

Customer Satisfaction Bulletin

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Subject: ION Setup - Broadcast Time Synchronization with Advanced Security

This Customer Satisfaction Bulletin identifies an issue introduced as of ION Setup V2.0 and fixed as of version V2.1 build 663.

Time Synchronization Issue

Meters & software combination affected:

- ION 8300, 8400, 8500, 8600 and ION 7550, 7650's
- AND with Advanced Security turned on
- AND where a version of ION Setup between versions V2.0 or and V2.1 build 663 was used to program the meters

The issue:

- As of ION Setup V2.0 and prior to V2.1 build 663 the software default is to overwrite the “as shipped” meter setting for “Allow Broadcast Timesyncs”. Per the ION Reference manual, this registers is only used when the meter has Advanced Security enabled.

Customer impact:

- These meters will receive timesyncs from multiple software masters even though Advance Security is enabled. This may not be the desired behavior for these meters.

Detailed Description:

These paragraphs explains the operation of the “Allow Broadcast Timesyncs” setup register. Please see the ION Reference manual for additional detail.

ION meters with the Advanced Security feature allow multiple users different levels of read and write access to meter values and configuration data.

As part of this feature there is a setup register in the Advanced Security Options Module called “Allow Broadcast Time Syncs”. When this register is set to “Yes” ION meters with Advanced Security turned on will accept timesync packets via software without requiring an Advanced Security password.

This is the intended effect of this register setting as it was designed to allow time synchronization via 3rd party protocols which do not have the ability to provide an Advanced Security password to the meter (ie. Modbus, DNP 3.0).

It should be noted that since the spring of 2004, ION Setup version 2.0 has provided users with an Advanced Security setup wizard. This wizard by default enables the “Allow Broadcast Timesyncs” register even though the default for this value in the meter from the factory is disabled (or “Allow Broadcast Timesyncs” register is set to “No”). As a result, any ION meter that had Advanced Security enabled using the ION Setup Advanced Security setup wizard will accept timesync packets via software unless the “Allow Broadcast Timesyncs” tick box was specifically unchecked.



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If you have concerns about how to check or change this operation in your ION meter, please contact Schneider Electric Technical support or your local sales representative.

If you have questions about this bulletin, contact:

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