

## Customer Advice Note CAN 186

### MPI V14.03 Production Release

**Date: January 2024**

#### Introduction

Welcome to the Customer Advice Note no. **186**, where we are excited to announce a significant firmware update for the Honeywell MAXPRO Intrusion range of Intruder control panels. Our dedication to continuous product improvement has led us to introduce version 14.03 of the controller firmware, packed with new updates feature enabling improved alarm reporting integration.

In this document, we will take you through the key changes and improvements brought about by the v14.03 update, building upon the previous version (v13.07).

Read on to explore the exciting advancements and optimizations that will elevate the performance and security of your Honeywell MAXPRO Intrusion control panels.

#### Availability

Please note that we have released a new MPI Controller Firmware version 14.03 to MAXPRO CLOUD EU on 9<sup>th</sup> January 2024. Please login and check your MPI Controller Overview for new firmware availability. URL: <https://mymaxprocloud.eu/MPC>

All customers who have EU Controller firmware v 8.19 or above can update to v14.03. If the firmware version of the controller is older than V8.19, then the controller must be updated to V8.19 first and then updated to V14.03.

Controller Firmware version: 3000EU.100.014.03,  
2000EU.100.014.03, 2100EU.100.014.03

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

AMS	<b>0.9.7</b>
ZE	<b>0.4.3</b>
RM	<b>0.6.2</b>
DCM	<b>91.06</b>
PSU	<b>1.1.3</b>

#### **Attention Note Firmware Update:**

- Pre firmware version 13.07, 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 a maximum of 3 minutes.

**Note:** Post upgrade to firmware 13.07, AUX outputs will not disengage during firmware upgrade.

- Panel firmware update to V14.03 will take around 30mins as the update includes operating system & firmware. **Please note** during this process it is not recommended to enter and exit Engineer Mode (Installer Mode) from MPC.
- After firmware update of the panel is complete, the 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 a keypad (AMS) to update the peripherals.

Please note that post panel version firmware 8.19:

- Time taken to download Keypad AMS firmware is approximately **4.5 hours**.
- Time taken for RF transceiver to download is approximately **40 minutes**.
- Time taken to download other peripheral firmware is approximately **20 minutes** per device type.

As an example, an MPI 2000E with 1 x Keypad AMS, 3 x Zone Expanders and 3 x DCM would be approximately 4.5hrs + 20 mins + 20 mins = 5hrs and 10 minutes.

**Please note:** An authorization message for the peripheral update will only occur after this time period. In the example above peripheral authorization will occur after 5 hours and 10 minutes.

- **Important:**
  - 1) For the duration of the update an AC supply must be available for the panel and Remote Power Supplies. Updates cannot be carried out on back-up battery.
  - 2) In case of active alarms, the upgrade authorization message is not shown. The user should disarm the system and access the keypad menu for the new firmware upgrade option.

## **Products**

MPIP2000E/ MPIP2100E/MPIP3000E

## New Features:

1. Direct alarm reporting via SIA DC09 IP protocol

## Details:

### MPI SIA DC09 implementation:

1. As per the DC-09 specification, we follow cipher block chain method for encoding/decoding which requires padding.
2. As per SIA DC-09 protocol, CP1252 character encoding & ASCII customized padding is followed for all alarm reports & events.
3. Character sets CP1252, ASCII and UTF8 decoding & padding are supported to handle response packets.

**Note: Please contact technical support with any queries regarding receiver interoperability.**

## Configuration:

Please refer to the “Manage Receiver” section in the Configuration guide for configuring SIA DC09 alarm receivers.

## Key Summary:

- ISOM alarm receiver is the default option while adding new receiver in MPC.
- The ISOM protocol is EN50136-1, EN50136-2, NF&A2P 3 shields, INCERT and SSF1014 compliant.
- The ISOM protocol ensures robust cyber secured alarm transmission.
- MPI is an EN50131 Grade 3 system and compliant with the SIA DC09-2021 specification.
- Encrypted transmissions must be used to maintain the security of the communications. 256-bit encryption is enabled by default. Options of 128-bit and 192-bit encryption are available.
- SIA DC-09 supports uses a fixed encryption key and is not compliant with EN50136 only.

## Updated FW Versions:

Product Model	FW Versions
MPIP3000E / MPIP2000E / MPIP2100E - BSP Version	7.11r6
MPIP3000E / MPIP2000E / MPIP2100E - FW Version	100.014.003
MPIEIO84E – Zone Expander	1.0.1
MPIWLTXAL – RF Transceivers	0.4.4
MPIEOP4 – Relay Module	1.0.2
MPIPSU35 – Smart PSU	1.1.5
MPIDC1 - DCM	1.1.4
MPIKTSPRX - AMS	1.3.4
MPIKTSMF – AMS	1.3.4
MPILTEE - Cell Radio	01.000.02
MPC- MPI Version	6.4.04
MPC Version	6.4.26

## Supported RF Sensors:

Sensor Model	Description
DET8M	RF H2O and temp sensor; FO; Residential; C3
DO800M2	ALPHA DOOR/WINDOW CONTACT
DO8M	RF magnetic Door/Window contact
DODT8M	RF Door/Window CONTACT+ONE HW INPUT-ALPHA
IR8M	RF PIR [Motion Sensor]
IRPI8M	RF PIR/Pet Immune [Motion Sensor]
SHKC8M	RF shock sensor with Door/Window Contact
DT8M	RF DUAL MOTION SENSOR
DTPI8M	RF DUAL MOTION SENSOR with pet Immune
FG8M	RF Glass Break Detector
SHK8M	RF Vibration Sensor
DF8M	RF Optical Smoke Sensor
CO8M	RF Carbon Monoxide Detector

## Support Contacts:

UK

E-mail: [hsguktechsupport@honeywell.com](mailto:hsguktechsupport@honeywell.com)

Tel: +44 1 344 238 266

Netherlands

E-mail: [hsgnltechsupport@honeywell.com](mailto:hsgnltechsupport@honeywell.com)

Tel: +31 108 080 688

France

E-mail: [hsgfrtechsupport@honeywell.com](mailto:hsgfrtechsupport@honeywell.com)

Tel: +33 3 66 88 01 42

Spain

E-mail: [hsgestechsupport@honeywell.com](mailto:hsgestechsupport@honeywell.com)

Tel: +34 911 238 038

Italy

E-mail: [hsgitechsupport@honeywell.com](mailto:hsgitechsupport@honeywell.com)

Tel: +39 0399 301 301

Eastern Europe

E-mail: [securityacademy@honeywell.com](mailto:securityacademy@honeywell.com)

Nordics

E-mail: [hsgnortechsupport@honeywell.com](mailto:hsgnortechsupport@honeywell.com)

Tel: Norway: +47 80 05 44 68

Sweden +46 20 16 04 71

Denmark +45 80 81 03 15

Finland +441928378005

## Areas Affected

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

Miscellaneous Changes	y
Signaling Changes	y
Technical Changes	y
Programming	y

### Please note:

All CAN documents can also be viewed via link "<https://buildings.honeywell.com/gb/en/brands/our-brands/security/resources/security-notices>"