



PRODUCT BULLETIN (PBN1103-01)
March 3, 2010

Products Affected: BBS-100

Issue:

Cypress EnviroSystems has observed an issue at a small percentage of customer sites with OPC clients connected to the BBS which had customer installed Symantec Anti-Virus. This issue has evidenced itself as loss of BBS responsiveness as well as a loss of response to keyboard and mouse inputs.

Symptoms:

The following symptoms were present:

1. The BBS is powered, but the web console times out.
2. When a keyboard, mouse and monitor are connected, there is no response to the keyboard or mouse.

Both reported cases had OPC clients connected to the BBS and the customers had installed Symantec Anti-Virus on the BBS.

Solution:

The BBS should be power cycled when the symptoms are detected.

Currently, we are investigating the issue to determine a long-term solution. Once the final solution is available, customers will be notified of the resolution and update.

In the interim, we recommend that customers do not install Symantec Anti-Virus on the BBS. This problem has not been seen with other Anti-Virus software.

If you are experiencing this issue, or if you have any questions, please contact our support team. The Cypress EnviroSystems support team can be reached at 1-888-987-3210 or by email at cys_support@cypress.com. Thank you.