

ADDvantage-32 Plus Technical Bulletin #2

October 25, 2013

FAX-32 Software Update for ADDvantage-32 Plus Drives

Introduction

This notification is to inform you of a potential issue when using a frequency output of the FAX-32 board with an ADDvantage-32 Plus controller board. Our records indicate your ADDvantage-32 Plus drive(s) use the frequency output of the FAX-32 board and most likely require a drive software update. Your need for the update should be confirmed and implemented at your earliest convenience.

We apologize for the inconvenience this may cause you. There are several options available to update your ADDvantage-32 Plus controllers.

- 1) Cycle Spare Boards. Our warranty policy will provide a complete software update to your ADDvantage-32 Plus controller board if you send your board to us for modification. If you have a spare board we recommend contacting us to set up a turn-around program to cycle all your boards through our repair services for update. If you don't have a spare, consider purchasing one and starting the turn-around cycle program.
- 2) On-Site Support. If you would like on-site assistance, a field service engineer can update all your controller boards. This will typically take ½ hour to 4 hours depending on how many boards require the update. There is no charge for up to one day on-site. Travel time and travel expenses will be charged.
- 3) Phone Support. Instructions are provided below to perform the upgrade. Nidec-Avtron's help desk can support your engineers and walk them through updating the first board. This free help desk support is available M-F, 8-5pm. Please contact us to arrange support.

Background

A communication issue between the FAX-32 and the new frequency inputs on the controller board can result in corrupted data. A software filter has been coded for the FPGA on the ADDvantage-32 Plus controller board which corrects the problem.

Troubleshooting

Symptoms are the FAX-32 frequency output may malfunction intermittently or not scale properly via drive parameters. Micro boards requiring the FAX-32 software fix can be identified

by the software label for parameter AT9 FPGA P/N found under the diagnostics menu on the drive display. Software number 68589010 requires the update to 68589011.

Corrective Action: Instructions for Performing the Upgrade.

- 1) Download the Software to your computer

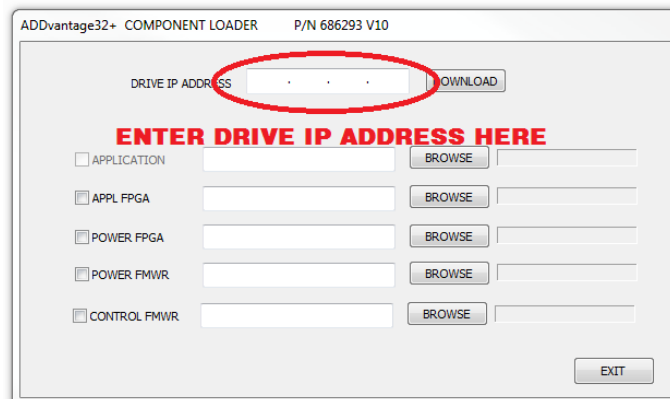
Visit <http://www.nidec-avtron.com/drivesystems/downloads/>, click on Download FAX-32 Software Update for ADDvantage-32 Plus Drives. When prompted, save the file to your Desktop or a convenient location. The following files are required:

68589011.FP1	FPGA firmware fix
Add32plus_COMP_LOADER.exe	Tool to flash the FPGA

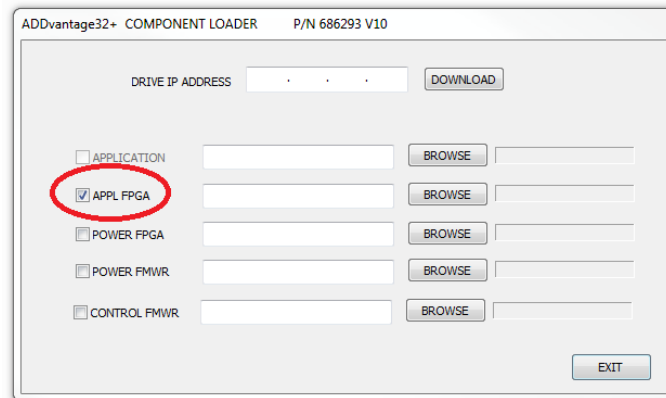
- 2) Download the firmware fix to the drive.

NOTE: THE DRIVE MUST NOT BE RUNNING WHEN PERFORMING A DOWNLOAD

- a. Run the Add32plus_COMP_LOADER.exe program and enter the IP address of the drive for which software component downloads are to be performed.



- b. Check the APPL FPGA check box.



- c. Press the BROWSE button to the right of APPL FPGA. Browse to the location of the extracted files and select 685890.FP1, then press Open.
- d. Press the DOWNLOAD button to initiate the download.
- e. The status box to the right of the BROWSE button for each component will indicate the status of the component download. The box will indicate DOWNLOADING during the download of the file, PROGRAMMING when the firmware is being programmed into the drive, and COMPLETE when the component has been successfully downloaded.
- f. When all components have been downloaded, a dialog box informs the user that the drive must be reset for the update to be active in the drive. Reset the drive.
- g. Confirm the software part numbers and versions of the downloaded components under the DIAGNOSTICS menu.
- h. Repeat for each ADDvantage-32 Plus drive.
- i. Press the EXIT button to end the program.

Note: All drives in the facility should be updated including drives where FAX is not used. This will make all boards in your facility interchangeable.

- 3) The extracted files may now be deleted from the computer.

When completed, please call 216-642-1230 and choose option 4 for Technical Support, so we may update our records.