Date: November 10, 1993  Bulletin No: 93002  Rev: 1.1

Approvals: CSE  ENG  PPL

Products: GN3-DSP Cards - Rev. 2.0a through 2.1c

Title: Recommendation for Program Loss, Memory Corruption, Invalid Axis ID Errors and Axis Module Failures.

Purpose:
To inform customers of a solution to a problem which can cause program loss, memory corruption, invalid axis ID errors or axis module failures in GN3-20 and GN3-40 controllers.

Description:
GN3-DSP cards Revision 2.0a to 2.1c have Axis ID switches which may fail or become intermittent. If this occurs the main processor may read an incorrect memory address from the card resulting in an Axis Module Failure (ERR=1913) or Invalid Axis ID (ERR=1606) error. If the main processor attempts to write to the invalid address, the customer's program may be cleared or corrupted.

Identification:
The part number and revision number are located on the mounting bracket next to the Axis B "D-sub" connector and are visible without removing the card. If the label is obscured, the affected cards can be identified by examining the Axis ID switch. Affected cards have a switch that is white in color and carries the manufacturer's name EECO.

Recommendation:
GN3-DSP cards revisions 2.0a through 2.1c should be upgraded to revision 2.1d or later. This revision includes a more reliable Axis ID switch from a different vendor and programming changes that reduce the risk of program loss or corruption should the switch fail.

Warranty Policy:
GN3-DSP cards of the above revisions that are still within their 24 month warranty period will be upgraded at no charge.

Procedure:
Contact ORMEC Service Department to verify your card's warranty status, obtain pricing for non-warranty upgrades or
to obtain a return authorization number. Please have the model and serial number of the card available when you call.

**Related Bulletins:**

See also bulletin 93003.