

Technical Bulletin: # TB-00097-00-070531**Product Affected: Intellex Ultra version 4.1****Description: Installing the software patch to rectify the frame loss, time synchronization and COM port problems****Date of Issuance: 10 July 2007**

Purpose

This technical bulletin # TB-00097-00-070531 informs you of an issue recently discovered in Intellex Ultra version 4.1 regarding the reported frame loss, time synchronization and com port problem encountered when connecting more than one Network Client.

The primary symptoms are:

- Frame loss occurs when more than one Network Client is connected to an Intellex Ultra.
- Time synchronization problems occur when time on the Intellex is adjusted from Windows or by using another type of 3rd party tool. This causes a delay in updating the Intellex clock.
- When the COM ports were returned to the original factory setting using the Intellex configuration tool it was discovered that COM port 2 was set for MUX instead of COM port 1.

Permanent Solution

To solve this problem it is necessary to update the 4.1 software by installing the TD-0720-2557-0100 (Intellex Update 4051_4289_4290.msi) software patch on the Intellex Ultra unit.

You will require an active Internet connection to download the software patch either on your Intellex Unit or on another PC.

- Follow **Procedure 1** if you have an active Internet connection on your Intellex unit.
- Follow **Procedure 2** if you have an active Internet connection on another PC.

NOTE: The software patch must be applied to each Intellex Ultra unit running software version 4.1.

Procedure 1

1. Exit the Intellex program by selecting **Utility > Exit** > When prompted “Do you wish to quit the program?” select **Yes**.
2. At the password screen enter the pin code and select **OK** to exit the Intellex application.
NOTE: Contact Technical Support for your pin code.
3. Download the software patch from the American Dynamics website:
<http://www.americandynamics.net/support/download>
4. When prompted select **Run** to run the software from its current location. Follow the details provided by the installation file.
5. Once the installation is complete restart the Intellex unit.

Procedure 2

1. Using a PC with an active Internet connection and removable storage media download the software patch from the American Dynamics website:
<http://www.americandynamics.net/support/download>
2. Save the software patch to the removable storage media.
3. Exit the Intellex program by selecting **Utility > Exit** > When prompted “Do you wish to quit the program?” select **Yes**.
4. At the password screen enter the pin code and select **OK** to exit the Intellex application.
NOTE: Contact Technical Support for your pin code.
5. Insert the removable storage media into the Intellex unit and run the software patch. Follow the details provided by the installation file.
6. Once the installation is complete restart the Intellex unit.

Continuous Improvement Statement

As with all processes defined by the American Dynamics Technical Services Group, this document is intended to be a work in progress. Further refinements and suggestions are welcome and should be sent in writing to the owner/author of this document as listed below.

Author/Owner
 Lee Corry
lcorry@tycoint.com
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Contact Information

If you have any questions regarding this bulletin, please contact American Dynamics Technical Services at:

Toll Free	800 507 6268, Option 2
International	561 912 6259, Option 2
Fax	450 444 2029
Email	adtechservices@tycoint.com

In Europe, contact Technical Services at:

EMEA AD Technical Support	+800 CALLTYCO or +800-2255 8926
Direct	+31 475 352 722
Fax	+31 475 352 725
UK only	+44 (08701-238 787)
France only	+33 (04 72 79 14 83)
Spain only	+900 (10 19 45)
Email	tfsemea.support@tycoint.com
Website	www.tycosafetyproducts-europe.com
Hours	09:00 – 18:00 CET

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