

# ControlMaster

CM10, CM30 and CM50 universal process controllers  
CM15 indicator



Ethernet cable assembly issue.

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CM50 universal  
process controllers  
and CM15 indicator

## 1 Introduction

An issue has been identified that may be experienced when using a ControlMaster Ethernet cable assembly with Modbus TCP communications. This publication describes the issue and the recommended action to take if it occurs.

## 2 Action

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Implement when fault reported | <input type="checkbox"/> Implement at next service |
| <input type="checkbox"/> Information only                         | <input type="checkbox"/> Recall instruments        |

### 3 Identification

The issue is known to affect ControlMasters manufactured before November 2013 containing a device type 4 or earlier and software version 2.1 or earlier.

It may occur when using a ControlMaster as a Modbus TCP Slave (Client) but is especially noticeable when the ControlMaster is communicating with more than one Modbus TCP Master (Server). The following symptoms are indicative of the issue:

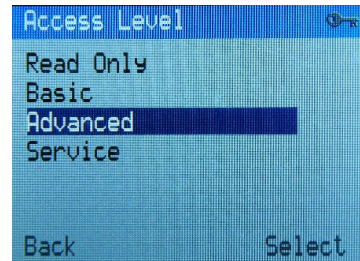
- The Modbus signal is lost at the Modbus Master and communications cannot be restored without powering the ControlMaster off and then on.
- Multiple parameters are read from a single ControlMaster but only some display as valid on the Modbus Master; the others show as failed. After powering the ControlMaster off and then on, the good parameters may change, but only some will be displayed as valid.
- If more than one Modbus Master is connected, the ControlMaster communicates with one Modbus Master only and communications show as failed at the other device(s).

If you have any problems or questions, please contact Recording & Control Technical Support.

### 4 Remedy

Referring to the User Guide supplied with your ControlMaster:

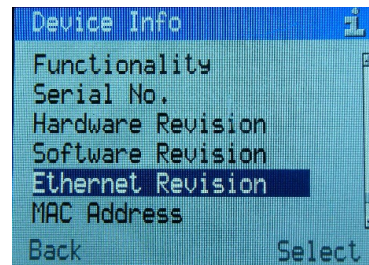
- 1 Access the Advanced access level.



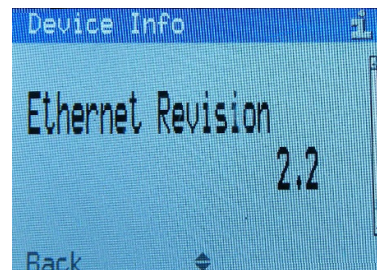
- 2 Navigate to the Device Info page:



- 3 Navigate the menu and select the Ethernet Revision page.



- 4 Press the Select key to view the Ethernet firmware revision.



- 5 If your Ethernet firmware revision is 2.1 (or earlier) and your ControlMaster is displaying any of the symptoms described, replace the Ethernet cable assembly with one containing the latest firmware.

### Acknowledgements

Modbus is a registered trademark of the Modbus-IDA organization.