

Alpha Technologies Technical Advisory Bulletin: Cordex CXC Unresponsive Controller

Date: 2014/10/24

Model #: All CXC Controllers (CXCR, CXCP, CXCM, CXCM2, CXCM3, CXCM4, CXCi, CXCi+, CXCM1, CXCM1+). These controllers are used in a variety of Alpha DC power systems including (but not limited to) 650W, 1.2kW, 1.8kW, 2kW, 3.6kW, 4 kW rectifier systems and 2kW DC to DC converter systems.

Part #: 018-557-20, 018-573-20, 018-564-20, 018-574-20, 747-439-20, 747-505-20, 747-427-20, 7400232, 7400233, 018-598-20, and 0180030.

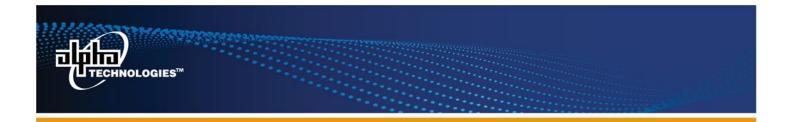
Serial # / Software versions: All

Issue:

If the controller is connected directly to a PC or a laptop computer and there are SNMP destinations defined and enabled in the configuration file that are not accessible on the local subnet, the controller will become temporarily unresponsive when some commands, such as to reset the controller or change IP address, are made.

The delay may be as long as 6-8 minutes before the controller resumes operation.

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Cut Off Submit Changes	Discard Changes			oltage 53.97V urrent 5.4A			
ontroller Converters LPS Rectifiers Batteries Alarms Signals Controls Communications Hardware Logs and Files Supervisor View Live Status Configure Communication Parameters Event Notification Destination SNMP Configuration							
Communications > Event Notification Destination							
Event Notification Destination Add New Destination							
Destination Notification Name Type	Connection Ac Type #	ddress/Phone	Enabl	Community Name			
Main NOC SNMP	Dedicated Connection 12	26.123.0.234		View	Edit / Remove		
Master SNMP Destination None	•						
	INFORM Sett	tings					
	Initial Timeout P	Period 10	s				
	Retry Interval	180	s				
	Maximum Retrie	es 61					
	Infinite Retries						



Work Arounds:

Assumptions: SNMP trap destinations are enabled.

- 1. For all controllers that are currently on an active network, it is recommended that all access be completed via the network connection. It is recommended to not remove the controller from the network to make a craft connection via the Network port.
- 2. For CXCR and CXCM4 controllers, a local technician can make a direct connection via the front panel RS-232 port while the controller is on the network without encountering this issue.
- 3. If it is necessary to remove the controller from the network and make a direct local connection via laptop to the network port on the controller, the SNMP trap destination can be disabled by unchecking the appropriate check box (see screen capture). However after saving this change the controller will have to be reset, and a wait period of 6-8 minutes will be required to make this change. Once this change is made resets and other similar commands will take the normal 1-2 minutes.
- 4. Wait the 6-8 minutes for resets or IP setting changes to complete.

Corrective Action:

Issue is on the active corrective action list for the Cordex controller.

Sincerely,

Charlie Manson Technical Support Manager Alpha Technologies Ltd. Charlie.Manson@alpha.ca Bill Killion Senior Product Manager Alpha Technologies Ltd. Bill.Killion@alpha.ca

For assistance, contact Alpha Technical Support: Toll Free North America: 1-888-462-7487 International: +1-604-436-5547 Monday - Friday, 7:00 AM - 5:00 PM PST for regular inquires 24/7 for emergency support Click here to report a problem