



Release Note

CompactFlash Memory Card

Catalog Number 1784-CF64 revision C01

About This Publication

This release note describes an anomaly identified in the CompactFlash card. The anomaly happens when you use a 1784-CF64 revision C01 card with the ControlLogix L6x series A controllers.

Identifying Products Related to the Anomaly

This is an example of the card label that this release note describes.



This is an example of the controller identification label.



Known Anomaly

There is an incompatibility between the 1784-CF64 revision C01 card and the ControlLogix 1756-L6x series A controllers

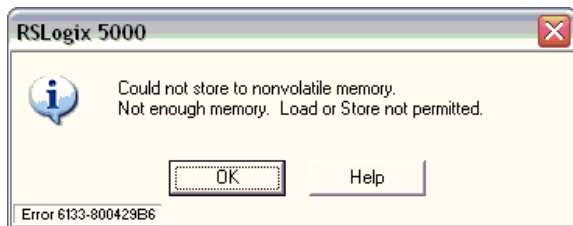
IMPORTANT

This anomaly has only been seen with the revision C01 card when used with the ControlLogix 1756-L6x series A controllers.

When using a ControlLogix 1756-L6x, series A controller the CompactFlash revision C01 card has about a 90% of not operating properly when you apply power to the controller. When the card does not operate properly it will not respond to any Read/Write accesses from the 1756-L6x series A controller.

You will be able tell that the card is not working because:

- a saved image on the ControlFlash card will not load an application even though the load option requirements were met.
- trying to save an application through RSLogix 5000 software results in the following error message.



Anomaly Correction

The solution is underway for the CompactFlash card revision D01. Use the D01 revision of the CompactFlash card when available.

Rockwell Automation Support

Rockwell Automation provides technical information on the Web to assist you in using its products. At <http://support.rockwellautomation.com>, you can find technical manuals, a knowledge base of FAQs, technical and application notes, sample code and links to software service packs, and a MySupport feature that you can customize to make the best use of these tools.

For an additional level of technical phone support for installation, configuration, and troubleshooting, we offer TechConnect Support programs. For more information, contact your local distributor or Rockwell Automation representative, or visit <http://support.rockwellautomation.com>.

Installation Assistance

If you experience a problem with a hardware module within the first 24 hours of installation, please review the information that's contained in this manual. You can also contact a special Customer Support number for initial help in getting your module up and running.

| | |
|-----------------------|--|
| United States | 1.440.646.3223 Monday – Friday, 8am – 5pm EST |
| Outside United States | Please contact your local Rockwell Automation representative for any technical support issues. |

New Product Satisfaction Return

Rockwell tests all of its products to ensure that they are fully operational when shipped from the manufacturing facility. However, if your product is not functioning, it may need to be returned.

| | |
|-----------------------|---|
| United States | Contact your distributor. You must provide a Customer Support case number (see phone number above to obtain one) to your distributor in order to complete the return process. |
| Outside United States | Please contact your local Rockwell Automation representative for return procedure. |

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