

# TECHNICAL BULLETIN

## Access

**AEC Controllers**

### AEC 2.1 Access Doors Operation Failure

**January 14, 2014**

Issue Severity:



**High:** Act immediately



**Medium:** Recommended action(s)  
described below



**Low:** Advisory

Product Affected:

- F01U100385, APC-AEC21-UPS1

## 1.0 Issue

AEC2.1 systems shipped having the following serial number

0910162**XXX**YYYYYYYY

YYYYYYYY : Lot Number and Consecutive Number

**XXX** : Manufacturing Month ( in 2013 )

Mth	Sep	Oct	Nov	Dec
<b>XXX</b>	309	310	311	312

with CPU using SIPEX Chipset might exhibit the following intermittent symptoms:

- Access doors via card reader or manually controlling the input/output relay operation might stop functioning unexpectedly.
- Request to Exit function will not unlock the door. Door relay LED does not respond at all.
- AEC panel produces beeping sounds that indicate lost serial communication between CPU and reader board.
- Reset or rescan of the Wiegand Reader board or reboot of the system may resolve the issue, but the symptom will reoccur.
- Replacing the CPU or the Wiegand Reader board sometimes may resolve the issue ( depending on its compatibility between the two boards )



**BOSCH**

## 2.0 Resolution

AEC2.1 sites experiencing the above symptoms:

- Customers should
  - Backup the database (refer to Section 3.0 System Database Backup).
  - Contact Bosch's technical support department to verify the issue and serial number according to section 1.0.
    - +1 (800) 289-0096 and press the option for technical support.
  - Request replacement of CPU with CPU using ADM213 Chipset.

## 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.



### 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.