



## 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.

The screenshot shows the 'Event Notification Destination' configuration page. At the top, there are buttons for 'Cut Off', 'Submit Changes', and 'Discard Changes'. The page displays 'Battery Voltage 53.97V' and 'Load Current 5.4A'. A navigation menu includes 'Controller', 'Converters', 'LPS', 'Rectifiers', 'Batteries', 'Alarms', 'Signals', 'Controls', 'Communications', 'Hardware', 'Logs and Files', and 'Supervisor'. The 'Communications' menu is expanded to show 'Event Notification Destination' and 'SNMP Configuration'. The 'Event Notification Destination' table has the following data:

Destination Name	Notification Type	Connection Type	Address/Phone #	Enable INFORM	Community Name	Action
Main NOC	SNMP	Dedicated Connection	126.123.0.234	<input checked="" type="checkbox"/>	View	Edit / Remove

Below the table is a 'Master SNMP Destination' dropdown menu set to 'None'. An 'INFORM Settings' dialog box is open, showing the following settings:

- Initial Timeout Period: 10 s
- Retry Interval: 180 s
- Maximum Retries: 61
- Infinite Retries:

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#### Work Arouns:

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,

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