

Issue Severity:☐

High: Act immediately

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Medium: Recommended action(s) described below.

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Low: Advisory

Product Affected:

- **F01U100385, APC-AEC21-UPS1**
- **F01U126749, APC-AEC21-UPS1Z (China Only)**
- **F01U100391, ASL-AEC21-SWK**
- **F01U126755, ASL-AEC21-SWKZ(China Only)**
- **Software version 2.1.7.8 and prior**

1.0 Issue

AEC 2.1 systems shipped between October 1, 2011 and April 2, 2012 might exhibit the following symptoms:

- The AEC 2.1 CF card might cause repeated CPU reboots
- Upon a CPU reboot, the following can occur:
 - Data might be lost or corrupted
 - Access doors might unlock unexpectedly

2.0 Resolution

Bosch Security Systems, Inc has resolved this issue and will release updated CF cards by May 23, 2012.

Immediate Resolution

For AEC 2.1 sites experiencing the symptoms described above:

- Customers should contact technical support to verify the issue at
1-800-289-0096, Monday-Friday, 9:00am-8:00pm EST
- Customers should
 - Back up the database (refer to *Section 3.0 System Database Backup*)
 - E-mail the database backup file to technical support for evaluation and possible restoration to a new CF card on a case by case basis
 - Return original CF card to
Bosch Security Systems, Inc.
Attn: Technical Support (Access)
130 Perinton Parkway
Fairport, NY 14450

3.0 System Database Backup

The software collects all parameter settings and compresses the contents to an encrypted file called db_tar.gz. This encrypted file is only recognizable by the AEC2.1 thus proving security of its contents.



CAUTION!

This function required at least 2-3 minutes to complete. During this period, please do not switch off power to either the computer or the AEC2.1.

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1. Click the link **System > Advance Settings** and in the **Advance Settings** main page select the **Database Backup/Restore** tab to access the **Database Backup** page.
 2. Click the **System Database Backup** button to the right of **To Desktop** and the system starts backing up the System Database into the encrypted file.
 3. Once that is done, the **Save As** dialog box appears. Navigate to and select the zip file destination location.



NOTICE!

Do not change the default file name of the zip file. The AEC2.1 will not recognize it when you import it back for database recovery purpose.

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4. Click the **Save** button to complete the backup process.

