

<b>Product:</b> Ethernet Base Controllers	<b>Number:</b> PA-H24-001
<b>Part No.:</b> H2-EBC, H2-EBC-F, H4-EBC, and H4-EBC-F	<b>Date Issued:</b> 3/17/99
<b>Subject:</b> Erroneous Watchdog Timeout	<b>Revision:</b> Original

**Products Affected** H2-EBC, H2-EBC-F, H4-EBC, and H4-EBC-F

**Description of Problem** The potential exists for Ethernet Base Controllers to experience a false watchdog timeout. During a watchdog timeout, the EBC drives all discrete outputs under its control to your preconfigured safe state setting. The EBC can be set to respond to a watchdog timeout in one of three ways:

- turn all outputs off.
- have outputs hold last state.
- produce a predefined pattern of outputs.

Until it receives the next write command, the EBC will hold the discrete outputs in their safe state. A write command is typically included in each update.

The potential exists for a false watchdog timeout only in EBCs with firmware revisions earlier than 2.1.116 for the H2-EBC and H2-EBC-F, and 2.1.44 for the H4-EBC and H4-EBC-F.

**Solution** The following firmware revisions have resolved the problem:  
for the H2-EBC, and H2-EBC-F firmware revision 2.1.116  
for the H4-EBC, and H4-EBC-F firmware revision 2.1.44

**Product Upgrades or Repairs** The firmware upgrade can be accomplished easily in the field. The new firmware, a utility to perform the upgrade and instructions are available on the Host Engineering website ([www.hosteng.com](http://www.hosteng.com)).

**Technical Assistance** If you have questions regarding this Product Advisory, or the proper use of the Ethernet Base Controller in your application, please contact us at 800-633-0405 for further assistance.