



Field Bulletin #: FB010

Date of Notice: July 29, 2020

Issue: Ventnor ComExpress Board Detect Issue

Affected Product(s): Ventnor (8-port and 16-port)

Affected Part Number(s): 070-08-VNT-S01, -S02, -S03, -S04, -C02, C03
070-16-VNT-S01, -S02, -S03, -S04, -C02

Affected Software Revision(s): SureLine versions starting with v8.0.0

Problem Description:

The Ventnor supports an optional ComExpress computer module internal to the unit. The circuitry to detect the optional ComExpress computer module can intermittently indicate that the module is present when it is not. When this occurs, in addition to Eth0 and Eth1, an Eth2 interface will be available under the SureLine web-based GUI or STUI Network Configuration menu selection. The user can then attempt to configure Eth2 which, in some cases, could lead to erroneous network behavior or prevent access to the unit altogether. Ventnor systems with the optional ComExpress computer module installed are not affected by this issue.

Analysis:

The Ventnor circuit board provides a digital I/O line that the SureLine software uses to read as a presence detect indicator for the ComExpress computer module. It was discovered that the absence of a pull-up resistor on this digital I/O line causes a condition where the logic level presented and read by the SureLine software may intermittently indicate that a ComExpress computer module is present when it is not. Due to this condition, the SureLine software can intermittently show the Eth2 interface allocated to the ComExpress Module under the SureLine web-based GUI or STUI Network Configuration menu selection when Eth2 does not apply. The user can then attempt to configure Eth2 which, in some cases, could lead to erroneous network behavior or prevent access to the unit altogether.

Resolution:

This issue is scheduled to be fixed in SureLine v8.5.0 or higher through a different mechanism that does not require the digital I/O line. With any prior SureLine version, if this error is encountered, do not change or configure the Eth2 interface from its default settings on the Web GUI or STUI Network Configuration or select it within any dropdown menus within the remainder of the SureLine Web GUI or STUI such as the Dataflow configuration or the Security configuration settings.

Recommended Action:

Sunhillo recommends users of the affected Ventnor models listed upgrade to v8.5.0 or higher when available. If running any other SureLine version less than v8.5.0 and this error is encountered, do not attempt to configure the Eth2 interface.