

BBTB Date:	26 Jan 2024
BBTB Number:	BBTB-111
BBTB Title:	CARE2 C2CN Initialisation Issue
System Description:	CARE2
Product(s) Affected:	C2CN Network Cards
Reference:	PRCR3065
Priority:	3

1 - Essential: Action is Recommended

2 - Important: Product Form / Fit / Function has been changed (may affect compatibility)

3 - General: For information / reference

4 - Obsolescence: Notification of Component or Product Obsolescence

DESCRIPTION OF THE PROBLEM

Baldwin Boxall has identified a component tolerance issue with some C2CN Network Cards that may cause an intermittent problem with initialising network communication.

This issue affects C2CN Network Cards supplied between May 2023 - Decemember 2023.

SYMPTOMS OF THE PROBLEM

Affected C2CN Network Cards may not correctly initialise network communication immediately following power up. This will result in a lack of network communications and resultant Network Failure error messages.

The units may then operate correctly following a local reset.

SUGGESTED ACTION

Customers with C2CN Network Cards affected by this issue may obtain free of charge replacement units by contacting our Technical Sales Department and requesting an Advance Replacement.

Technical Support Contact Details

For further assistance with any aspect of this Technical Bulletin please contact:

Baldwin Boxall Communications Ltd

After Sales Technical Support

Email: technicalsupport@baldwinboxall.co.uk

Telephone: +44 (0) 1892 664422 and select option 2