



# ControlNet PLC-5 Hot Backup Module

1785-CHBM

## What this Document Describes

These release notes describe a known anomaly that exists with the 1785-L40C15 and 1785-L80C15, Series F, Revisions B, B.1, C, C.1, C.2, C.3 and D programmable controllers when used with the 1785-CHBM, ControlNet PLC-5<sup>®</sup> Hot Backup Module.

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**IMPORTANT**

This anomaly only occurs in ControlNet Hot Backup configurations when using **Data Highway Plus for data table crossloading**. Data table crossloading over the ControlNet network is not affected.

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## Known Anomaly

While performing data table crossloading over Data Highway Plus, the current secondary programmable controller of a hot backup pair may have its data table memory altered incorrectly during the crossload. In the event of a switchover, this programmable controller may assume control using incorrect data table values which may result in unexpected machine operation.

This anomaly only affects the secondary programmable controller. The primary programmable controller will function normally.

## Temporary Workaround

To prevent this anomaly from occurring, do not use Data Highway Plus to perform data table crossloads. Instead, use the ControlNet network to perform data table crossloads.

## Anomaly Correction

This anomaly will be corrected in the next release of ControlNet PLC-5 firmware.

You can also correct current releases of firmware by flash upgrade at the Rockwell Automation Technical Support website at: [support.rockwellautomation.com](http://support.rockwellautomation.com)

# Rockwell Automation Support

Rockwell Automation provides technical information on the web to assist you in using our products. At <http://support.rockwellautomation.com>, you can find technical manuals, a knowledge base of FAQs, technical and application notes, sample code and links to software service packs, and a MySupport feature that you can customize to make the best use of these tools.

For an additional level of technical phone support for installation, configuration and troubleshooting, we offer TechConnect Support programs. For more information, contact your local distributor or Rockwell Automation representative, or visit <http://support.rockwellautomation.com>.

## Installation Assistance

If you experience a problem with a hardware module within the first 24 hours of installation, please review the information that's contained in this manual. You can also contact a special Customer Support number for initial help in getting your module up and running:

|                       |  |
|-----------------------|--|
| United States         | 1.440.646.3223<br>Monday – Friday, 8am – 5pm EST   |
| Outside United States | Please contact your local Rockwell Automation representative for any technical support issues. |

## New Product Satisfaction Return

Rockwell tests all of our products to ensure that they are fully operational when shipped from the manufacturing facility. However, if your product is not functioning and needs to be returned:

|                       |   |
|-----------------------|---|
| United States         | Contact your distributor. You must provide a Customer Support case number (see phone number above to obtain one) to your distributor in order to complete the return process. |
| Outside United States | Please contact your local Rockwell Automation representative for return procedure.  |

[www.rockwellautomation.com](http://www.rockwellautomation.com)

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