Cordex® CXC HP Boot Loop Lockup Issue

Date: April 11, 2022
Model #:   Cordex® CXC HP Controllers
Part #:   0180036, 0180054, 0180053

Issue

Cordex® CXC HP controllers may experience a locked-up state after a software application upgrade to version 7.20. This unique bug is caused due to certain battery description naming conventions. During startup, this field is checked for keywords relating to battery model and manufacturer. The controller expects either no words in the field, or more than one. When there is only one word, a bug results in an unexpected operation that results in an unhandled exception, and the controller writes exception information to the event log and reboots.

Corrective Action

Temporary Corrective Action:

- Before upgrade, login to the controller and go the battery.

- For each battery string, ensure the **Description** field is blank, OR that it has more than one word. The boot loop only happens when there is a single word in this field.

- Upgrade the controller.

Permanent Corrective Action:

- Version 7.22 will be released to solve the upgrade issue without risk of a controller lockup. Version 7.22 is expected to be release by May 1, 2022.

For additional assistance or if you have any questions regarding this notification, please contact Alpha Technical Support at 1-888-462-7487 or www.alpha.ca/report-a-problem.

Sincerely,

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For assistance, contact Alpha Technical Support:
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Monday - Friday, 7:00 AM - 5:00 PM Pacific Time for regular inquires
24/7 for emergency support
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