

Software House

C•CURE 9000 Technical Advisory Bulletin

Date: June 30, 2023

TAB number: SWH-TAB-000036499

Topic: Random system lockup on iSTAR G2 Series controllers.

Issue statement

A small percentage of iSTAR Edge G2, iSTAR Ultra G2, and iSTAR Ultra G2 SE controllers have an issue which is causing a random system lockup.

Background

There is an issue causing an infrequent random system lockup on a small percentage of iSTAR G2 Series controllers, which renders the readers and doors attached to the controller inoperable. A manual reset of the controller is required to resolve the issue.

Affected versions

This issue affects the following items and C•CURE versions:

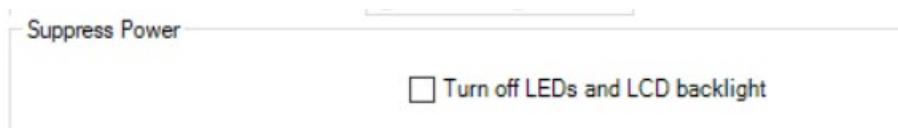
- iSTAR controllers impacted: iSTAR Edge G2, iSTAR Ultra G2, iSTAR Ultra G2 SE
- Firmware versions impacted: v6.9.2 and below

Workaround

It has been determined that turning off the LCD and LED controls for the controller will resolve the issue until you can complete a firmware update.

1. In the Controller editor, click on the General tab.
2. In the Suppress Power section, select the Turn off LEDs and LCD backlight check box.
3. Click Save to confirm the change.

Figure 1: Turn off LEDs and LCD backlight check box



Solution

Firmware 6.9.2 CUO1 fixes this issue. It is recommended to upgrade iSTAR G2 panels to this firmware version or higher.

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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