



## EDP alarm transmission issue

Dear customer,

We have identified that under specific circumstances there is a possibility that an alarm transmission from the SPC system might be delayed.

We have discovered the root cause of this behaviour and developed a firmware upgrade to fix the issue.

In addition, we have listed other workarounds that will fix the issue.

Please see the details on the next page of the specific conditions under which this might occur and the possible fixes.

- What is the issue and when can it occur?
- How to fix the issue and available workarounds?

## 1. Issue description

If your system does not fulfil all the shown criteria below at the same time, your system is not affected by this issue.

SPC system 4xxx,5xxx,6xxx

- + Firmware version: 3.1.1 and later
- + SPC Modem (SPCN310, SPCN320, SPCN340)
- + EDP V2 Alarm transmission
- + Dual path communication
  - Primary path: Ethernet
  - Backup path: GSM (EDP via GRPS dial up connection)
- + The primary path and backup must be configured in one ATS system.
- + GSM modem is out of service caused by an ISP outage.
- + An alarm occurs while the modem is temporarily disconnected.

Effect:

If all those criteria are fulfilled an alarm transmission can be delayed.

## 2. How to fix the issue / available workarounds

1. Update to SPC FW 3.12
  - a. via SPC Connect PRO PC tool
  - b. via embedded web server
  - c. via SPC Connect site group feature "Firmware update"
    - i. Site per site
    - ii. Or via batch run a complete site group

OR

2. Split dual path EDP ATS into two separate EDP ATS system (no FW upgrade required)
  - ATS 1: Ethernet as primary (mark the primary receiver flag)
  - ATS 2: GSM (GPRS dial-up connection (do not mark the primary receiver flag)

OR

3. Use Vanderbilt's latest alarm & event transmission protocol "FlexC"
  - a. Check with your CMS partner if this protocol is supported

We apologize for any caused inconveniences.

With best Regards,  
SPC Firmware team

# SUPPORT INFORMATION



If you have any questions, please contact our Technical Competence Centre.  
Contact details can be found on our website.