487.

Rockwell Automation product safety advisory

Rockwell Automation has released important product information relating to the Studio 5000 Logix Designer V32 Function Block functions when used with 5380, 5480 and 5580 Logix controllers.

The product safety advisory (see accompanying document) informs users of a potential anomaly that exists with Studio 5000 Logix Designer versions of V32.00.00, V32.00.01 and V3201.0. When used with 5380, 5480 and 5580 Logix controllers Function Box functions may not execute properly following an online edit and subsequent upload/download of the controller application.

Users are advised to contact their Rockwell Automation distributor or Rockwell Automation technical support if they have any questions. If users no long have the identified products, Rockwell Automation asks that they forward this notification to the current owner.

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⚠ PRODUCT SAFETY ADVISORY

Notice of Potential Unsafe Condition

Rockwell Automation issues a Product Safety Advisory when it identifies a product(s) anomaly that may potentially cause harm to personnel, capital equipment loss or environmental damage. Immediate action is required as identified below.

Studio 5000 Logix Designer V32 Function Block Functions When Used with 5380, 5480, and 5580 Logix Controllers

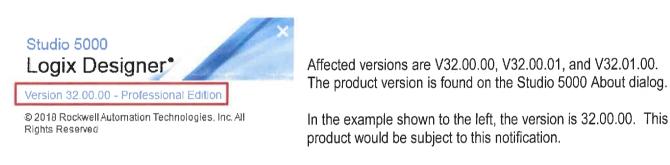Reference: 2019-08-001

Date: August 2019

This Product Safety Advisory informs you of a potential anomaly that exists with Studio 5000 Logix Designer® versions V32.00.00, V32.00.01, and V32.01.00. When used with 5380, 5480, and 5580 Logix controllers Function Block Functions may not execute properly following an online edit and subsequent upload / download of the controller application.

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Studio 5000
Logix Designer™

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– Product Identification –

The affected product is Studio 5000 Logix Designer, catalog numbers:

Studio 5000 Logix Designer Catalog Numbers		
9324-RLD000ENE	9324-RLD300ENE	9324-RLD700NXENE
9324-RLD000ENM	9324-RLD300ENM	9324-RLD700NXENM
9324-RLD000INTL	9324-RLD300INTL	9324-RLD700NXINT
9324-RLD000INTLM	9324-RLD300INTLM	9324-RLD700NXINTM
9324-RLD200ENE	9324-RLD300NXENE	9324-RLDFBDENE
9324-RLD200ENM	9324-RLD300NXENM	9324-RLDFBDENM
9324-RLD200INTL	9324-RLD300NXINT	9324-RLDMLPE
9324-RLD200INTLM	9324-RLD300NXINTM	9324-RLDMLPEM
9324-RLD250ENE	9324-RLD600ENE	
9324-RLD250ENM	9324-RLD600ENM	
9324-RLD250INTL	9324-RLD600INTL	
9324-RLD250INTLM	9324-RLD600INTLM	

**Studio 5000
Logix Designer®**

Version 32.00.00 - Professional Edition

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http://support.rockwellautomation.com

Affected versions are V32.00.00, V32.00.01, and V32.01.00.
The product version is found on the Studio 5000 About dialog.

In the example shown to the left, the version is 32.00.00. This
product would be subject to this notification.

This anomaly affects Function Block Functions when used with the following Logix controller families:

- 5580 ControlLogix® and GuardLogix®
- 5480 CompactLogix™
- 5380 CompactLogix and Compact GuardLogix®

Important – Logix controller hardware and product firmware is <u>not affected</u> by this anomaly.

– Description –

A potential anomaly exists with Studio 5000 Logix Designer® versions V32.00.00, V32.00.01, and V32.01.00. When used with 5380, 5480, and 5580 Logix controllers Function Block Functions may not execute properly.

Important – Function Block <u>Instructions</u> are not affected by this anomaly. This anomaly only affects Function Block <u>Functions</u>.

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Following an online edit of a routine that contains Function Block Functions, if the application is uploaded into Studio 5000 Logix Designer and downloaded back into the controller, internal data used by the Function Block Functions will be incorrect or corrupt. This will cause the Function Block Functions and the Function Block routine to execute incorrectly.

– Temporary Workarounds –

If an application contains Function Block Functions, and that application has been edited online and subsequently uploaded to Studio 5000 Logix Designer, an L5K export / import must be performed prior to download.

Customers are advised to avoid the use of Function Block Functions and use Function Block Instructions until full corrective actions can be implemented. Function Block Instructions are not affected by this anomaly.

– Correction –

Correction requires upgrading Studio 5000 Logix Designer to version V33 or V32.02.00 or later. When available, corrected software may be downloaded and installed from the Rockwell Automation Product Compatibility and Download Center. A link has been provided at the end of the Rockwell Automation Knowledgebase Article ID 1088973 if you would like to receive an email notification when software correcting this anomaly is available for download. This article will also be updated when additional release information is available.

Important – Logix controller hardware is not affected and may not be returned on this notification.

– Requested Customer Action –

Rockwell Automation requests you take the following actions:

- Check if you have a product affected by this Product Safety Advisory. Refer to the Product Identification and Description sections of this document for product identification assistance.
- Until software correcting this anomaly can be downloaded and installed, follow the guidance in the Temporary Workaround section of this document.
- Customers under support contract are automatically eligible for software updates. Customers not under a support contract should contact Rockwell Automation for further instructions.
- If you need additional assistance, please contact Rockwell Automation Technical Support. See Appendix A for local telephone numbers. Customers without TechConnect contracts should reference this Product Safety Advisory 2019-08-001 when calling.
- Customers with TechConnect contracts may be able to chat online with support representatives. Reference this Product Safety Advisory when connected to a support engineer.

The most current version of this Product Safety Advisory is posted on the Rockwell Automation Support Center, http://www.rockwellautomation.com/knowledgebase, as ID number 1088973. Additional languages may also be available at the end of this article attached as downloadable PDF documents.

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If this Product Safety Advisory does not affect you because you do not have the products any longer, or if you are a Distributor, Rockwell Automation asks that you forward a copy of this notice, with any identifying documentation, immediately to the person or company that now has the product. We also ask that you contact Rockwell Automation Technical Support and provide the location of the affected units.

We appreciate your immediate cooperation. If you have any questions, please contact us.

Sincerely,

ROCKWELL AUTOMATION

You can register for Automatic Product Safety Advisories and Product Notices from Rockwell Automation by email. Go to the Support web page at http://www.rockwellautomation.com/support and click the *Visit the Technical Support Center* link. Sign in with your Tech Connect Account or free Rockwell Automation Member Account and you can subscribe to important product updates, including Product Safety Advisories and Product Notices.

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Appendix A
Regional Technical Support Information

The following list can help you to contact the correct technical support center for your location. If your country is not listed, you can find a customer support number for your location on http://www.rockwellautomation.com/support/ by clicking *Get Support Now*, selecting your country, and clicking the *Phone/OnSite Support* tab.

Region / Country	Phone Number ( ) International Code	Region / Country	Phone Number ( ) International Code
Asia/Pacific		**Europe**	
Australia	1 800 762 593	Austria	(49) 211 41553 664
China	400 620 6620	Belgium	(32) 2 716 8411
Hong Kong	+852 2887 4666	Czech Republic	(420) 28401 5911
India	1 800 2000 121	Denmark	(45) 43 466 006
Japan	03 3206 2785	Finland	(358) 958 447 419
Korea	(82) 2 2188 4400	France	(33) 825303132
Malaysia	1 800 80 4851	Germany	(49) 211 41553 664
New Zealand	0800 27 27 25	Hungary	(420) 28401 5911
Taiwan	080 902 0908	Ireland	(44) 01908 635245
Thailand	(66) 2936 1500	Italy (Brescia, Milano e Padova)	(39) 199 11 99 00
		Italy (Bologna,Firenze,Napoli, Roma e Torino)	(39) 199 11 99 22
Caribbean		Morocco	(33) 825303132
All Countries (English)	(1) 440 646 3223	Netherlands	(31) 10 266 55 80
All Countries (Español)	(1) 440 646 3650	Poland	(48) 22 32 60 707
Central America		Portugal	(1) 440 646 3223
Argentina	800.666.0320	Slovakia	(420) 284015911
Belize	(1) 440 646 3650	Spain	(34) 902 30 93 30
Bolivia	(54) 800 10 0632	Sweden	(46) 46 19 93 91
Brazil	(55) 11 5189 9500	Switzerland (German)	(41) 0844 84 84 11
Chile	800.53.0012	Switzerland (French)	(41) 0844 84 84 12
Colombia	01.800.700.2107	Switzerland (Italian)	(41) 0844 84 84 13
Costa Rica	0800.013.1215	United Kingdom	(44) 01908 635245
Ecuador	58.212.949.0611	**North America**	
El Salvador	(52) 55 5246 2010	Canada	(1) 440-646-3223
Guatemala	1.800.288.0108	United States	(1) 440-646-3223
Honduras	(52) 55 5246 2010		
Mexico	001.888.365.8677		
Nicaragua	(52) 55 5246 2010		
Panama	001.800.203.3475		
Paraguay	(54) 11 5554 4000		
Peru	0800.535.36		
Suriname	(1) 440 646 3650		
Uruguay	(54) 11 5554 4000		
Venezuela	800.1.00.3062		

If you have a TechConnect Contract, please use the telephone number supplied to you with the contract.

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