

# Software House

## C•CURE 9000 Technical Advisory Bulletin

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**Date:** January 12, 2024

**TAB number:** SWH-TAB-000036942-A

**Topic:** iSTAR firmware v6.9.2 CUO2B reporting delays on clusters with more than one iSTAR controller.

### Issue statement

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A reporting delay issue has been identified with iSTAR firmware v6.9.2 CUO2B when installed on clusters with more than one iSTAR Controller.

Software House does not recommend installing iSTAR firmware v6.9.2 CUO2B on master controllers with clusters that have more than 1 iSTAR controller.

### Affected items

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This issue affects the following items:

- iSTAR masters running firmware v6.9.2 CUO2B in clusters with more than one iSTAR controller.

**Note:** Single controller clusters (just master) are not impacted.

### Symptoms

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iSTAR members running FW version 6.9.2 CUO2B will have periodic significant delays reporting activity into C•CURE causing the following problems:

- Reporting delays can last from several minutes to several hours.
- During this period manual actions such as door unlocks do not work.
- No communication failures are reported making it difficult to determine when iSTARs are in this condition.
- Once the periodic delays finish, the buffered activity on iSTARs is uploaded to the C•CURE Host.
- Recovery can also be accomplished by restarting the iSTAR. Once the controller is restored, buffered activity on iSTARs is uploaded to the C•CURE Host.
- The same issue may repeat several minutes to several hours later following a recovery.

### Recommendations

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- For multiple-controller clusters, roll-back the firmware on the master iSTAR controller in the cluster.  
**Note:** Member controllers can stay on firmware v6.9.2 CUO2B.
- If a multiple-controller cluster is configured but cluster features are not being utilized, reconfigure the clusters with a single controller (master only) and keep the firmware at v6.9.2 CUO2B.
  - It is best practice to configure single controller clusters if cluster features are not being used.
- Examples of when to use master/members in a cluster:
  - iSTAR Areas (Anti-Passback) with doors in multiple controllers within the same cluster.
  - Keypad Commands with doors in multiple controllers within the same cluster.
    - Example: a KPC on Door-A on iSTAR-A controls Door-B on iSTAR-B in same cluster
  - Event actions across iSTARs in the same cluster.

- Example: an input on iSTAR-A activates a downloaded event that unlocks a door on iSTAR-B in the same cluster.
- An update will be provided as a priority as soon as a root cause and resolution is identified.

## Technical support contact details

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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	<a href="#">Support Case Online Portal</a>
EMEA and APAC	+ 800 2255 8926	<a href="#">Complete Support Contact List</a>

See the [Software House website](#) and [support portal](#) for the latest software releases and documentation.

## End of Technical Assistance Bulletin

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