

Technical Bulletin

May 4, 2016

Applies to:

Pinnacle Series Controllers
ScadaWorks version v5.03b7001
ScadaBuilder v5.03b70.

Issue Details

Industrial Control Links has identified a potential issue with those customers using version 5.03b70 with Trend Graphs that could cause the internal IDE drive to slow down considerably and possibly stop responding altogether. If the Pinnacle controller has stopped processing and failed to startup after a power cycle, the controller will need to be sent back to Industrial Control Links for warranty repair.

See [Determining Your Version](#) below. If version 5.03b70 is being used it is ICL's strong recommendation that the Pinnacle controller be upgraded to the latest version of ScadaWorks immediately. The latest version is available for download here:

<http://files.iclinks.com/software/scadaworks/release/InstallImage.zip>

Upgrading the Controller Software

Download and install the software then do a Target|Complete Controller Setup... from the ScadaBuilder Workbench to update the firmware on the controller. If you have questions or need help, you may contact our Technical Support Team:

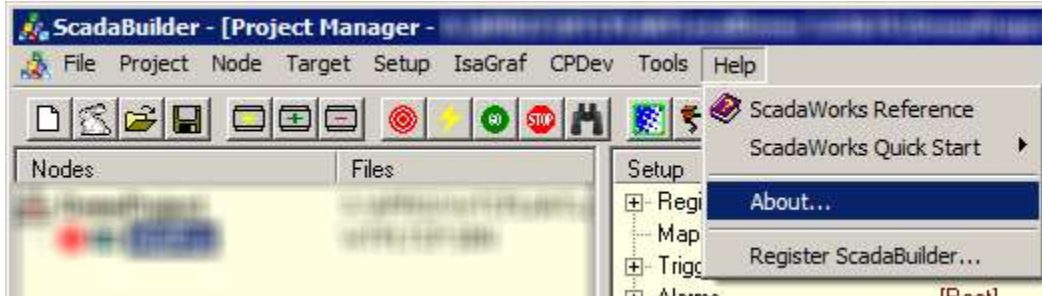
Email: support@iclinks.com

Phone: (530) 888-1800 and press "3".

Determining Your Version

ScadaBuilder Workbench

Version 5.03b70 can be verified by clicking the Help | About menu in the ScadaBuilder Workbench:



Version 5.03b70 will show as:

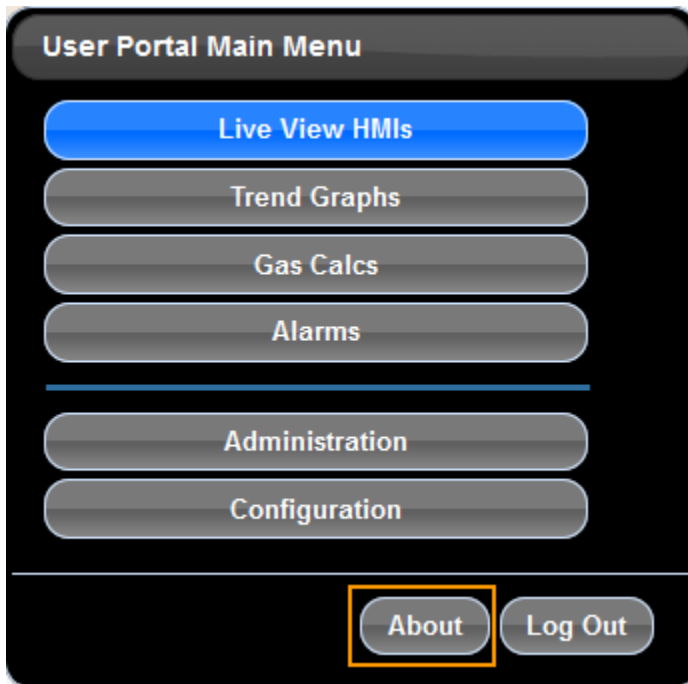


If you do not have version 5.03b70, then no action is necessary.

Industrial Control Links, Inc.

Web User Portal

Your current version may also be determined by logging into the Web User Portal (if it is configured in your application) at <http://<controller IP address>> and clicking the About button at the first dialog:



Version 5.03b70 of the internal firmware will be shown here:



If you do not have version 5.03b70, then no action is necessary.