

Customer Advice Note CAN #160

MPI v11.06 Production Release

Date: March 2022

Introduction

This Customer Advice Note details a firmware update for the Honeywell MAXPRO Intrusion range of Intruder control panels. As part of our commitment to on-going product improvement, the controller firmware is being updated to v11.06 to introduce new updates.

This document describes the changes between v11.05 and v11.06

Availability

Please note that we have released a new MPI Controller Firmware version 11.06 to MAXPRO CLOUD EU on **1st of Apr 2022**. Please login and check your MPI Controller Overview for new firmware availability.

URL: <https://mymaxprocloud.eu/MPC>

All customers who have EU Controller firmware v7.44 or above can update to v11.06. If the firmware version of the controller is older than v7.44, then the controller must be updated to v7.44 first and then updated to v11.06.

Controller Firmware version: 2000EU.100.0**11.06** where the last 4 digits **XX.XX** represent the firmware version of the controller.

Minimum supported peripheral versions for Controller Firmware version **7.44**

AMS	0.9.7
ZE	0.4.3
RM	0.6.2
DCM	91.06
PSU	1.1.3

Attention Note Firmware Update:

- During firmware update, power will be removed from panel AUX 1 and AUX 2 supply. AUX 3 / Ext siren will drop from 12v to 7v - this may have an impact on the connected device, panel outputs will disengage for the duration of the update maximum 3 mins.
- Panel firmware update to v11.06 will take around 30mins as Operating System & firmware application are part of the update. **Please note during this process it is not recommended to enter and exit Engineer Mode (Installer Mode) from MPC. This will cause the download process to start again.**
- After firmware update of panel is complete, system will automatically download peripheral firmware updates for (AMS/DCM/ZE/RM/PSU) if required. Once all peripheral firmware is downloaded then a further authorization is required from Keypad (AMS) to update these peripherals.
 - Time taken to download Keypad AMS firmware is **4.5 hrs**
 - Time taken to download other Peripheral's firmware is **20 mins** per device.
 - Example MPI 2000E with 1 x Keypad AMS, 3 x Zone Expanders and 3 x DCM would be 4.5 hrs + 60 mins + 60 mins = **6.5 hrs**
 - **Note:** Authorization message for peripheral update will only occur after this time period. In the example above peripheral authorization will occur after 6.5hrs as an example.
- **Important:** For the duration of the update an AC supply must be available for Main Control Unit and Remote Power Supplies. Updates cannot be carried out on back up battery.

Products

MPIP2000E/ MPIP2100E/MPIP3000E

New feature:

1. FG1625SN & 269SN Vplex sensors are compatible

Field issues fixed:

1. Firmware upgrade authorization popup if not authorized or postponed by user, after 24hrs retry time interval pop up is removed.
2. Zone configuration sync issues for onboard, zone expander and DCM zones between MPC and MPI.
3. Zone status update issue fixed for Vplex 4293SN expander module.
4. Exit error alarm reporting to ARC & MPC fixed.

5. When IB2 Bus2 AMS registered for the first time it will show failure in data bus communication. Panel reboot will get the communication back and failure restores.
6. The special type of log files (core files) older than 7 days - to capture the stack traces, will be removed after a Log pull from MPC. Normal logs are retained as per existing policy.
7. Panel time sync from NTP server changed to MPC server.
8. Polish & Italian string fixes in AMS.
9. Restore retry interval for Ethernet & 4G is modified in case of alarm receiver is down or unstable to optimize the data consumption. Below are further details.

Supervision Interval Range & Restore retry intervals

Configured Supervision Intervals	Restore Retry Intervals
90 seconds	45 seconds
3 minutes (180 seconds)	144 seconds
10 minutes	8 minutes
30 minutes	24 minutes
1 hour	24 minutes
5 hours	24 minutes
12 hours	24 minutes
24 hours	24 minutes

If incase of Alarm/Event reporting fails, panel will have 12 iterations attempts in 10secs interval post which it will follow based on supervision restore retry interval.

Data consumption change:

Given - Panel reporting to 2 alarm receivers.

- o **Use Case 1** - For Dual path system DP4 as per EN50131 with Ethernet supervision (90 secs) and 4G supervision (5hrs), we would have 104 KB/day of 4G data consumption.
- o **Use Case 2** - If Ethernet is down whole day, 4G will follow primary supervision (90 secs) and we would have 58 MB/day of 4G data consumption.
- o **Use Case 3** - For Single path (4G only) SP3 as per EN50131 with 4G supervision (30mins), we would have 11MB/day of 4G data consumption.

Known Issues:

1. Schedules "Always On" & "Never On" will not work as "When" condition in Controller Rules.

Updated FW Versions:

Product Model	FW Versions
MPIP3000E / MPIP2000E / MPIP2100E - BSP Version	7.6
MPIP3000E / MPIP2000E / MPIP2100E - FW Version	100.011.006
MPIEI084E – Zone Expander	1.0.1
MPIEOP4 – Relay Module	1.0.2
MPIPSU35 – Smart PSU	1.1.5
MPIDC1 - DCM	1.1.4
MPIKTSPRX - AMS	1.3.0
MPIKTSMF – AMS	1.3.0
MPILTEE - Cell Radio	01.000.02
MPICRX	1.0.0.507
MPC- MPI Version	6.4.01
MPC Version	6.4.9

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Hardware	n
Reporting	y
Standards and Legislation	y
Part Numbers Affected	y

Miscellaneous Changes	y
Signaling Changes	n
Technical Changes	y
Programming	y

