PRODUCT BULLETIN (PBN1109-02)
March 4, 2011
Products Affected: Software Version 19.3.0 and earlier.
GBC-800-001 and WPT-800-SBAC

Issue:

As part of our continued product testing, we have uncovered some critical issues with the software residing on the Green Box Controller (GBC).   These primarily impact the reliability of the BACnet interface and WPT web application user interface.   This product bulletin describes these issues, and the recommended solution to correct them.

Solution:

Software version 19.3.1 is an update which has been tested for BACnet, and corrects most known critical high impact defects in prior versions (see Table 1 for list of major defects fixed). All new Green Boxes shipped from the factory will contain this latest software release.

However, there are a few things to be aware of in this version (listed in Table 2) which may arise under specific situations, and this product bulletin describes the issues and the recommended workaround if any problems are encountered.

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 cypress support: (888) 987-3210, cys_support@cypress.com.

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Table 1 – Issues Addressed in Release 19.3.1

	Fix
BACnet Related	- Improved support for metric and US units (degrees Fahrenheit and degrees Celsius) for both BACnet interface and web user interface. - Reduce BACnet data dropouts – more consistent updating of values. - Correct handling of occupied and unoccupied setpoint states (avoid unintentional / accidental change from BACnet commands) - Updated BACnet PICS document to better reflect BACnet compliance
User Interface Related	- Provide more meaningful (less cryptic) error pages. - Correct bug which incorrectly limits/prevent setpoint changes from web interface. - Correct error when displaying Daily Performance Report web pages. - Corrected bug that prevented WPTs with older firmware to receive auto calibration command - Allow the user to modify the BACnet Virtual Network Number from the user interface - Corrected a bug that prevents trends (graphs) from showing short term data spikes when trending long durations - Corrected data storage issue which caused the database to fill up for networks with more than 160 WPTs

Table 2 – Known issues with 19.3.1

	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 database 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 the page is refreshed
	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.	Create setpoint schedules after all WPTs have reported data
	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.
	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 and tool tip may not function.	Reduce the size of reports or trends.