



PRODUCT BULLETIN (PBN1051-01)
December 20, 2010

Products Affected: Software Version 19.3.0
GBC-800-001

Issue:

Software version 19.3.0 is the latest release of the GBC software which has passed significant quality and functionality testing.

However, there are a few things to be aware of in this version (see Table 1) which may arise under specific situations, and this product bulletin describes the issues and the recommended workaround if any problems are encountered.

Recommended Action:

Software v19.3.0 is the latest version of the GBC software and should be used for new project installations. Cypress Envirosystems will provide in-person or via-network support for the project at no charge.

The known issues are listed in Table 1.

This software has been tested against Internet Explorer 7 and 8 as well as Firefox 3. BACnet integration has been tested with Metasys 5.0, ALC Web Ctrl ver. 4.1 and Tridium ver. 3.2

If you have questions or if there is anything we can help with, please do not hesitate to contact your system integrator or the WPT Product Manager Bobby Brill at 1-408-943-2679.



Table 1 – Known issues in version 19.3.0

	Issue	Short Term Workaround
BACnet related	Deadband WPTs may be incorrectly identified as single setpoint WPTs over BACnet.	Wait until all WPTs have reported data to the web application before starting BACnet integration.
	BACnet Auto Discover may not initially detect all WPT's for JCI Metasys customers.	Repeat auto discovery until all WPTs on network are detected, or use manual discovery for WPTs.
User Interface Related	When adding new WPT nodes to a GBC, unwanted old data readings may be displayed temporarily in the zone monitor dashboard.	None required. Once the WPT communicates its next data packet (max 15 minutes), the zone monitor dashboard will correct itself.
	Automatic Windows updates may cause the SQL server to stop running.	It is recommended not to use Automatic Windows updates. Reboot server or manually start SQL Server if this occurs.
	The database archive function only applies to data less than 1 year old.	Contact Cypress if you need to archive data more than one year old.
	For systems with 100 or more WPTs, the zone monitor web page may occasionally omit some WPT's from display table.	None required. "Missing" WPT's will reappear in zone monitor web page when WPT's report in again next cycle.
	WPT wireless data collection stops when GBC is logged out of Windows.	Keep logged into Windows at all times on the GBC. If using a Remote Desktop session, click Start->Disconnect instead of logging out.
	Delta setpoint changes sent to individual WPTs may not function properly when using setpoint limits.	Use absolute setpoint changes instead of delta setpoint changes for single stats (instead of groups).
	Setpoint schedules can not be created for groups with non-reporting WPTs.	Once all WPTs have reported data, setpoint schedule.
	Trends and Reports may not work properly for data older than 1 year.	Do not use the Reports or Trends under the Advanced->Archive tab.
	Software upgrade script may crash if upgrading from version 18.x.	Try re-running the software update.
	Trending may not function correctly for a set of WPTs where one WPT has never reported data.	Wait for WPTs to report data before trending.
	Reports or trends with large amounts of data may cause the system to slow down significantly.	Reduce the size of reports or trends.