

Service Bulletin — SB117

Embedded Metasys Routers Do Not Accept Non-standard UDP Ports

Models Affected

Embedded Metasys Routers (**JC-EP-RG**) manufactured by Contemporary Controls (CCSI) between June 1, 2001, and August 1, 2002.

Description

The standard UDP port of Embedded Metasys Routers for Johnson Controls networks is 11001. Non-standard UDP ports are not supported on routers manufactured between June 1, 2001, and August 1, 2002.

Resolution

A software upgrade has been implemented in units manufactured after August 1, 2002. Consequently, the UDP port issue does not affect these units. However, for units manufactured between June 1, 2001, and August 1, 2002, a factory software upgrade is recommended.

Due to the nature of the upgrade and support equipment required, it is necessary to return the unit to CCSI for processing. Usually, a loaner unit is available to minimize downtime. When you contact CCSI to request an RMA, you will be given instructions on how to proceed. You may contact CCSI at:

phone: 630-963-7070

fax: 630-963-0109

email: maria@ccontrols.com

This software upgrade can be obtained free of charge by *first* obtaining an RMA, then returning the unit to:

Contemporary Controls, 2431 Curtiss St, Downers Grove, IL 60515, USA.