Honeywell

Customer Advice Note
CAN #156

MPI v11.04
Production Release

Date: November 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 v11.04 to introduce new updates.

This document describes the changes between v10.03 and v11.04

Availability

Please note that we have released a new MPI Controller Firmware version 11.04 to MAXPRO CLOUD EU on 22nd of Nov 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 v11.04. 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 V11.04.

Controller Firmware version: 2000EU.100.011.04
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 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 V11.04 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.

- 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 supported:

- Pin entry Confirmation on AMS/DCM
- Dual Authentication on AMS/DCM
- Area Delete
- Simple Arm and Disarm
- Restriction on concurrent Installer access to change panel configuration
- Master user can end current Installer session from AMS
- DCM door schedule
- 4G as primary single communication path
- Remote Routine Inspection
    a) Diagnostics for panel and peripherals showing min, max and current values
    b) Diagnostic log of variation like dip and peak of incoming panel and peripherals voltages, zone resistance variation outside normal range, drops in Ethernet and cell radio connectivity.
    c) Controller service report, scheduled report as consolidated system health report to customer
- Card learn Mechanism on AMS/DCM
- MPC Visual Management Sync enhancement
    a) Panel going offline/online, status sync with MPC on any state change during offline
    b) System troubles sync with MPC

Field issue fixed:
1. Fixed Partitions are not indicated in ARM/DISARM Contact ID report.
2. Fixed MPICRX doesn't correctly convert in Contact ID account numbers starting with 0
3. Fixed LUMINAXS 38 bits - Reader Out is not working
4. Fixed MPIDC1 does not automatically relock when door is opened
5. Fixed When door is in unlocked(indefinitely) state then existing installer mode is activating the relay. Now to open the door, one has to provide valid credentials.

Known Issues:

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

- If panel has multiple DCMs registered, then Doors controlled by schedule are not updating the status in VM

- On existing installation with MPI panel connected to MPICRX as Dual path system (Ethernet primary & 4G secondary) when user changes to single path 4G only from MPC to panel multiple ATP (Cell Radio) & restore and ATS failure & restore will be observed. This will not be observed when user configures single path 4G only with MPICRX communication for new installation.

- Controller service report would present inaccurate or no details for Number of Arm/Disarm, device detail in voltage section, communication path section, panel time section.

- 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 in progress for final cyber approval and should be available by end of Nov'21

Updated FW Versions:

Product Model	FW Versions
MPIP3000E / MPIP2000E / MPIP2100E – BSP Version	7.4
MPIP3000E / MPIP2000E / MPIP2100E – FW Version	100.011.004
MPIEIO84E – 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	1.0.2
MPICRX	1.0.0.507
MPC- MPI Version	6.4.01
MPC Version	6.4.9

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Impact

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