Date: August 5, 1999  Bulletin No: 99005  Rev: 1.2

Approvals: CSE  ENG  PPL

Products: ORION System Modules revision L and earlier

Title: Will not boot on power up with certain new PCC-SYS cards

Revision Information

Revision 1.2 – Changed the products affected from ORN-30/50/90 controllers to the ORION System Module (ORN004).

Released - January 18, 2000

Revision 1.1 - We have determined the original recommendation to upgrade ORION controllers to hardware revision 1.3f did not correct the problem in all cases, particularly in controllers with Pentium processors (/Dxxx and /Exxx options).

The recommendation has been changed to upgrade ORION controllers that are experiencing power-up boot problems to hardware revision 1.3g.

Released - August 5, 1999

Revision 1.0 - Original release June 16, 1999

Purpose:
To advise customers of a solution to problems that can cause power-up boot failures on ORION controllers with certain new PCC-SYS Cards.

Description:
Due to a recent design change by the manufacturer of the FLASH memory cards used to make ORMEC PCC-SYS cards, some ORION controllers may not recognize the card is present at power-up. This will prevent the controller from booting up.

This problem does not affect the boot process initiated by pressing the red reset button. A controller that has failed to boot properly on power-up can be booted by leaving power on and pressing the reset button.

Products Affected:
ORION controllers with System Modules (ORN004) revision numbers L or lower. The hardware revision is printed on a label located on the No fault Relay behind the Interlock
Terminal Block (TB8). To check the System Module revision letter, open the DIO compartment door.

ORN-30, ORN-50 and ORN-70 controllers hardware revision 1.3g or later are shipped with revision M or later System Modules. Since the System Module is a replaceable item, it is important to check its actual revision level.

While all ORION controllers with revision L or lower System Modules may occasionally fail to boot due to this problem, it is more prevalent in controllers with Pentium processors (/Dxxx, /Exxx options).

Solution:

After turning power on, press the red reset button to boot the ORION.

To avoid the inconvenience of having to press the reset button after turning power on, ORMEC offers an upgrade to the System Module that will enable it to recognize newer PCC-SYS cards. Customers should verify the controller’s hardware revision number then call ORMEC Service Department and arrange to have the System Module upgraded to hardware revision M or higher. Alternatively, you may return the entire ORION controller with the System Module and have it upgraded to revision 1.3g or later. The System Module will be upgraded at the same time.

Warranty Status:

Units that are within their original, repair or upgrade warranty period will be upgraded or replaced at no charge.

Units that are beyond their warranty period may be returned to ORMEC for upgrade at a nominal charge.

Controllers that were returned for upgrade to revision 1.3f (or System Modules that were returned for upgrade to revision L) based on the recommendations contained in revision 1.0 of this Field Service Bulletin, will be upgraded to the appropriate revision at no charge, regardless of whether the unit is within its warranty period.