

KABA[®]

TECHNICAL SERVICES BULLETIN

PRODUCT: Remaining 6 Digit Serial Number Cencon Gen2 Locks
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Issue:

Remaining 6 digit serial number Cencon Gen2 locks are not being recognized by 4.0.0 through 4.1.0 software as Gen2. The remaining number of 6 digit serial numbers is quickly depleting. In order to extend the range of serial numbers, we identified additional blocks of numbers to meet demand. In doing so, those ranges are not recognized by version 4.0 software so they are being identified as Gen 1 locks.

Description:

When Cencon 4 was developed, the initial range of Gen2 6 digit serial numbers was coded in Cencon 4 as (941001-999999) and (000001-099999). This allowed a supply of 159,000 locks which has been exhausted. When the other blocks of 6 digit serial numbers were used/issued to meet demand, Cencon 4 software could only see the serial numbers as Gen 1 locks so they can only be activated in Gen 1 compatibility mode.

Additional Information:

Please be advised that the next full release of Cencon/CenTran version 4.1.5 will be available later this fall. It will also have the 6 digit serial number ranges corrected.

Field Resolution:

- Activate affected locks in Gen 1 compatibility mode. The lock will still function but you will lose serial communication ability as well as the use of the new style keys. (DS1963S)
- Upgrade to Cencon/CenTran version 4.1.1.2652. This release corrects the serial number range issue and allows Gen2 locks to operate with all features.

The Kaba Safe Lock Division relies on product innovation to meet our markets' ever-changing needs for loss prevention and asset control solutions. The Kaba and LA GARD brands are synonymous worldwide with Security, Control and Accountability.

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