

PRODUCT LINE
Access control

CATEGORY
Quality notice

DATE
October 29th, 2024

SiPass Integrated - Issue Updating Firmware - AC5102 v6.4.3

An issue has been encountered with the AC5102 (ACC-G2) controller after upgrading the firmware to v6.4.3 of 2.95 IR11.

The ACC-G2 became unresponsive, with no communication possible through the SiPass Integrated software or the ACC-G2 USB Tool. Additionally, there was no response to ping-commands or resetting the network settings on the controller.

This issue occurs only when the controller is updated via the SiPass Integrated software.

Firmware updates using the ACC FW Tool or an SD card proceed without any issues.

DON'T DO THIS

Update the ACC-G2 with the final update step from 2.95 IR11 (acc-g2_v6.4.3+4791_update-ccpX.bin) via SiPass software.

DO THIS

Update the ACC-G2 controller to v6.0.3 firmware from the core version of 2.95 (2.95.03.0001). Then, update the controller to the latest v6.4.3 firmware of the 2.95 IR11 using the ACC Firmware App.

OR:

Update the ACC-G2 controller to the latest v6.4.3 firmware of the 2.95 IR11 using an SD card.

Note: If the ACC-G2 controller becomes unresponsive, it can be recovered using SD card flashing/upgrade.

Current Status

The issue has already been fixed by R&D. The new, fixed firmware version will be available in the upcoming Incremental Release (IR) for SiPass 2.95.

Related Products

Article No.	Description
S54507-C22-A1	AC5102 Advanced central controller
V54507-C22-A1	AC5102 Advanced central controller

For further information, please contact your local acre Security Technical Support.