

Edwards Signaling™ *Technical Bulletin*

TECHBN: 120710

Date: December 7, 2010

Subject: E-FSA Panel - (*ERROR*) 5003 NAC A

Issue:

When communicating with an E-FSA addressable panel using a pc and the FSA-CU configuration utility program, you may encounter an (*ERROR*) 5003 NAC A message (figure 1). This can happen when you first try to connect, or when you are in the process of downloading (writing) to the panel.

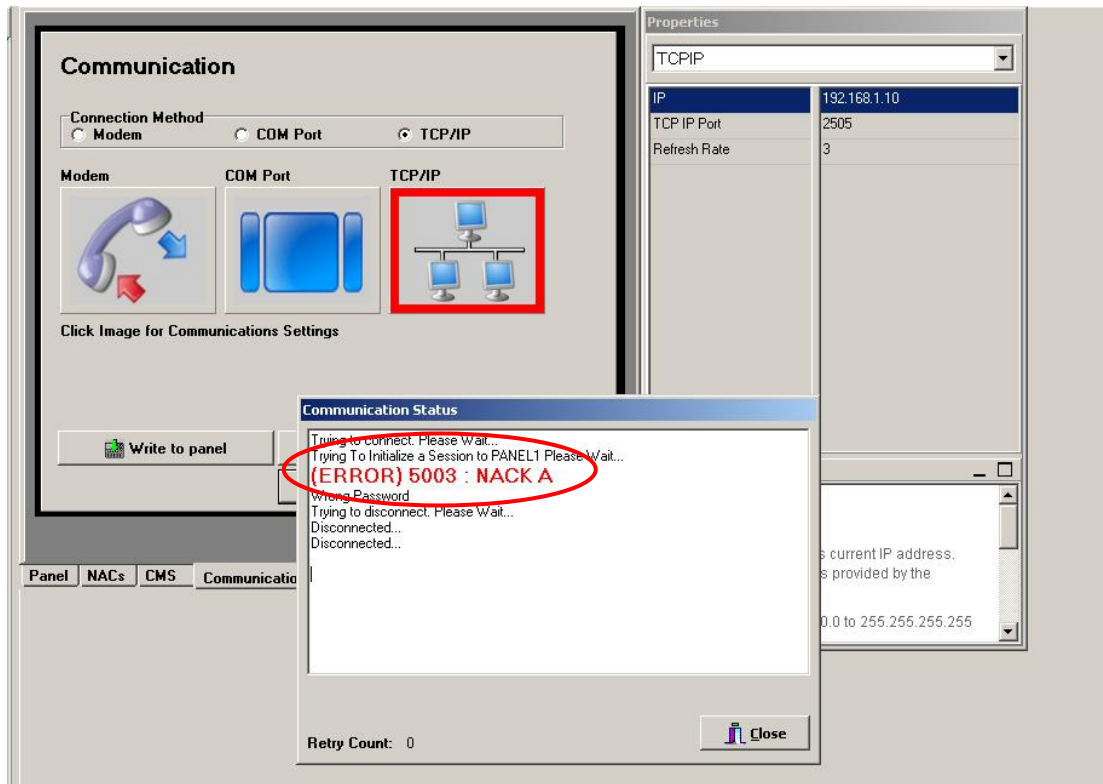
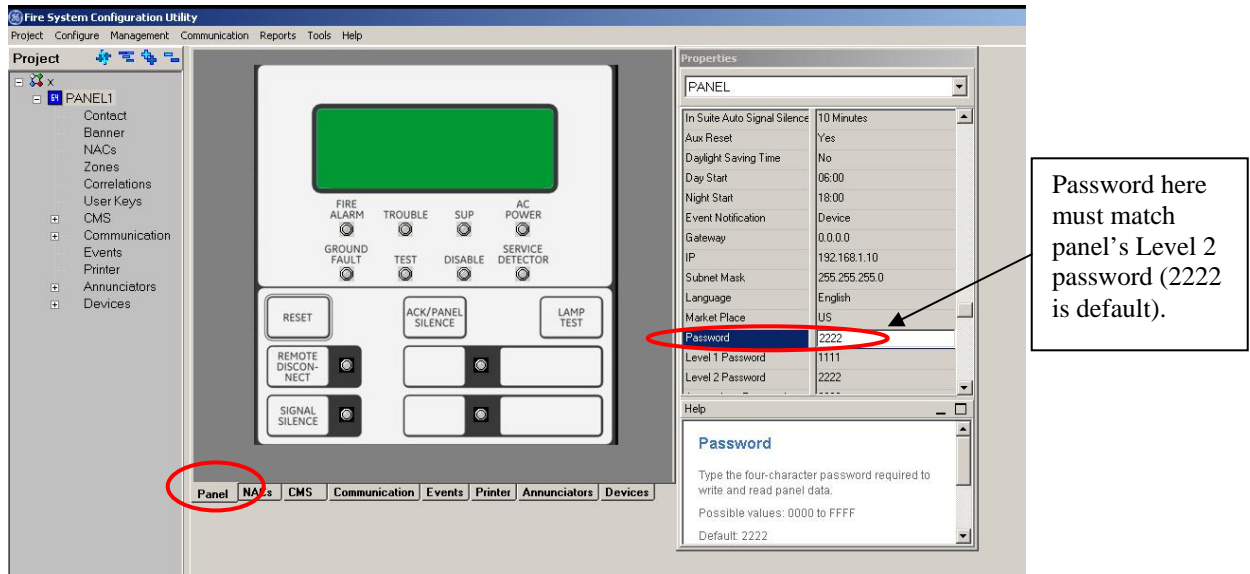


Figure 1

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Solution:

If the error happens when you first try to connect, it's probably because the password in the FSA-CU (under Panel – Properties, seen in figure 2) does not match the Level 2 password at the panel. This helps protect against un-authorized users from accessing the system. If the default 2222 password has changed, you will need to know the new one and enter it on the Password line in the CU (as shown below) before you try to communicate with the panel.

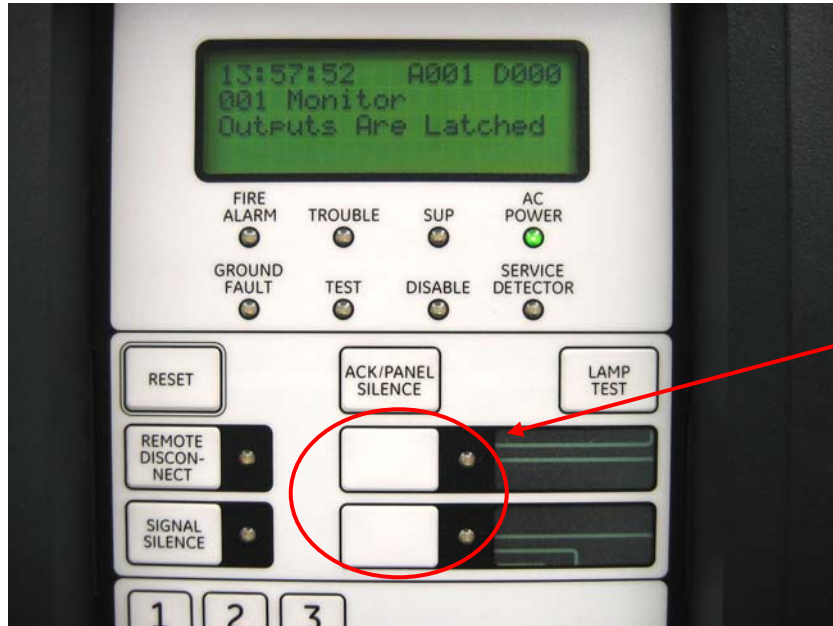


If you are able to connect to the panel but the error occurs while you are downloading, it could be for a couple of other reasons. One is because the FSA-CU is not compatible with the panel's firmware. For example, as of the date of this bulletin, the latest panel firmware is v2.0 and the latest FSA-CU version is v3.2. You must have v3.2 CU software to work with v2.0 panel firmware (v3.2 CU will also work on panel firmware older than v2.0). You can check the panel's firmware version at the panel by going to Reports > System Configuration > Panel Operation, select LCD then scroll down to Version. To check the FSA-CU version, select Help on the CU's main menu, then About.

The error can also occur if events are coming into the panel while you are downloading. Therefore it is best not to write to the panel while the system is being worked on (connecting or disconnecting devices, activating inputs, etc.). The panel *cannot* be in alarm, and ideally there should be no active supervisory or trouble events either. Troubles may be unavoidable when bringing up a new system, but if there are active supervisory inputs, try to clear them (alarms *must* be cleared). If need be, temporarily remove input field wiring (not the SLC wiring) from the active module(s) and install the EOL resistor at the module(s) (be sure to reset the panel if it was a latching event).

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Another possibility for the error to occur while downloading is if a user programmable switch is active. These are the two switches below the Ack/Panel Silence switch. If a switch is pressed, the LED adjacent the switch will be on. De-activate the switch by pressing it again (the LED should turn off).



User programmable switches.