

Reason

RPV311 Goes Out of Service Without Automatic Reestablishment

Product Advisory

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Background

GE has identified a combination of hardware and firmware versions of the Multifunctional Digital Fault Recorder **RPV311** that, under conventional operation, can eventually put the device in a state where primary and secondary functions are out of service, without automatic reestablishment.

Considering the impact and the likelihood of this issue, GE decided to hold product shipments from 13th March until 15th May 2020, when a new firmware version will be released to reduce the impact of this issue.

Affected products

This issue affects all Multifunctional Digital Fault Recorders **RPV311** with **hardware version D** with firmware versions **14A02 or earlier**. The devices can be recognizable by the order code:

RPV311xxxxxC14D

Symptoms and cause

The product registers the user log code **000** with the message "**Internal Failure**", goes to an alarm state, signaled through the front LED and the web interface, and then all primary and secondary function stops indefinitely until the product is rebooted manually using RPV311 Support Tools or physically turned off and on.

The root cause analysis indicates that this issue is due to an eventual communication failure in between the CPU and the acquisition board, leading the RPV311 to show the symptoms.

Recommendations

If affected by this issue, the recommendation is to constantly monitor the product in this condition and to reboot the RPV311 if the symptoms are noticed, reducing the downtime operation of the device.

A firmware version **14A03** is planned to be released by **15 May 2020** containing mechanisms to reduce the likelihood of the communication failure between the CPU and the acquisition board and to ensure that even if this failure happens, the product will reestablish its operation without needing manual interaction. Therefore, GE recommends updating all affected products to this firmware version **14A03** as soon it is available.

You can check new RPV311 firmware versions by visiting the website

https://www.gegridsolutions.com/measurement_recording_timesync/catalog/RPV311.htm

or receive it by e-mail by subscribing to the RPV311 product at

<https://www.gegridsolutions.com/passport/subscriptions.aspx>

Contact

If you need assistance, please contact the Grid Automation Global Contact Center:

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