



PRODUCT: Cencon CenBank 4 and Gen2 Locks
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Using Gen2 Locks in Compatibility Mode with CenBank 4.0 Key Issue

Issue:

We have discovered an issue with Gen2 locks being used in CenBank 4.0. The issue is brought about when using multiple CenBank 4.0 logon keys for Gen2 locks in compatibility mode. Compatibility mode is defined as: Gen2 locks which are activated under a previous version of Cencon or which were activated with Cencon 4 using a PCI card are automatically placed in what is called "compatibility mode". In this mode, Gen2 locks behave mostly like Gen1 locks and do not support many Gen2 unique functions. The issue arises if the lock is activated with one CenBank 4.0 logon key and the Bank users added to the lock were added to the CenBank 4.0 software using a different logon key.

Locks Identified:

All locks with firmware prior to version 2.0.866. The lock serial number range affected is 941000 to 975396.

Resolution:

We have resolved this issue with an update to the lock firmware. The new firmware level is version 2.0.866.

If operating Cencon 4 software, you can perform an update activation operation on the lock and re-initialize the bank user keys with and the keys will work.

Other configurations require more to be done. For questions or concerns please contact Technical Support for assistance.

Additional Notes:

Also, a new version of Cencon/CenTran 4 software has been released in tandem with the firmware to resolve an issue where all of the locks in the CenBank 4 database would not import into Cencon 4. The new version is 4.0.7.2010. If you are a Cencon 4 user, it is recommended updating to version 4.0.7.2010.