

# TECHNICAL BULLETIN

Access

AEC Controllers

AEC 2.1 Serial Communication Failure

February 11, 2013

## Issue Severity:



High: Act immediately



Medium: Recommended action(s) described below



Low: Advisory

## Product Affected:

- F01U100385, APC-AEC21-UPS1
- F01U100391, ASL-AEC21-SWK
- AEC 2.1 systems running 2.1.8.0 v1 firmware

## 1.0 Issue

AEC 2.1 systems shipped with version 2.1.8.0 v1 might exhibit the following intermittent symptoms:

- Access doors or input/outputs relay operation might stop functioning unexpectedly.
- Upon performing a CPU reboot of the system, serial communication between installed control boards is restored, but the symptom might occur again.

## 2.0 Resolution

Bosch Security Systems is working on a resolution.

There is no action to take unless you experience the symptoms described above. For AEC 2.1 sites experiencing the symptoms:

- Perform a system reboot to restore AEC 2.1 serial communication between the CPU and the reader board.
- Customers should
  - Back up the database (refer to *Section 3.0 System Database Backup*).
  - E-mail the database backup file to technical support
    - Send to [Technical.Support@us.bosch.com](mailto:Technical.Support@us.bosch.com)



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### 3.0 System Database Backup

The software collects all parameter settings and compresses the contents to an encrypted file called db\_tar.gz. This encrypted file is only recognizable by the AEC 2.1 thus proving security of its contents.



#### CAUTION!

This function required at least 2-3 minutes to complete. During this period, please do not switch off power to either the computer or the AEC 2.1.

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1. Click the link **System > Advance Settings** and in the **Advance Settings** main page select the **Database Backup/Restore** tab to access the **Database Backup** page.
  2. Click the **System Database Backup** button to the right of **To Desktop** and the system starts backing up the System Database into the encrypted file.
  3. Once that is done, the **Save As** dialog box appears. Navigate to and select the zip file destination location.
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#### NOTICE!

Do not change the default file name of the zip file. The AEC 2.1 will not recognize it when you import it back for database recovery purpose.

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4. Click the **Save** button to complete the backup process.



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