IMPORTANT PRODUCT NOTICE

March 2020

Dear Valued Eaton Customer,

This advisory affects all Idea™ relays manufactured before January 1, 2020. The manufacturing date can be located on the nameplate on the front door of the relay.

**Issue Description:**
Relays running all versions of firmware may enter a non-standard state after the clock transitions from year 2019 to year 2020. If it occurs, the non-standard state will present the first time one of the following is completed on a control that transitions from 2019 to 2020:

1. The control/relay is power cycled (rebooted) manually.
2. The control/relay reboots after a setting is changed from the front panel HMI menu structure, as is standard behavior. Changing a setting through one of the nine front panel option buttons (found in the bottom right of the front panel) will not cause the issue.
3. A user downloads the scheme structure or associated settings from ProView™.
4. A user changes the ProView™ firmware version running on the control/relay.
5. The control/relay is powered up for the first time after being programmed prior to 2020.

**Effect:**
The non-standard state can be readily identified because the text circled in red below in each of Figures 1-5 will be missing for each of the relay models. Behavior of some user interface elements is affected, as well as the frequency protection of the control. Overcurrent, under/over voltage, Hot Line Tag/Close Inhibit will still function correctly. Note that protection settings will not be active while the control is rebooting, consistent with standard behavior.

**Additional Symptoms of the Non-Standard State Include:**

1. The relay will reboot when Clock or Sequence of Events (SOE) are accessed at the front panel.
2. The lamp test is not functional.
3. Additional menu selections may be missing.
4. User is unable to connect to the control/relay from a SCADA master station.
5. User is unable to connect to the device using the ProView™ application software.
6. The control/relay will reboot approximately every 20 minutes.
**Required Action:**
The unit should first be removed from service. Refer to the appropriate service information instructions prior to interacting with the device. If a relay has not yet entered the non-standard state as a result of one of the actions listed above, the non-standard state can be prevented by manually (locally or remotely) setting the date and time of the control/relay to the current date and time, even if the clock is already displaying the correct date and time. Once the date and time have been written to the control/relay, the subject control/relay will not enter the non-standard state. The date and time may be programmed on controls using any of the following methods:

1. Using a digital SCADA protocol that supports the writing of date and time, such as DNP3. (Controls that have received at least one-time synchronization command from a connected SCADA master since midnight on January 1, 2020 should be effectively mitigated.)
2. Setting the clock through the local HMI menu structure to the current date and time. User cannot be in “View Only” mode.
3. Using the ProView™ application software to synchronize the control/relay clock to a computer’s current date and time. User should be in “Modify Access” mode.

If a control/relay has already been power-cycled and entered the non-standard state, it may be recovered using the following steps.

1. Disconnection all cables to the relay.
2. Disconnect the Red & Black battery connectors. See Figure 6 below.

![Battery Connecters](image_url)

**Figure 6: Battery Connecters**

3. Wait a minimum of 5 seconds for control to completely power down.
4. Reconnect the Red & Black battery connectors. See Figure 6.
5. Hold the Menu key while reconnecting all cables to the control, and continue holding the menu key for 10 seconds once the control begins to power up. In “Firmware-Only” mode, the device’s protection settings will not be active.
6. Connect to the relay with the ProView™ application software through the front panel RS232 port.
7. Synchronize the device time to PC time using the ProView™ software. See the iDEA Relay Programming Manuals listed below if further information on this step if needed.

```
iDP-210: S165-210-1
iST-621/921/901: S165-621-1
iLD-480: S165-480-1
iXP-420: S165-420-1
```

8. Connect to the control with the scheme and version of ProView on the device. Clear the SOE by selecting Display > Sequence of Events > Reset SOE. This will prevent future nuisance reboots when viewing the SOE through the front panel.

By completing the above steps (and not downloading a new scheme or firmware to the device in the process), the prior programmed settings and scheme will remain on the device without being overwritten. This prevents the need to reprogram or save the protection settings on the device subsequent to the issue occurring.

Should you need further assistance, please contact your Eaton sales representative. Thank you for your understanding and cooperation.