

Customer Advice Note

CAN #169

MPI v12.03

Production Release

Date: OCTOBER 2022

Introduction

This Customer Advice Note details a firmware update for the Honeywell MAXPRO Intrusion range of Intruder control panels. As part of our commitment to on-going product improvement, the controller firmware is being updated to v12.03 to introduce new updates.

This document describes the changes between v11.06 and v12.03

Availability

Please note that we have released a new MPI Controller Firmware version 12.03 to MAXPRO CLOUD EU on **13th of OCT 2022**. Please login and check your MPI Controller Overview for new firmware availability.

URL: <https://mymaxprocloud.eu/MPC>

All customers who have EU Controller firmware v 8.19 or above can update to v12.03. If the firmware version of the controller is older than V8.19, then the controller must be updated to V8.19 first and then updated to V12.03.

Controller Firmware version: 2000EU.100.012.03

XX.XX is controller firmware version.

AMS	0.9.7
ZE	0.4.3
RM	0.6.2
DCM	91.06
PSU	1.1.3

Attention Note Firmware Update:

- During firmware update power will be removed from panel AUX 1 and AUX 2 supply. AUX 3 / Ext siren will drop from 12v to 7v this may have an impact on the connected device, panel outputs will disengage for the duration of the update maximum 3 mins.
- Panel firmware update to V12.03 will take around 30mins as Operating System & firmware application are part of the update. **Please note** during this process it is not recommended to enter and exit Engineer Mode (Installer Mode) from MPC.
- After firmware update of panel is complete, system will automatically download peripheral firmware updates for (AMS/DCM/ZE/RM/PSU) if required. Once all peripheral firmware is downloaded then a further authorization is required from Keypad (AMS) to update these peripherals.
 - Time taken to download Keypad AMS firmware is **4.5 hrs**
 - Time taken to download other Peripheral's firmware is **20 mins** per device.
 - Example MPI 2000E with 1 x Keypad AMS, 3 x Zone Expanders and 3 x DCM would be 4.5 hrs + 60 mins + 60 mins = **6.5 hrs**
 - **Note:** Authorization message for peripheral update will only occur after this time period. In the example above peripheral authorization will occur after 6.5hrs as an example.
- **Important:** For the duration of the update an AC supply must be available for Main Control Unit and Remote Power Supplies. Updates cannot be carried out on back up battery.

Products

MPIP2000E/ MPIP2100E/MPIP3000E

New feature:

1. Tamper zone response support
2. Force bypass support for Simple Arm/Disarm feature
3. Siren test support for battery enabled Sirens

Field issue fixed:

4. MPI - Events are reported as XX for Disarm via DCM reader
5. MPI PSU module reporting duplicate battery charger fail and restore events to MPC impacting cloud performance on UI navigation
6. MPI panel output which is configured with delay as part of controller rule is getting activated on moving panel from installer to normal mode
7. MPI - Intrusion zones not bypassed when armed with a card or rules

8. MPI area is getting auto armed through controller rule after restoring the zone physical state to from alarm to normal.
9. MPI – SPT log shows all subsequent events reporting as TIMEOUT with 1 event reporting timeout, though reporting to alarm receiver is successful
10. Failed to arm is not reporting to MPC/AMS/MPICRX when the zones are in not ready state and arming the area via controller rule
11. MPI Permission group edit for people having all area/door permission group is not working. User is always assigned with all area/door PG
12. MPI panel reporting junk characters to alarm receiver
13. MPI- Panel forced to DHCP after updating the firmware
14. MPI HID Seos cards no longer working on AMS

Known Issues:

1. For limited SIM Card providers, a reboot is required to connect/latch to the network.
2. During MPC cloud upgrade a small number of MPI panels observe alarm transmission failures.
3. Credentials are not working on MPI offline after panel restart.
4. Incorrect Date & Time shown 7/2/2020 for few items in RRI Diagnostics log.
5. Incorrect access event "Access Denied--Area armed" & 'Arm Not authorized' reported to MPC should be reported as 'Card not found'.
6. Event reporting as TIMEOUT, though reporting to alarm receiver is successful.
7. A small number of MPI panel network ports are not working after updating panel from 7.44 to 11.06 firmware.
8. Incorrect Trouble reported for V-plex zones programmed for Fire. User reset required and possible reboot.

Updated FW Versions:

Product Model	FW Versions
MPIP3000E / MPIP2000E / MPIP2100E - BSP Version	7.6
MPIP3000E / MPIP2000E / MPIP2100E - FW Version	100.012.003
MPIEIO84E – Zone Expander	1.0.1
MPIEOP4 – Relay Module	1.0.2
MPIPSU35 – Smart PSU	1.1.5
MPIDC1 - DCM	1.1.4
MPIKTSRX - AMS	1.3.2
MPIKTSMF – AMS	1.3.2
MPILTEE - Cell Radio	01.000.02
MPICRX	1.0.0.507
MPC- MPI Version	6.4.01
MPC Version	6.4.17

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Hardware	n
Reporting	y
Standards and Legislation	y
Part Numbers Affected	y

Miscellaneous Changes	y
Signaling Changes	n
Technical Changes	y
Programming	y