

## Customer Advice Note CAN #175

### MPI v12.04 Production Release

**Date: March 2023**

#### 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 v12.04 to introduce new updates.

This document describes the changes between v12.03 and v12.04

#### Availability

Please note that we have released a new MPI Controller Firmware version 12.04 to MAXPRO CLOUD EU on **21st of MAR 2023**. 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 v12.04. If the firmware version of the controller is older than V8.19, then the controller must be updated to V8.19 which is the only version shown in MPC firmware page and later updated to V12.04.

Controller Firmware version: 2000EU.100.012.04

**XX.XX** is controller firmware version.

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:**

- 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 V12.04 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

#### **Field issue fixed:**

1. MPI doesn't reconnect when the LTE module SIM card is re-activated after 24 hours.
2. MPI- Not Ready Entry/Exit & Entry Route zones are getting bypassed on arming area using controller rule and Triple swipe.
3. MPI-Area arming was getting blocked with a controller rule if the area was in alarm state.
4. MPI-AMS (Keypad) was reading two different number for the same card/tag when did swipe/place card for 3 seconds in front of AMS.
5. MPI-Unable to download MPI panel diagnostics logs from MPC when the panel memory limit reach to maximum.
6. MPI- Impossible to arm an area with a tag on AMS when entry/exit zone is open.
7. MPI- SAD (Simple Arm Disarm) user functionality is not working as per Exit/Error setting configured.
8. MPI- Vplex zone fire trouble getting reported in AMS after correcting the wrong V-plex zone serial number.

9. MPC-MPI- After RPU Status of peripheral firmware not moved from pending to updated state in MPC firmware page until panel reboot or installer mode entry and exit.
10. MPI- Unable to reset sensor missing trouble from AMS if wrong serial number configured V-plex fire zone and corrected it later.
11. MPI – SPT log shows all subsequent events reporting as TIMEOUT with 1 event reporting timeout, though reporting to alarm receiver is successful.

## Known Issues:

1. Arming area using SAD (Simple Arm Disarm) user pin entry in AMS is bypassing ‘Not ready’ Entry/Exit or Entry Route zones when active tamper trouble(zone/panel) in any of the Area is available in panel, provided manage authority level tamper override privilege is enabled for SAD user. This is observed in all Exit error (Disabled, Enabled, Leave Disarmed) conditions.

## Updated FW Versions:

Product Model	FW Versions
MPIP3000E / MPIP2000E / MPIP2100E - BSP Version	7.9
MPIP3000E / MPIP2000E / MPIP2100E - FW Version	100.012.004
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	1.3.3
MPIKTSMF – AMS	1.3.3
MPILTEE - Cell Radio	01.000.02
MPICRX	1.0.0.508
MPC- MPI Version	6.4.02
MPC Version	6.4.20

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

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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