



TECHNICAL BULLETIN – TIME CRITICAL ISSUE

January 13th, 2020

Notice for Mercury OEM, Integrator and Consultant Customers.

DATE AND TIME ASSOCIATED FUNCTIONALITY WILL BE SEVERELY IMPACTED ON ALL LP INTELLIGENT CONTROLLERS STARTING MARCH 1ST, 2020

Dear Valued Partner,

This is an important notice for deployments of LP1501, LP1502, LP2500, LP4502 Intelligent Controllers.

ISSUE

LP intelligent controllers will not properly handle leap year time calculations. After February 29th, 2020, Leap Day, the intelligent controller will report time and date incorrectly. This will have unknown effects on the functionality of the access control system.

EXCEPTIONS

LP intelligent controllers that are deployed in “legacy” mode are not affected. Additionally, EP series controllers, bridge products (M5, MS, and MI) and legacy controllers such as the SCP series are not impacted by this issue.

CUSTOMER ACTIONS

Update ALL deployed LP intelligent controllers to firmware version 1.27.8.0629 before March 1st, 2020.

WORKAROUNDS

There are NO workarounds.

FOR MORE INFORMATION

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