



## **TECHNICAL BULLETIN**

November 19<sup>th</sup>, 2018

Notice for Mercury OEM customers

### **Series 3 boards may not accept a firmware download.**

Dear Valued OEM Partner,

This is an important notice for users deploying Mercury Series 3 boards (MR50, MR52, MR16IN, MR16OUT).

#### **SYMPTOM**

Some Mercury Series 3 boards running firmware 3.20.4 may not be upgradeable.

#### **ISSUE**

In some cases, the Series 3 boards will not accept a new firmware build. If a firmware download is attempted on these boards they may enter a “loader mode” where access control functionality will no longer occur. (See [KB Article #2149](#) for information regarding loader mode).

#### **EFFECTED MERCURY PRODUCTS**

Below contains a list of serial numbers of boards that could potentially be impacted. Note that not all boards within the serial number ranges are impacted. The percentage of boards sampled internally range in failure rate.

<b>MR50</b> <ul style="list-style-type: none"><li>Serial # Range 2000003 – 2011857</li><li>Serial # Range 2012128 – 2012177</li><li>Serial # Range 2012418 – 2012447</li></ul> <b>MR52</b> <ul style="list-style-type: none"><li>Serial # Range 3000006 – 3058713</li><li>Serial # Range 3058954 – 3059553</li><li>Serial # Range 3060954 – 3061109</li><li>Serial # Range 3061174 – 3061323</li><li>Serial # Range 3061554 – 3061853</li><li>Serial # Range 3062534 – 3062683</li><li>Serial # Range 3064364 – 3064863</li></ul>	<b>MR16IN</b> <ul style="list-style-type: none"><li>Serial # Range 2000003 – 2007364</li><li>Serial # Range 2007800 – 2007833</li></ul> <b>MR16OUT</b> <ul style="list-style-type: none"><li>Serial # Range 2000003 – 2003889</li><li>Serial # Range 2004090 – 2004210</li><li>Serial # Range 2004271 – 2004290</li></ul>
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#### **CORRECTED MERCURY PRODUCTS**

As of July 1<sup>st</sup> 2018, the issue was resolved at production time. All Series 3 boards shipped after this date will not have this issue.

## CUSTOMER ACTIONS

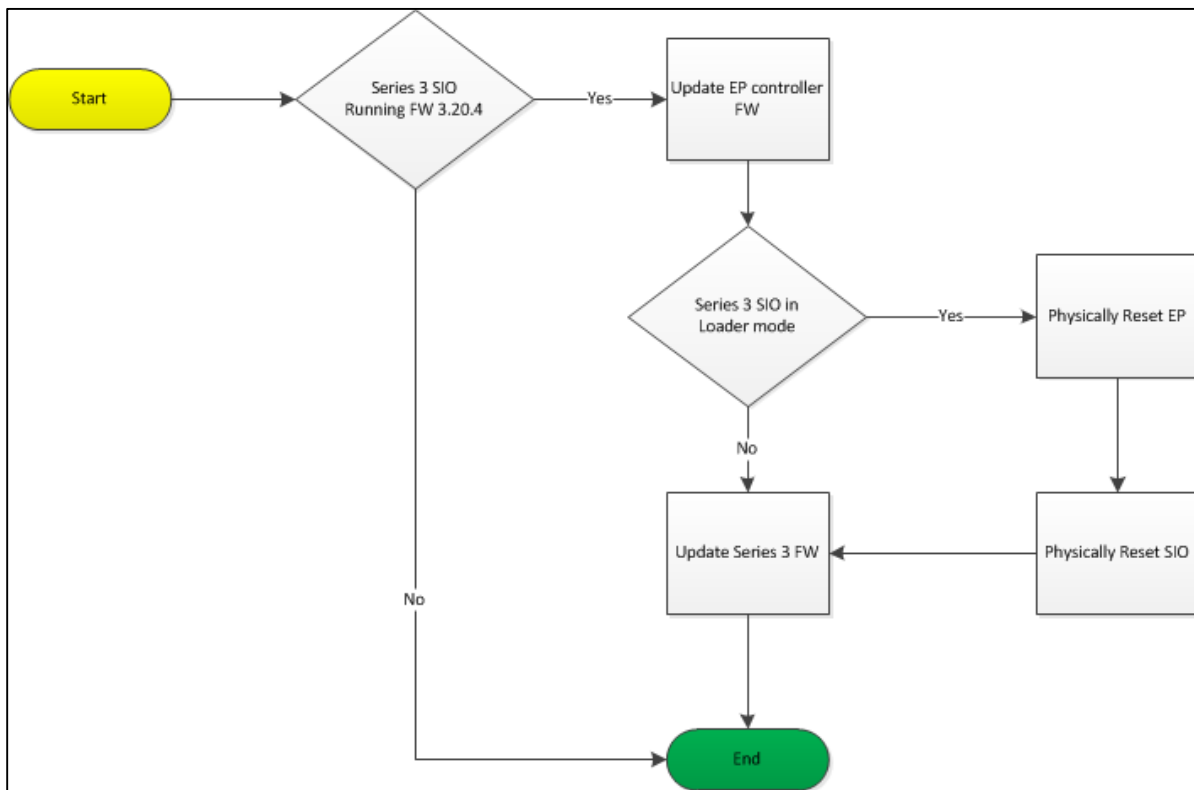
### LP Controllers:

The 1.26.5.0597 initial production firmware for LP controllers will update Series 3 SIO firmware as-is, without action.

### EP Controllers

Mercury has addressed this issue with updated controller firmware 1.26.9.0603<sup>1</sup> and above.

When a Series 3 SIO with firmware 3.20.4 comes online, in or out of loader mode, the controller will transmit the missing information, thus enabling the Series 3 SIO to accept firmware downloads. Follow the below steps to remedy the issue.



### PLEASE NOTE

If the Series 3 board fails to upgrade after the process defined above, the Series 3 board will have to go through the RMA process.

### FOR MORE INFORMATION

Please feel free to contact your Mercury contact or email our Tech Support team at [TechSupport@Mercury-Security.com](mailto:TechSupport@Mercury-Security.com) with questions. Mercury will publish updates to the partner portal as they are made available.

<sup>1</sup>EP firmware 1.26.4.0596 and above also contain the fix to auto correct the Series 3 boards. If you are not experiencing any issues updating SIO firmware when running this version of firmware, it is unnecessary to update to the controller firmware.