Honeywell

Customer Advice Note
CAN #143

MPI v10.02
Production Release

Date: Aug/2021

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 v10.02 to introduce new updates.

This document describes the changes between v10.00 and v10.02

Availability

Please note that we have released a new MPI Controller Firmware version 10.02 to MAXPRO CLOUD EU on 17th of Aug 2021. 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 7.44 or above can update to v10.02. 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 V10.02.

Controller Firmware version: 2000EU.100.010.02
X.XX is controller firmware version.

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:

- During firmware update power will be removed from panel AUX supply and panel outputs will disengage for the duration of the update maximum 3 mins.

- Panel firmware update to V10.02 will take around 30mins as Operating System & firmware application are part of the update.

- All the peripherals (Arming Station, Zone Expander, Door Control Module, Relay Module, Smart Power Supply) and Cell Radio Module (LTE) will be updated to newer versions (refer to Updated FW Version table for details). Keypad (AMS) firmware update per Keypad (AMS) per IB2 Bus will take around 4.5hrs. Rest of each peripherals (DCM/ZE/RM/PSU) per IB2 Bus will take around 15~30 mins to update. Further authorization from Keypad (AMS) is required to complete these updates.

- **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

Field issue fixed:

- 38bits cards not read on the MPIKTSMF

Known Issues:

- Door Unlock Indefinitely feature will not work if panel is moved to Installer Mode and back to Normal. The workaround is to send Door Unlock Indefinitely command from MPC/Visual Management after the panel is moved back to Normal from Installer Mode

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

- The latest version of central station receiver software MPICRX (1.0.0.507) which has support for the latest events and field defect fixes is still undergoing cybersecurity validation and is yet to be released.

Updated FW Versions:

Product Model	FW Versions
MPIP3000E / MPIP2000E / MPIP2100E - BSP Version	7.2
MPIP3000E / MPIP2000E / MPIP2100E - FW Version	100.010.002
MPIEIO84E – Zone Expander	1.0.0
MPIEOP4 – Relay Module	1.0.0
MPIPSU35 – Smart PSU	1.1.4
MPIDC1 - DCM	1.0.2
MPIKTSPRX - AMS	1.2.4
MPIKTSMF – AMS	1.2.4
MPILTEE - Cell Radio	01.000.01
MPICRX	1.0.0.505
MPC- MPI Version	6.3.0
MPC Version	6.4.4

For further enquires contact Technical support or your local sales representative
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 Impact

Hardware	n	Miscellaneous Changes	y
Reporting	y	Signaling Changes	n
Standards and Legislation	y	Technical Changes	y
Part Numbers Affected	y	Programming	y