Affects:

- **Conettix DX4020 Ethernet Network Interface Modules (NIMs) with v2.21 firmware or earlier**

- **BIS 2.x Security Engine**

- **BIS 2.x Admin9000 Module**

- **ReadykeyPRO® Software**

- **Other automation systems connected to control panels using DX4020 NIMs**

1.0   Issue

Connecting automation system software to control panels using DX4020 NIMs with v2.21 or earlier firmware might result in:

- Lost alarm events

- Duplicate alarm events

- Invalid reporting of system status

In the case of BIS, check the OPC9000 log files (located in **MgtS\S3kLogging**) for the text string **Unexpected User Defined Status Response**. If you find this text string, your automation system is affected by this issue.

2.0   Resolution

Upgrade the DX4020 firmware to v2.22.

Call Bosch Security Systems, Inc. Customer Service at (800) 289-0096, and request the DX4020 firmware upgrade kit (P/N: R21-DX40XX-ROM).

Trademarks

ReadykeyPRO® is a trademark of Bosch Security Systems, Inc. in the United States.

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Technical Service Note

8/07
Firmware Upgrade for
Automation Systems
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