

 **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.

**Firmware for ControlLogix 5580 and CompactLogix 5380  
Missing Specific Rungs in Routine after Online Edit with Logix Designer**

Reference: 2017-10-001

Date: October 2017

This Product Notice informs you of an anomaly that exists with firmware for the ControlLogix® 5580 and CompactLogix® 5380 controllers. After performing an online edit of a LBL (label) instruction or creating a new LBL instruction, that rung and rungs after it within that routine may be missing in the Studio 5000 Logix Designer® ladder logic editor on a subsequent editing of the routine, but will continue to be executing in the controller.



**– Product Identification –**

The affected product is firmware for the ControlLogix 5580 and CompactLogix 5380 controllers.

**Important** – Product hardware is not affected by this anomaly and may not be returned as part of this notification. Corrective action requires the download and installation of corrected firmware as described in the Correction section of this document.

For ControlLogix 5580, the affected catalog numbers are 1756-L81E, 1756-L82E, 1756-L83E, 1756-L84E, 1756-L85E, 1756-L81EK, 1756-L82EK, 1756-L83EK, 1756-L84EK, and 1756-L85EK. The affected firmware versions are all V28 and V29, and V30.011 through V30.012.

For CompactLogix 5380, the affected catalog numbers are 5069-L306ER, 5069-L306ERM, 5069-L310ER, 5069-L310ER-NSE, 5069-L310ERM, 5069-L320ER, 5069-L320ERM, 5069-L330ER, 5069-L330ERM, 5069-L340ER, 5069-L340ERM, 5069-L350ERM, 5069-L380ERM, and 5069-L3100ERM. The affected firmware versions are all V28 and V29, and V30.011 through V30.013.

**– Description –**

An anomaly exists with firmware for the ControlLogix 5580 and CompactLogix 5380 controllers. After performing an online edit of a LBL (label) instruction or creating a new LBL instruction, that rung and rungs after it within that routine may be missing in the Logix Designer ladder logic editor on a subsequent editing of the routine, but will continue to be executing in the controller.

All of the following conditions must be met for this anomaly to occur:

- The program must have been created using the Logix Designer ladder logic editor.
- An online edit must have occurred.
- The online edit must have involved changes to existing LBL (label) instructions or the creation of new LBL instructions.
- The controller is power cycled at some later time.
- Go online with a Studio 5000 project that was not used to make the changes must have occurred.

If these conditions have been met, when the affected routine is opened in the Logix Designer ladder logic editor, rungs may be missing from the affected routine. These rungs are not recoverable and must be manually re-entered to correct the routine. If you subsequently download this routine into the controller, the missing rungs will be removed from the program within the controller. Project verification may not catch the rungs that were removed from the project.

**Important** – Controller programs that have been online edited will continue to operate as expected until a program upload and subsequent download is performed. If a program with an affected routine is uploaded to Logix Designer and subsequently downloaded, the downloaded program will not contain the missing rungs and will not operate as expected when that routine is executed in the controller.

**– Temporary Workarounds –**

Until firmware correcting this anomaly can be downloaded and installed, customers are advised to discontinue the use of online edits involving existing or new LBL instructions. Customers are instead advised to upload the full program to Logix Designer, make necessary edits in the Studio 5000 ladder editor, and download the corrected program to the controller when editing is completed.

If you believe you are affected by this anomaly, the rungs must be manually re-entered or a recovery backup must be used. If you are not sure if you are affected by this anomaly, you will need to review your ladder logic program for evidence of missing rungs. Within the Logix Designer ladder editor, perform a search of all instances of the LBL instruction and have a person with knowledge of the program review the list for potential missing rungs.

**– Correction –**

Correction requires the download and installation of corrected product firmware. Product firmware may be downloaded from the Rockwell Automation Product Compatibility and Download Center (PCDC). Refer to your product's user manual for instructions.

**Important** – Product hardware is not affected by this anomaly and may not be returned as part of this notification.

- Access the PCDC at <https://compatibility.rockwellautomation.com/Pages/MultiProductDownload.aspx>.
- In the product search field, enter the desired product, either 5580 or 5380. Then select the specific catalog number for your product.
- For ControlLogix 5580, corrected firmware is version 30.013 and later. Version 30.013 is expected to be available for download on or before December 2017. This anomaly will also be corrected in V31 and later.
- For CompactLogix 5380, corrected firmware is version 30.014 and later. Version 30.014 is expected to be available for download on or before March 2018. This anomaly will also be corrected in V31 and later.
- Follow the instructions to download and install the corrected firmware.

**Important** – Download and installation of updated firmware will not correct controller routines already affected by this anomaly. Refer to the Temporary Workarounds section of this document for information on correcting affected routines.

Customers are advised to sign into the PCDC using their Rockwell Automation Member Account and configure PCDC notifications to receive email updates when updates are available for these products. Alternatively, you may sign up to receive a notification when firmware correcting this specific anomaly is available by clicking the link provided at the end of the Rockwell Automation Knowledgebase Article ID 1063356 for this Product Notice PN 2017-10-001.

**– 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.
- Implement the actions listed in the Temporary Workaround section of this notification until firmware correcting this anomaly can be obtained.
- 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 PN 2017-10-001 when calling.
- Customers with TechConnect contracts may be able to [chat online](#) with support representatives. Reference this Product Notice when connected to a support engineer.

**The most current version of this Product Notice is posted on the Rockwell Automation Support Center, <http://www.rockwellautomation.com/knowledgebase>, as ID number [1063356](#). Additional languages may also be available at the end of this article attached as downloadable PDF documents.**

Customers using the Rockwell Automation Support Center in a non-English language should search for the document by the article ID number listed above. The resulting article ID for non-English postings may be different than the listed article ID number.

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> and click the *Visit the Technical Support Center* link. Sign in with your Tech Connect Account or free Rockwell Automation Member Account and 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 clicking *Get Support Now*, selecting your country, and clicking the *Phone/OnSite Support* tab.

Region / Country	Phone Number ( ) International Code
<b>Asia/Pacific</b>	
Australia	1 800 762 593
China	400 620 6620
Hong Kong	+852 2887 4666
India	1 800 2000 121
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	(66) 2936 1500
<b>Caribbean</b>	
All Countries (English)	(1) 440 646 3223
All Countries (Español)	(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	1.800.288.0108
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) 211 41553 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) 211 41553 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) 10 266 55 80
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.