



## PRODUCT NOTICE

### Notice of Potential Product Concern

Rockwell Automation issues a Product Notice when it identifies a product(s) anomaly that may cause commercial or customer satisfaction concerns.

## 1788-EN2DN Shipped with Incorrect Firmware

Reference: 2012-02-003

Date: February 2012

The purpose of this Product Notice is to inform you of a potential anomaly that exists with the 1788-EN2DN linking device for Ethernet/IP and DeviceNet shipped between December 2011 and January 2012.

Incorrect firmware was loaded into a small number of units prior to product shipment. Product with the incorrect firmware will fail to operate. This anomaly can be corrected in the field by downloading and installing the correct firmware.

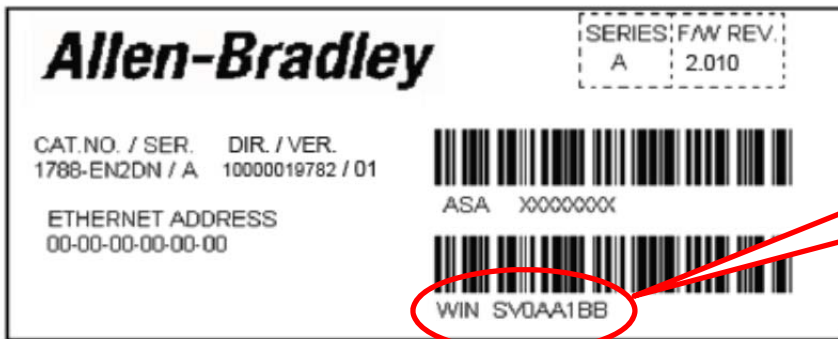


– Product Identification –

The affected product is the 1788-EN2DN linking device for Ethernet/IP and DeviceNet. Affected product may have been shipped between December 2011 and January 2012. The affected product may be identified with a date code of 2011/11/03 (November 3, 2011) through 2011/12/12 (December 12, 2011) on the "Factory Seal" label. The product WIN code will be SV2OA1VI through SV2OA2IV, consecutively. Refer to Appendix B for a complete listing of all affected WIN code numbers.



Manufacturing date code as shown on the Factory Seal label. The date code format is YYYY/MM/DD where YYYY is the year, MM is the month and DD is the day.



Product WIN code as shown on the product nameplate. The product nameplate is located on the 1788-EN2DN product.

- Description -

A potential anomaly exists with the 1788-EN2DN linking device for Ethernet/IP and DeviceNet.

Incorrect firmware was loaded into a small number of units prior to product shipment. Product with the incorrect firmware will fail to operate. This anomaly can be corrected in the field by downloading and installing the correct firmware.

- Temporary Workarounds -

No workaround has been identified. Affected product must be field upgraded to the correct firmware revision or replaced.

- Correction -

The 1788-EN2DN linking device for Ethernet/IP and DeviceNet can be field upgraded to the correct firmware from the Rockwell Automation Support site. From the Rockwell Automation Support home page at <http://www.rockwellautomation.com/support>, follow the links Services & Support → Software Updates, Firmware and Other Downloads → Find Product Downloads and Software Updates → Find Product Downloads. In the "search by name or description" field, enter "1788-EN2DN". Select the 1788-EN2DN product from the list. Select for download the 2.010 version or later firmware revision. Follow the instructions in your device's user manual to download the

correct firmware to your 1788-EN2DN device. Version 2.010 firmware is expected to be available for download no later than February 17, 2012.

– Requested Customer Action –

Rockwell Automation requests you take the following actions:

- Check if you have a product affected by this Product Notice. Refer to the Product Identification and Description sections of this document for product identification assistance.
- Customers are advised to perform a field firmware upgrade on any affected product.
- If desired, customers may return affected product for standard warranty exchange or replacement.
- All returns should be over packed to prevent shipping damage during transit.
- If applicable, contact your distributor or local sales office to return the product and request a replacement unit.
- If you need additional assistance, please contact Rockwell Automation Technical Support. See Appendix A for local telephone numbers. Customers without TechConnect contracts should reference this Product Notice when calling.
- Customers with TechConnect contracts can [chat online](#) with English speaking representatives. Reference this Product Notice when connected to a support engineer.

This Product Notice is posted on the Rockwell Automation Support Center, <http://www.rockwellautomation.com/knowledgebase>, as ID number [471251](#).

If this Product Notice does not affect you because you do not have the products any longer, or if you are a Distributor, Rockwell Automation asks that you forward a copy of this notice, with any identifying documentation, immediately to the person or company that now has the product. We also ask that you contact Rockwell Automation Technical Support and provide the location of the affected units.

We appreciate your immediate cooperation. If you have any questions, please contact us.

Sincerely,

ROCKWELL AUTOMATION

You can register for Automatic Product Safety Advisories and Product Notices from Rockwell Automation by email. Go to the Support web page at <http://www.rockwellautomation.com/support>. Select your country, and from the link '[Support Center](#)' you can subscribe to important product updates, including Product Safety Advisories and Product Notices.

## Appendix A Regional Technical Support Information

The following list can help you to contact the correct technical support center for your location. If your country is not listed, you can find a customer support number for your location on <http://www.rockwellautomation.com/support/> by selecting your country and clicking the Phone/OnSite Support tab.

Region / Country	Phone Number ( ) International Code
<b>Asia/Pacific</b>	
Australia	1 800 809 929
China	400 620 6620
Hong Kong	+852 2887 4666
India	(91) 1 800 3000 7635
Japan	03 3206 2785
Korea	(82) 2 2188 4400
Malaysia	1 800 80 4851
New Zealand	0800 27 27 25
Taiwan	080 902 0908
Thailand	001 800 611 2757
<b>Caribbean</b>	
All Countries	(1) 440 646 3650
<b>Central America</b>	
Argentina	800.666.0320
Belize	(1) 440 646 3650
Bolivia	(54) 800 10 0632
Brazil	(55) 11 5189 9500
Chile	800.53.0012
Colombia	01.800.700.2107
Costa Rica	0800.013.1215
Ecuador	58.212.949.0611
El Salvador	(52) 55 5246 2010
Guatemala	(52) 55 5246 2010
Honduras	(52) 55 5246 2010
Mexico	001.888.365.8677
Nicaragua	(52) 55 5246 2010
Panama	001.800.203.3475
Paraguay	(54) 11 5554 4000
Peru	0800.535.36
Suriname	(1) 440 646 3650
Uruguay	(54) 11 5554 4000
Venezuela	800.1.00.3062

Region / Country	Phone Number ( ) International Code
<b>Europe</b>	
Austria	(49) 02104 960 664
Belgium	(32) 2 716 8411
Czech Republic	(420) 28401 5911
Denmark	(45) 43 466 006
Finland	(358) 958 447 419
France	(33) 825303132
Germany	(49) 02104 960 664
Hungary	(420) 28401 5911
Ireland	(44) 01908 635245
Italy (Brescia, Milano e Padova)	(39) 199 11 99 00
Italy (Bologna, Firenze, Napoli, Roma e Torino)	(39) 199 11 99 22
Morocco	(33) 825303132
Netherlands	(31) 297 543543
Poland	(48) 22 32 60 707
Portugal	(1) 440 646 3223
Slovakia	(420) 284015911
Spain	(34) 902 30 93 30
Sweden	(46) 46 19 93 91
Switzerland (German)	(41) 0844 84 84 11
Switzerland (French)	(41) 0844 84 84 12
Switzerland (Italian)	(41) 0844 84 84 13
United Kingdom	(44) 01908 635245
<b>North America</b>	
Canada	(1) 440-646-3223
United States	(1) 440-646-3223

If you have a TechConnect Contract, please use the telephone number supplied to you with the contract.

## Appendix B Affected Product WIN Numbers

The following is a list of affected product by manufacturing date code and WIN serial number. 1788-EN2DN product identified on this list should be considered affected by the anomaly and corrective action should be made. Refer to the Product Identification section of this document for the location of these codes. Refer to the Correction section of this document for proper corrective action steps.

Mfg Date Code	WIN Number	Mfg Date Code	WIN Number	Mfg Date Code	WIN Number
2011/11/03	SV2IA1VI	2011/11/08	SV2IA1ZY	2011/11/22	SV2IA2EO
2011/11/03	SV2IA1VJ	2011/11/08	SV2IA1ZZ	2011/11/22	SV2IA2EP
2011/11/03	SV2IA1VK	2011/11/08	SV2IA2AA	2011/11/22	SV2IA2EQ
2011/11/03	SV2IA1VL	2011/11/08	SV2IA2AB	2011/11/22	SV2IA2ER
2011/11/03	SV2IA1VM	2011/11/08	SV2IA2AC	2011/11/22	SV2IA2ES
2011/11/03	SV2IA1VN	2011/11/08	SV2IA2AD	2011/11/22	SV2IA2ET
2011/11/03	SV2IA1VO	2011/11/08	SV2IA2AE	2011/11/22	SV2IA2EU
2011/11/03	SV2IA1VP	2011/11/08	SV2IA2AF	2011/11/22	SV2IA2EV
2011/11/03	SV2IA1VQ	2011/11/08	SV2IA2AG	2011/11/22	SV2IA2EW
2011/11/03	SV2IA1VR	2011/11/08	SV2IA2AH	2011/11/22	SV2IA2EX
2011/11/03	SV2IA1VS	2011/11/08	SV2IA2AI	2011/11/22	SV2IA2EY
2011/11/03	SV2IA1VT	2011/11/08	SV2IA2AJ	2011/12/05	SV2IA2FA
2011/11/03	SV2IA1VU	2011/11/08	SV2IA2AK	2011/12/05	SV2IA2FB
2011/11/03	SV2IA1VV	2011/11/08	SV2IA2AL	2011/12/05	SV2IA2FC
2011/11/03	SV2IA1VW	2011/11/08	SV2IA2AM	2011/12/05	SV2IA2FD
2011/11/03	SV2IA1VX	2011/11/08	SV2IA2AN	2011/12/05	SV2IA2FE
2011/11/03	SV2IA1VY	2011/11/08	SV2IA2AO	2011/12/05	SV2IA2FF
2011/11/03	SV2IA1VZ	2011/11/09	SV2IA2AP	2011/12/05	SV2IA2FG
2011/11/03	SV2IA1WA	2011/11/09	SV2IA2AQ	2011/12/05	SV2IA2FH
2011/11/03	SV2IA1WB	2011/11/09	SV2IA2AR	2011/12/05	SV2IA2FI
2011/11/03	SV2IA1WC	2011/11/09	SV2IA2AS	2011/12/05	SV2IA2FJ
2011/11/03	SV2IA1WD	2011/11/09	SV2IA2AT	2011/12/05	SV2IA2FK
2011/11/03	SV2IA1WE	2011/11/09	SV2IA2AU	2011/12/05	SV2IA2FL
2011/11/03	SV2IA1WF	2011/11/09	SV2IA2AV	2011/12/05	SV2IA2FM
2011/11/03	SV2IA1WG	2011/11/09	SV2IA2AW	2011/12/05	SV2IA2FN
2011/11/03	SV2IA1WH	2011/11/09	SV2IA2AX	2011/12/05	SV2IA2FO
2011/11/03	SV2IA1WI	2011/11/09	SV2IA2AY	2011/12/05	SV2IA2FP
2011/11/03	SV2IA1WJ	2011/11/09	SV2IA2AZ	2011/12/05	SV2IA2FQ
2011/11/03	SV2IA1WK	2011/11/09	SV2IA2BA	2011/12/05	SV2IA2FR
2011/11/03	SV2IA1WL	2011/11/09	SV2IA2BB	2011/12/05	SV2IA2FS
2011/11/03	SV2IA1WM	2011/11/09	SV2IA2BC	2011/12/05	SV2IA2FT
2011/11/07	SV2IA1WN	2011/11/21	SV2IA2BD	2011/12/05	SV2IA2FU
2011/11/07	SV2IA1WO	2011/11/21	SV2IA2BE	2011/12/05	SV2IA2FV
2011/11/07	SV2IA1WP	2011/11/21	SV2IA2BF	2011/12/05	SV2IA2FW
2011/11/07	SV2IA1WQ	2011/11/21	SV2IA2BG	2011/12/05	SV2IA2FX
2011/11/07	SV2IA1WR	2011/11/21	SV2IA2BH	2011/12/05	SV2IA2FY
2011/11/07	SV2IA1WS	2011/11/21	SV2IA2BI	2011/12/05	SV2IA2FZ

Mfg Date Code	WIN Number	Mfg Date Code	WIN Number	Mfg Date Code	WIN Number
2011/11/07	SV2IA1WT	2011/11/21	SV2IA2BJ	2011/12/05	SV2IA2GA
2011/11/07	SV2IA1WU	2011/11/21	SV2IA2BK	2011/12/05	SV2IA2GB
2011/11/07	SV2IA1WV	2011/11/21	SV2IA2BL	2011/12/05	SV2IA2GC
2011/11/07	SV2IA1WW	2011/11/21	SV2IA2BM	2011/12/05	SV2IA2GD
2011/11/07	SV2IA1WX	2011/11/21	SV2IA2BN	2011/12/05	SV2IA2GE
2011/11/07	SV2IA1WY	2011/11/21	SV2IA2BO	2011/12/05	SV2IA2GF
2011/11/07	SV2IA1WZ	2011/11/21	SV2IA2BP	2011/12/05	SV2IA2GG
2011/11/07	SV2IA1XA	2011/11/21	SV2IA2BQ	2011/12/05	SV2IA2GH
2011/11/07	SV2IA1XB	2011/11/21	SV2IA2BR	2011/12/05	SV2IA2GI
2011/11/07	SV2IA1XC	2011/11/21	SV2IA2BS	2011/12/05	SV2IA2GJ
2011/11/07	SV2IA1XD	2011/11/21	SV2IA2BT	2011/12/05	SV2IA2GK
2011/11/07	SV2IA1XE	2011/11/21	SV2IA2BU	2011/12/05	SV2IA2GL
2011/11/07	SV2IA1XF	2011/11/21	SV2IA2BV	2011/12/05	SV2IA2GM
2011/11/07	SV2IA1XG	2011/11/21	SV2IA2BW	2011/12/05	SV2IA2GN
2011/11/07	SV2IA1XH	2011/11/21	SV2IA2BX	2011/12/05	SV2IA2GO
2011/11/07	SV2IA1XI	2011/11/21	SV2IA2BY	2011/12/05	SV2IA2GP
2011/11/07	SV2IA1XJ	2011/11/21	SV2IA2BZ	2011/12/05	SV2IA2GQ
2011/11/07	SV2IA1XK	2011/11/21	SV2IA2CA	2011/12/05	SV2IA2GR
2011/11/07	SV2IA1XL	2011/11/21	SV2IA2CB	2011/12/05	SV2IA2GS
2011/11/07	SV2IA1XM	2011/11/21	SV2IA2CC	2011/12/05	SV2IA2GT
2011/11/07	SV2IA1XN	2011/11/21	SV2IA2CD	2011/12/05	SV2IA2GU
2011/11/07	SV2IA1XO	2011/11/21	SV2IA2CE	2011/12/05	SV2IA2GV
2011/11/07	SV2IA1XP	2011/11/21	SV2IA2CF	2011/12/05	SV2IA2GW
2011/11/07	SV2IA1XQ	2011/11/21	SV2IA2CG	2011/12/05	SV2IA2GX
2011/11/07	SV2IA1XR	2011/11/21	SV2IA2CH	2011/12/09	SV2IA2GY
2011/11/07	SV2IA1XS	2011/11/21	SV2IA2CI	2011/12/09	SV2IA2GZ
2011/11/07	SV2IA1XT	2011/11/21	SV2IA2CJ	2011/12/09	SV2IA2HA
2011/11/07	SV2IA1XU	2011/11/21	SV2IA2CK	2011/12/09	SV2IA2HB
2011/11/07	SV2IA1XV	2011/11/21	SV2IA2CL	2011/12/09	SV2IA2HC
2011/11/07	SV2IA1XW	2011/11/21	SV2IA2CM	2011/12/09	SV2IA2HD
2011/11/07	SV2IA1XX	2011/11/21	SV2IA2CN	2011/12/09	SV2IA2HE
2011/11/07	SV2IA1XY	2011/11/21	SV2IA2CO	2011/12/09	SV2IA2HF
2011/11/07	SV2IA1XZ	2011/11/21	SV2IA2CP	2011/12/09	SV2IA2HG
2011/11/07	SV2IA1YA	2011/11/21	SV2IA2CQ	2011/12/09	SV2IA2HH
2011/11/07	SV2IA1YB	2011/11/22	SV2IA2CR	2011/12/09	SV2IA2HI
2011/11/07	SV2IA1YC	2011/11/22	SV2IA2CS	2011/12/09	SV2IA2HJ
2011/11/07	SV2IA1YD	2011/11/22	SV2IA2CT	2011/12/09	SV2IA2HK
2011/11/07	SV2IA1YE	2011/11/22	SV2IA2CU	2011/12/09	SV2IA2HL
2011/11/07	SV2IA1YF	2011/11/22	SV2IA2CV	2011/12/09	SV2IA2HM
2011/11/07	SV2IA1YG	2011/11/22	SV2IA2CW	2011/12/09	SV2IA2HN
2011/11/07	SV2IA1YH	2011/11/22	SV2IA2CX	2011/12/09	SV2IA2HO
2011/11/07	SV2IA1YI	2011/11/22	SV2IA2CY	2011/12/09	SV2IA2HP
2011/11/07	SV2IA1YJ	2011/11/22	SV2IA2CZ	2011/12/09	SV2IA2HQ
2011/11/07	SV2IA1YK	2011/11/22	SV2IA2DA	2011/12/09	SV2IA2HR
2011/11/07	SV2IA1YL	2011/11/22	SV2IA2DB	2011/12/09	SV2IA2HS

Mfg Date Code	WIN Number	Mfg Date Code	WIN Number	Mfg Date Code	WIN Number
2011/11/07	SV2IA1YM	2011/11/22	SV2IA2DC	2011/12/09	SV2IA2HT
2011/11/07	SV2IA1YN	2011/11/22	SV2IA2DD	2011/12/09	SV2IA2HU
2011/11/07	SV2IA1YO	2011/11/22	SV2IA2DE	2011/12/09	SV2IA2HV
2011/11/07	SV2IA1YP	2011/11/22	SV2IA2DF	2011/12/09	SV2IA2HW
2011/11/07	SV2IA1YQ	2011/11/22	SV2IA2DG	2011/12/09	SV2IA2HX
2011/11/07	SV2IA1YR	2011/11/22	SV2IA2DH	2011/12/09	SV2IA2HY
2011/11/07	SV2IA1YS	2011/11/22	SV2IA2DI	2011/12/09	SV2IA2HZ
2011/11/07	SV2IA1YT	2011/11/22	SV2IA2DJ	2011/12/09	SV2IA2IA
2011/11/07	SV2IA1YU	2011/11/22	SV2IA2DK	2011/12/09	SV2IA2IB
2011/11/07	SV2IA1YV	2011/11/22	SV2IA2DL	2011/12/12	SV2IA2IC
2011/11/07	SV2IA1YW	2011/11/22	SV2IA2DM	2011/12/12	SV2IA2ID
2011/11/07	SV2IA1YX	2011/11/22	SV2IA2DN	2011/12/12	SV2IA2IE
2011/11/08	SV2IA1YY	2011/11/22	SV2IA2DO	2011/12/12	SV2IA2IF
2011/11/08	SV2IA1YZ	2011/11/22	SV2IA2DP	2011/12/12	SV2IA2IG
2011/11/08	SV2IA1ZA	2011/11/22	SV2IA2DQ	2011/12/12	SV2IA2IH
2011/11/08	SV2IA1ZB	2011/11/22	SV2IA2DR	2011/12/12	SV2IA2II
2011/11/08	SV2IA1ZC	2011/11/22	SV2IA2DS	2011/12/12	SV2IA2IJ
2011/11/08	SV2IA1ZD	2011/11/22	SV2IA2DT	2011/12/12	SV2IA2IK
2011/11/08	SV2IA1ZE	2011/11/22	SV2IA2DU	2011/12/12	SV2IA2IL
2011/11/08	SV2IA1ZF	2011/11/22	SV2IA2DV	2011/12/12	SV2IA2IM
2011/11/08	SV2IA1ZG	2011/11/22	SV2IA2DW	2011/12/12	SV2IA2IN
2011/11/08	SV2IA1ZH	2011/11/22	SV2IA2DX	2011/12/12	SV2IA2IO
2011/11/08	SV2IA1ZI	2011/11/22	SV2IA2DY	2011/12/12	SV2IA2IP
2011/11/08	SV2IA1ZJ	2011/11/22	SV2IA2DZ	2011/12/12	SV2IA2IR
2011/11/08	SV2IA1ZK	2011/11/22	SV2IA2EA	2011/12/12	SV2IA2IS
2011/11/08	SV2IA1ZL	2011/11/22	SV2IA2EB	2011/12/12	SV2IA2IT
2011/11/08	SV2IA1ZM	2011/11/22	SV2IA2EC	2011/12/12	SV2IA2IU
2011/11/08	SV2IA1ZN	2011/11/22	SV2IA2ED	2011/12/12	SV2IA2IV
2011/11/08	SV2IA1ZO	2011/11/22	SV2IA2EE		
2011/11/08	SV2IA1ZP	2011/11/22	SV2IA2EF		
2011/11/08	SV2IA1ZQ	2011/11/22	SV2IA2EG		
2011/11/08	SV2IA1ZR	2011/11/22	SV2IA2EH		
2011/11/08	SV2IA1ZS	2011/11/22	SV2IA2EI		
2011/11/08	SV2IA1ZT	2011/11/22	SV2IA2EJ		
2011/11/08	SV2IA1ZU	2011/11/22	SV2IA2EK		
2011/11/08	SV2IA1ZV	2011/11/22	SV2IA2EL		
2011/11/08	SV2IA1ZW	2011/11/22	SV2IA2EM		
2011/11/08	SV2IA1ZX	2011/11/22	SV2IA2EN		