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## Technical Advisory Bulletin

### Cordex® CXC HP controller CPU overutilization

Date: April 28, 2023  
Model #: Cordex® CXC HP controllers  
Part #: 0180036-002, 0180036-080

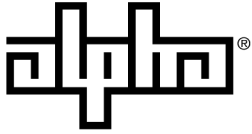
#### Issue

Cordex® CXC HP controllers may experience 30 percent overutilization for the systems with a large number of connected devices (for example, 120 or more rectifiers, inverters, or converters). This issue was observed in versions 7.22 and later and is SNMP related. Latency is expected upon acquiring a large quantity of devices and can potentially surge the CPU utilization to 100 percent. Other factors such as network congestion and incorrect polling methods and intervals can contribute to system degradation.

**Note:** This issue is not noticeable with smaller and medium network sites with fewer connected devices.

#### Interim corrective action

- **Reduce polling frequency:** This can decrease the amount of SNMP traffic on the network and reduce the impact on controller performance (less CPU utilization). Avoid polling after every 10 to 30 seconds. We recommend polling after a minute or more.
- **Use SNMP caching:** This will reduce the number of requests by storing frequently requested information in cache and reduce the amount of processing power required to handle SNMP requests.
- **Configure SNMP agents properly:** Configure SNMP agents on devices properly to ensure they can handle SNMP queries efficiently.
- Avoid using the *GET BULK* command
- Use the web interface.
- If CPU utilization persists at 100 percent for more than 30 minutes after restarting, then downgrade the controller to:
  - **Version 6.0:** This will reduce the CPU utilization by 20 to 30 percent.
  - **Version 5.0:** This may provide additional reduction in CPU utilization. Downgrading to earlier versions will not further impact CPU utilization.



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### Permanent corrective action

Version 8.10 expected to be released in early July 2023 and will resolve the CPU overutilization issue.

For additional assistance or if you have any questions regarding this bulletin, please contact Alpha Technical Support at 1-888-462-7487 or <https://www.alpha.ca/support/support-main-menu/report-a-problem>.

Sincerely,

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Toll Free North America: +1-888-462-7487  
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Monday - Friday, 5:00 AM - 5:00 PM Pacific Time for regular inquiries.  
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