Software House

C•CURE 9000 Technical Assistance Bulletin

Date: November 30, 2022
TAB number: SWH-TAB-000035805
Topic: RS-485 port power draw limitation

Affected versions/items

This issue affects the following items:

- iSTAR Ultra G2, Ultra G2 SE, Edge G2.

Issue symptoms

There is a power draw limitation affecting the RS-485 ports on iSTAR Ultra G2, Ultra G2 SE, and Edge G2s.

Peripheral boards connected to RS-485 ports will be unable to draw power, the RS-485 port will drop to 0 VDC, and the LED for the RS-485 port will be unlit.

Background

RS-485 ports on iSTAR Ultra G2, Ultra G2 SE, and Edge G2 are rated for 1.2 Amps but some peripheral boards, such as RM4-e or a chain of two or more I/O boards, may cause a high in-rush current condition when connected and fail to power up.

Units exhibiting this issue were manufactured up to, and including, week 40 of 2022. This is referenced as "2240" on the unit serial number ("22" representing year and "40" representing week).

Example serial number: 651A**2240**028852

Note: First generation iSTAR Ultra, Ultra SE, and Edge units are not affected.

Solution

Workaround
Source alternative power for affected peripheral boards, either directly from the controller power supply or from a separate power supply.

Resolution
Software House is updating future boards to accommodate the initial high current demands of these devices.

If the affected units were manufactured on, or before week 40 of 2022 (represented as 2240, 2239, 2238 etc. on the unit serial number) the unit can be returned to Software House by following the standard RMA process.

Johnson Controls

Technical support contact details

If you require further assistance with this technical advisory bulletin, contact Software House technical support.

Technical support telephone numbers		Technical support web portal links
US and LATAM	+1 800 507 6268	Support Case Online Portal
EMEA and APAC	+ 800 2255 8926	Complete Support Contact List

See the Software House website for the latest software releases and documentation.

End of Technical Assistance Bulletin