



# Product Advisory

**Product Family:** Productivity Series  
**Part Numbers:** P2-RS, P3-RS, and P3-RX

**Number:** PA-PK-014  
**Date Issued:** 10/16/2017

**Subject:** **POTENTIAL SAFETY CONCERNS** with Multiple Remote Slave Bases

## Notice

If you are currently using a Productivity PLC system with more than one (1) remote slave, we strongly recommend that you download the latest programming software (v2.4.5.1 or later), open your existing project with the new programming software version, save it, and then transfer the project to the PLC.

All systems with multiple remote slave bases are affected. Download the software from our web site:

<http://support.automationdirect.com/products/p3000.html>

## Description of Problem

We have identified a problem that causes the CPU to stop updating the remote slave bases after a certain amount of time (~2 billion scans). This will cause the I/O in the remote bases to freeze in their last known state until you cycle power to the CPU or download the project.

### NOTE!

This problem is only reproducible in two (2) of the four (4) possible I/O Update Rate configurations (shown in Figure 1). The default selection (Remote I/O) is one of the affected settings.

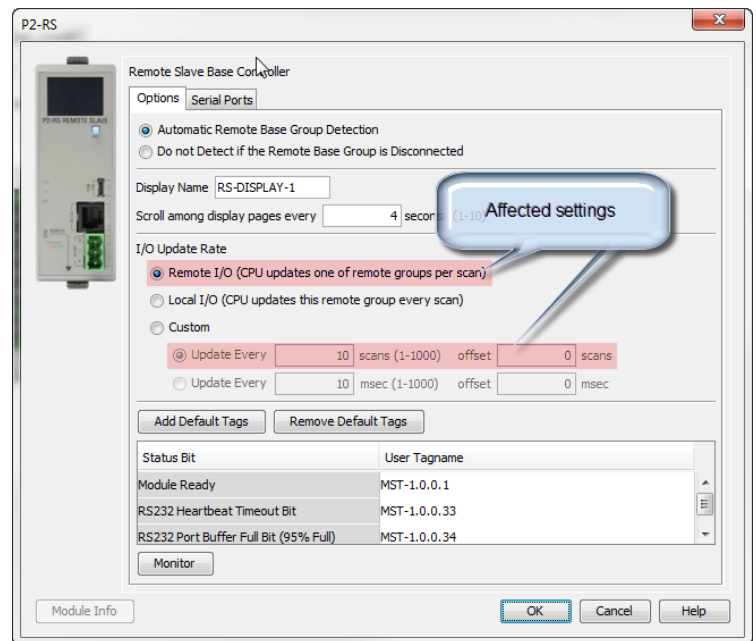


Figure 1

## Solution for Problem

Version 2.4.5.1 of the Productivity Suite programming software corrects this issue. We recommend that anyone using the Productivity PLCs upgrade their software to v2.4.5.1 (or later).





# Product Advisory

AutomationDirect has a software notification service that allows you to receive updates for software products you select when a new version is available. You can sign up for this service here:

<http://notify.automationdirect.com/software/>.

After you upgrade to the new software you will need to open your existing project, save it, and then transfer the project to the PLC.

## Intermediate Workaround

If you have a remote base(s) in your hardware configuration, you should verify the I/O Update Rate setting immediately. Setting your Remote base I/O Update Rate to one of the following will ensure proper operation (shown in Figure 2 below):

- Local I/O (CPU updates the remote group every scan)  
**Note: Depending on the number of remote bases you have in your system, this setting will likely impact your scan time.**
- Custom - Update Every \_\_\_\_\_ msec (1 – 1000)

### NOTE!

If you determine that your remote base(s) do not need to be updated each scan, or you cannot afford the impact to your scan time, selecting Custom and specifying a time delay greater than your current scan rate may lessen the burden on your CPU scan.

### NOTE!

If you decide to use the workaround, we still recommend that you eventually upgrade your software to v2.4.5.1 (or later) to ensure that this problem is corrected.

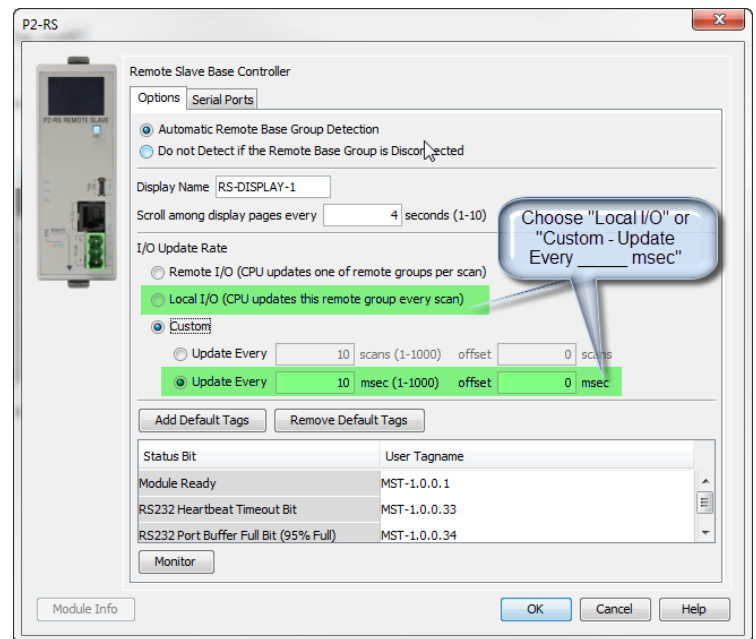


Figure 2

## Technical Assistance

If you have any questions regarding this Product Advisory, please contact our technical support at 770-844-4200 for further assistance.

