

Date:

April 16, 2021

Title:

iCCU Cabinet Ped Interface Type Setting Lost on Restart

Product / Models Affected:

iCCU (all variants) with v3.91/v3.92

Situation:

An issue was discovered in iCCU firmware v3.91 and v3.92 which can cause units manufactured with this firmware installed to be unable to retain the Cabinet Ped Interface Type (CPIT) setting (the setting which selects the source of traffic interval data). The setting is lost upon a reboot or power cycle and returns to 'Not Set'. Consequently, when the CPIT setting is lost, the phase settings for each button are cleared so that all PBSs return to a phase setting of 'Unassigned' and perform a 4-flash pattern. **In this case, the iCCU will not lock-in calls to the traffic controller. It is possible a system can be successfully installed and operate properly until a power disruption occurs, at which time the system will not recover properly and will not register a ped call when the button is pushed.** Whenever the CPIT setting is changed with the Field Service App, an error appears in the health log, "[MDS] Failed to set data to flash with Error: 503", which repeats twice.

Solution:

A firmware update, v3.93 is available and can be obtained through the Polara Field Service App for iOS and Android via the File Browser's **Check for Updates** option, as well as the Intelligent Config app for PC via the **Check for Updates** option.

After these steps, it is necessary to reenter the CPIT setting and phase settings for each PBS, in the iCCU. These settings will continue be saved through resets and power cycles.

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