FIELD SERVICE BULLETIN

SUBJECT: Adding a new Quantar IntelliRepeater (IR) station, with factory delivered flash, may cause a cross-load to all stations.

MODEL / SYSTEM AFFECTED:
All Quantar IntelliRepeater sites.

SYMPTOM:
When a new IR station with factory delivered flash is added to a system, or a flash device in an existing IR station is replaced with a new factory delivered flash device; the system may perform a software cross-load, even if all flash devices contain the same software version.
Also, when two or more stations with the same, newer software timestamp are added to the site, all except one of them may reset and stay in flash mode.

CAUSE:
All flash devices previously delivered by the factory had software timestamp set to zero. All new flash devices ship with the software timestamp set to a non-zero value (i.e. current IR release date).
Factory setting the software timestamp to zeros was causing serious problems with IR software cross-load. Depending on the site, software cross-load might not be performed, the current site software might overwrite new version delivered with new flash device, or the cross-load operation might cause the stations to become inoperable.

RESOLUTION:
The software timestamp is the deciding factor during software cross-load. A station with a newer timestamp will always cross-load its firmware to stations with an older timestamp. The only exception to this rule occurs when a new EPIC V station(s) with an older timestamp is added, and the current IR site software is not EPIC V compatible. In such a scenario, the EPIC V software will be cross-loaded into the existing stations.

Note: Since the flash timestamp is the deciding factor for software cross-load, software upgraded using the Quantar RSS application may contain a newer timestamp than the software on the factory flash device. In such a scenario, the new flash device software will be overwritten with the current site software.

When adding multiple stations containing a newer version of software timestamp, do not switch all stations on at the same time. Instead, turn on one, and after the cross-load begins, turn on all remaining stations. If two or more stations were turned on at the same time; the new stations, which entered flash mode, must be hard reset to restore their functionality.

SEVERITY RECOMMENDATION:
Medium - Perform at next scheduled maintenance

LABOR ALLOWANCE:
This is an informational bulletin. No labor warranty is implied, intended or authorized.

Attachments:
☐ Yes   ☒No
Identification: <u>NA</u>