

Software House

C-CURE 9000 Technical Advisory Bulletin

Date: July 16th, 2024

TAB number: SWH-TAB-000037053-B

Topic: iSTAR Ultra G2 V2 ACM and iSTAR Ultra G2 SE V2 ACM board messages cause Application Server performance issues

Issue statement

The iSTAR Ultra G2 and the iSTAR Ultra G2 SE, with V2 (version 2) ACM boards, when under excessive environmental electrical noise, can enter a condition where the board continuously sends card reader and lock voltage changes to the HOST. This causes the iSTAR Driver Memory and CrossFire CPU usage to grow resulting in delays on the Application Server.

Symptoms

Depending on the number of board messages in the iSTAR Driver cache, issues can include the following:

- Status update delays in dynamic views can last from several minutes to several hours (depending on the buildup of transactions in the iSTAR Driver cache).
- Manual actions such as door unlocks are not triggered.
- Events do not activate on time.

Affected versions

This issue affects the following item:

- iSTAR Ultra G2 with V2 (version 2) ACM board
- iSTAR Ultra G2 SE with V2 (version 2) ACM SE board

Board identification

The V2 (version 2) ACM boards used in the iSTAR Ultra G2 and the iSTAR Ultra G2 SE are different to the V1 (version 1) ACM boards. The V1 ACM boards use Atmel microcontroller units (MCU) measuring 0.75 in. x 0.75 in., and the V2 ACM boards use Texas Instruments microcontroller units (MCU) measuring 0.375 in. x 0.375 in. There are two types of V2 ACM boards, Full and SE.

G2 ACM Full V1 and G2 ACM Full V2

Figure 1 - G2 ACM Full V1

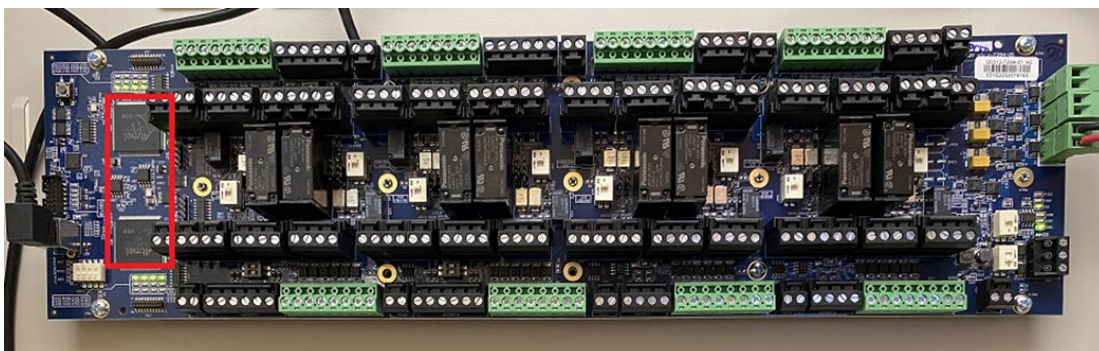
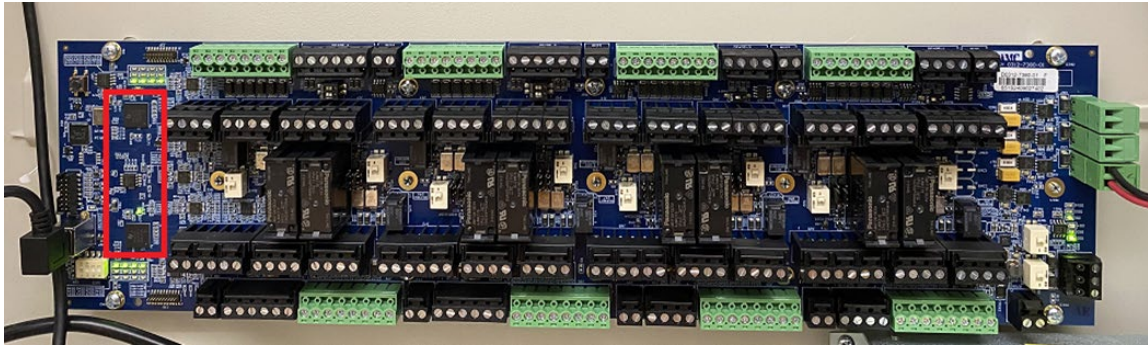


Figure 2 - G2 ACM Full V2



G2 ACM SE V1 and G2 ACM SE V2

Figure 3 - G2 ACM SE V1

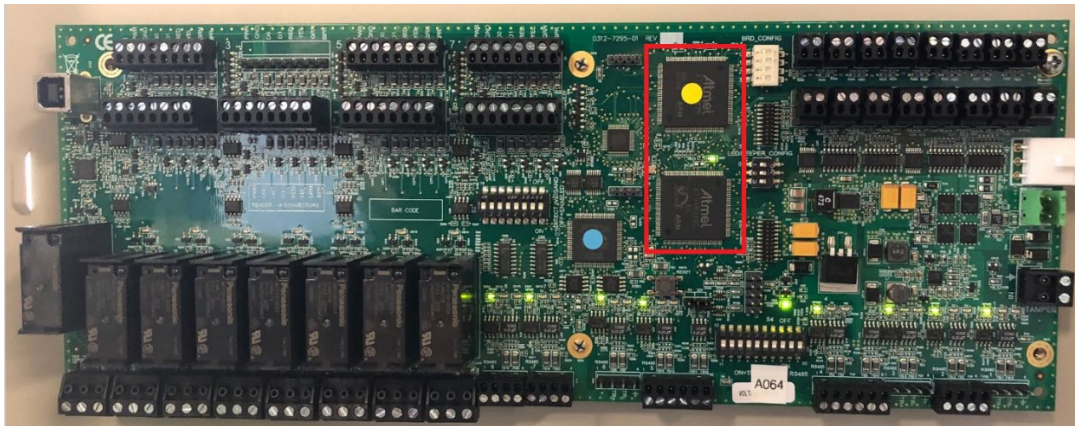
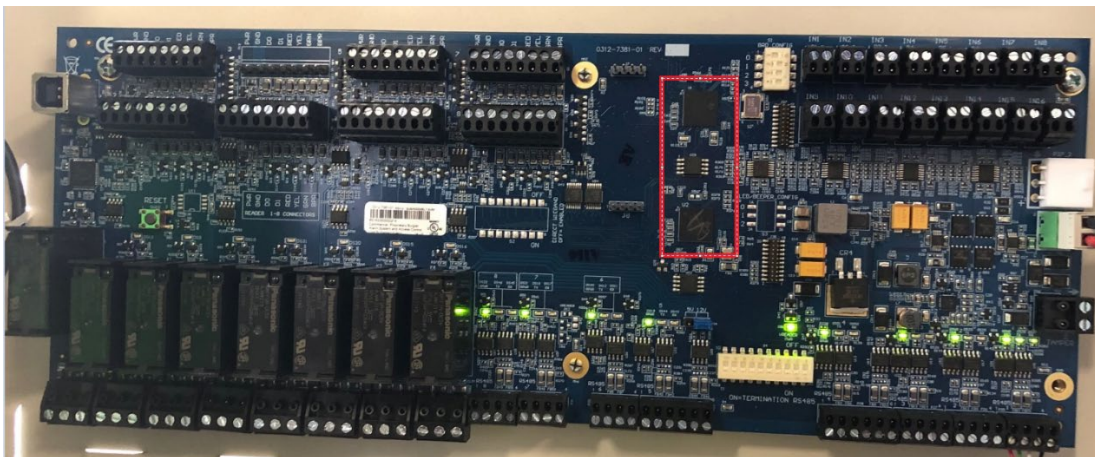


Figure 4 - G2 ACM SE V2



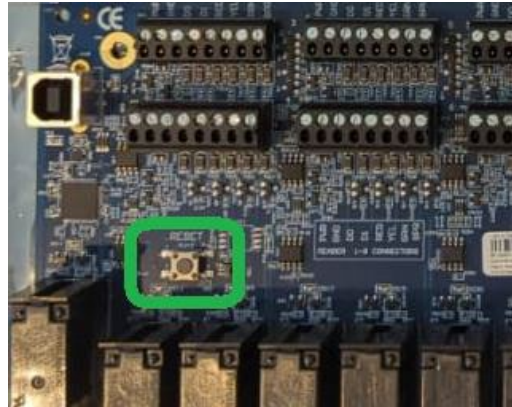
Solution

Workaround

Use one the following temporary workarounds for the issue:

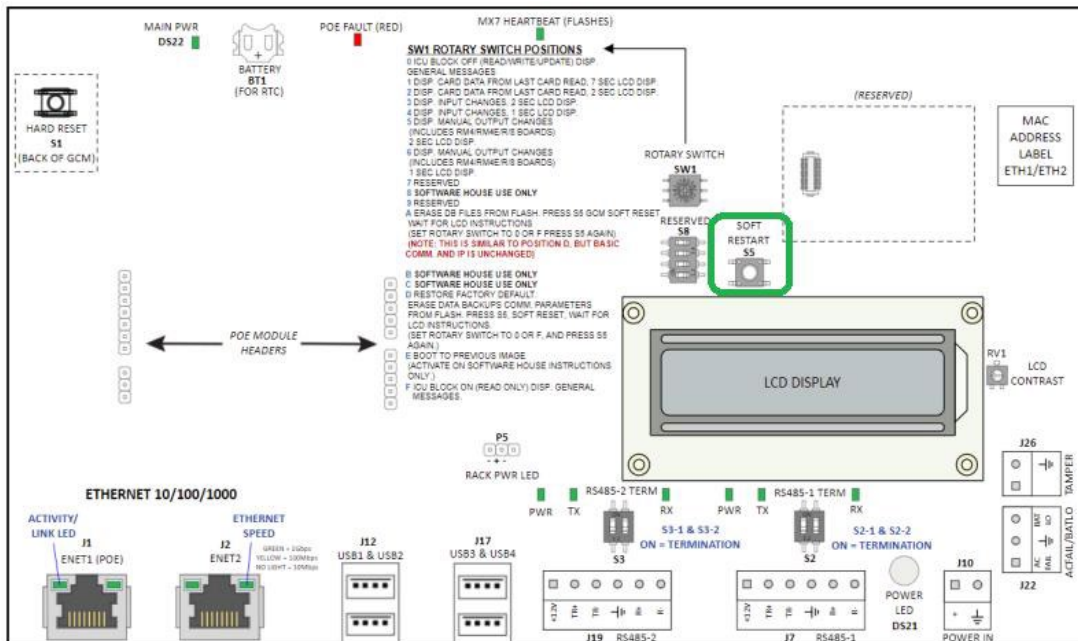
- On the ACM Board, press the **RESET** button (circled in green below).

Figure 5 - ACM board reset button



- On the GCM board, press the **SOFT RESTART** button (S5) (circled in green below).

Figure 6 - GCM board soft reset button



- On the iSTAR Ultra web page, navigate to the panel, and then click **Configure** → **ADVANCED** tab → **Edit** → **Reboot**.

Resolution

Upgrade the iSTAR controller to firmware v6.9.5.27293 or later to resolve issue #52413.

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

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