

## DTSC-200A

# SW fixes in device lockup, Modbus access, current formatting, and default setting

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Woodward recently identified the below non-conformance with DTSC-200A devices and has come up with a software fix. (Reference Technical Bulletin B37965 published on 04/2023)

- From the HMI home screen, pressing some buttons on faceplate put the device in a state where it could not operate breakers anymore (device lockup)
- The device crashed when accessed via Modbus RS-485 with an invalid address (Modbus access)
- P/Q/S/I value in the device's HMI was inconsistent between S1 and S2, if current transformers were set to values  $\geq 1000A$  (current formatting)
- Upon first power-up, a couple alarms were triggered due to a lack of proper factory default parameter settings (default setting)
- Upon first power-up saving settings with ToolKit resulted in error until factory default setting was triggered (default setting)

### **Description**

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Over the past few weeks, customers have reported the above issues. As a precautionary measure stop work and stop ship was immediately put in place while in the meantime Woodward engaged with customers to replicate the field behavior in lab, isolated the root cause and validated a firmware fix. The resulting firmware is field flash able and backwards compatible which minimizes field update efforts.

None of the above issues are detected in the classical DTSC-200, the base upon which DTSC-200A was developed. However, the hardware, especially the processor, behaved a little different in -200A which caused these issues to surface. The firmware fix addresses the root cause which virtually eliminates the likelihood of the above issues surfacing again.

### **Affected Units**

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DTSC-200A P/N 8440-2297 (Rev. A)

### **Corrective Action**

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**Field Correction:** Software fix is available. DTSC-200A is field flash able via USB service port. See Customer Action section below for additional information.

**Permanent Corrective Action:** All new DTSC-200A devices ship with the updated software effective 01-Jun-2023.

## Customer Action

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Woodward recommends that affected units be updated with the adjusted software.

Customers with affected units should select one of the following options:

- Recommended: Affected units must be updated to firmware version 1.0-4 identified by Hand-off # 53195, available [[HERE](#)]. The zip file contains required tools, firmware, and documents. Download the zip file and start with "Update\_procedure\_DTSC200A.pdf".
- Option#1: Return affected units to Woodward for update. If choosing this option, please contact your Woodward Customer Service Representative for a return authorization number (RAN).
- Option#2: If a product return or a field software update is not feasible, please contact your Woodward customer service representative to discuss the availability of replacement/exchange unit(s).

Please refer to this service bulletin number when requesting information or scheduling your return.

Service bulletin actions will be performed at no charge within the product warranty period.

Type label update (from Rev. A to Rev. B on the back of the device) indicate the update on the label itself with a marker or a pen by changing the revision to Rev B. Should you require new labels please send serial numbers of affected devices and shipping address to [marketing\\_pg@woodward.com](mailto:marketing_pg@woodward.com) mentioning this service bulletin number in the subject field.

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