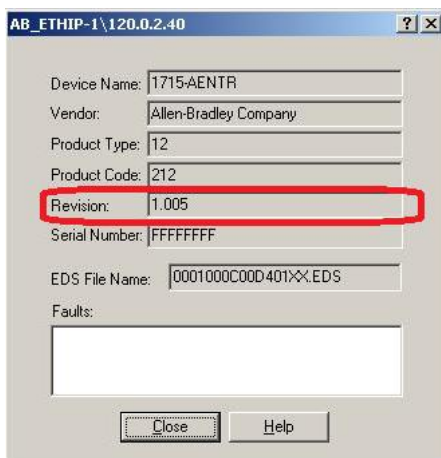
Product identification information may be obtained electronically over a network connection. This Appendix provides summary information on the use of two data collection tools. Refer to the listed product documents and Rockwell Automation Knowledgebase articles for more detailed usage information.

Rockwell Automation module users are advised to use RSLinx to obtain the product firmware version information.

1. In RSLinx, find the IP address of your 1715-AENTR module. Select the slot containing the 1715-AENTR module, right mouse click, and choose Device Properties in the sub-menu. In the example below, the IP address of the 1715-AENTR is 120.0.2.110. This rack contains redundant 1715-AENTR modules in slot 00 and slot 01.

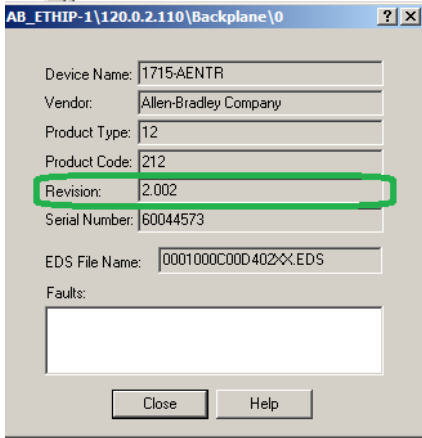


2. In the Device Properties dialog, the Firmware Revision information will be listed in the Revision field. If your module shows Revision 1.005, then you are affected by this notification and your 1715-AENTR module must be updated to the current revision as listed in the Correction section of this document. In the example below, the Revision is shown as 1.005. This module is affected by the described anomaly and must be updated.



3. Repeat these steps for all slots containing 1715-AENTR modules. In the example shown in step 1, you will need to repeat these steps for both slot 00 and slot 01.

- Once the modules have been updated, you can verify the correct Revision information by repeating the above steps. In the example below, the module has been correctly updated to the current Revision 2.002 (as of the publishing of this document). This module is not affected and no additional action is required for this notification.



Alternatively, Tech Connect customers may download and install the Diagnostic Collection Tool from Rockwell Automation Knowledgebase ID 68174 at https://rockwellautomation.custhelp.com/app/answers/detail/a_id/68174.

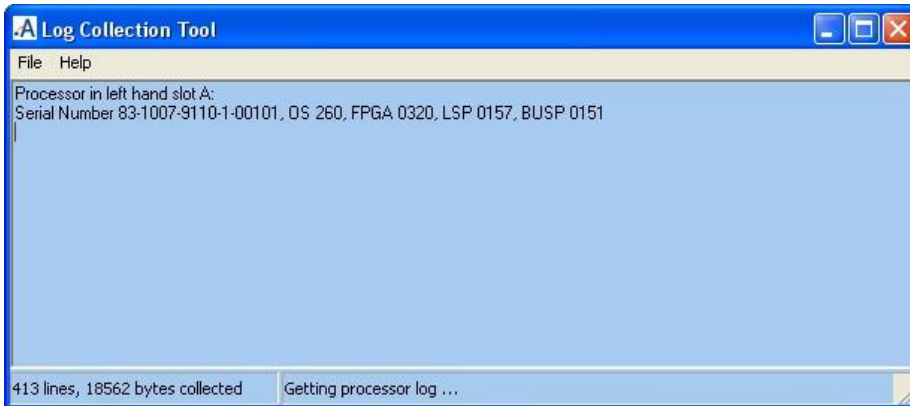
Important – The data collection tool describe here reports firmware revision information as a set of version numbers. These version numbers correlate to the firmware revision information identified in this notification. Correlation information for each product may be found in the product’s safety certification documentation, available through TUV for Rockwell Automation 1715 product modules.

For TUV, the most recent certification is 968/EZ 647.00/14 at http://www.certipedia.com/fs-products/certificates?filter_prod=1&filter_apps=1&keywords=1715&productcategory_id=1&x=0&y=0#prodid_1612.

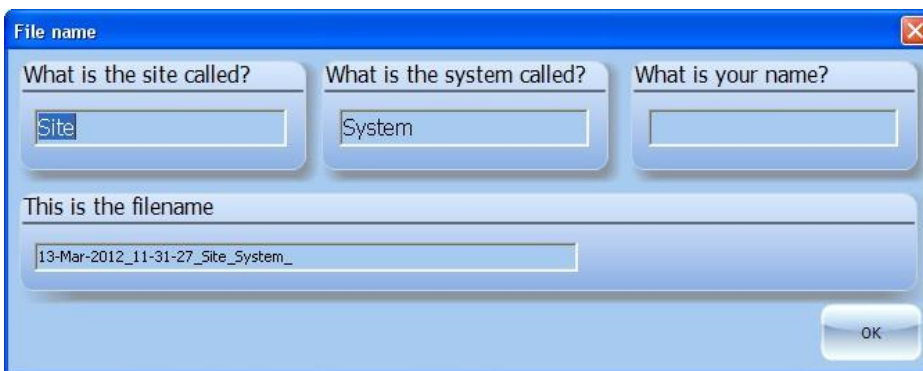
- Run the diagnostic tool and configure the communications.



- When you click “OK” the tool will start to collect version and diagnostic information.



3. On completion you will be prompted to enter details for the filename.



4. Click “OK” and select where you want the file to be saved. This will create a file with the extension of “.txt” containing encrypted diagnostic information and a file with the extension of “.csv” containing the serial numbers and firmware versions of the systems modules. Open the “.csv” file. The catalog number will be encoded in the module serial number in the following format.

xx yymm CCCC xxxxxx, where CCCC is the catalog number. For example, module serial number 8414039**402**500045 is catalog number 9402, or T9402.

5. **Important** – Allen-Bradley 1715 product will show the AADvance catalog number format when represented in the serial number string. For example, the Allen-Bradley 1715-AENTR module will show a catalog string of 9110 in the module serial number.

Tech Connect customers using Allen-Bradley 1715 module users may also reference Rockwell Automation Knowledgebase Article ID 570844 at https://rockwellautomation.custhelp.com/app/answers/detail/a_id/570844 for additional information on the use of this diagnostic collection tool within an Allen-Bradley configured system.

If you are not a Tech Connect customer and require these tools, contact Rockwell Automation Technical Support and reference this Product Notice and Knowledgebase Article ID 68174.