

T.I. No.: 2021-09 Updated: -	Topic: Schaerer Barista - Software-Version 2.4.2 - recalled
--	--

Date: 31.03.2021	Priority	Need for action
Affected machines: Schaerer Barista	High	As soon as possible
From serial number: -	X Medium	X On next visit to the machine
As of date: immediately	Low	FYI

IMPORTANT INFORMATION

After discussion with the Quality Management, software version 2.4.2 has been recalled and is no longer available for download. If your machines in the field have not been updated to version 2.4.2 since more than 30 days ago, we strongly recommend that you restore the software to the previously installed software version.

Service > Service routines > System recovery

DESCRIPTION OF THE OCCURRING PROBLEMS

Memory usage in connection with NGx3

After update to version 2.4.2, it was reported that at some machines the performance of the machine decreases considerably after longer operating times and/or during peak hours. In this case, the machine reacts with a considerable delay to entries on the beverage buttons or entries via the display.

In extreme cases, this leads to the fact that the machine can no longer be operated.

Machine does not boot – Error messages 9632 / 9633 / 9634 / 9635

After update to version 2.4.2 it was reported from some machines that they showed one of the a.m. error messages after switch-on and the machines could no longer be operated.

ADVICE FOR TECHNICIANS

Please find detailed advice and quick troubleshooting measures on the following page.

As soon as a new serial software version is available, we will let you know immediately.

We sincerely apologise for any inconvenience caused.

DETAILED ADVICE AND TROUBLESHOOTING MEASURES

Memory usage in connection with NGx3

Internal tests have shown that in connection with activated telemetry module and NGx3 protocol, the memory usage is too high and this leads to the a.m. errors.

Short-term solution

- Restart the machine, this clears the memory.
 - > However, the errors can occur again under the above mentioned conditions
- Deactivate NGx3 protocol (telemetry module) temporarily in the machine configuration
 - > Error no longer occurs until activation of NGx3
- ▶ Attention: Deactivating NGx3 disconnects the machine from the telemetry module and the machine no longer sends data to the Schaerer Coffee Link portal.

Machine does not boot – Error messages 9632 / 9633 / 9634 / 9635

The tests concerning this error have not yet been completed, but initial results show that internal databases can no longer be read by the software.

Short-term solution

- Exchange of the „Plug board with SD card – 33.4073.4000“
- ▶ Attention: After exchange of the plug board with SD card the machine needs to be re- programmed again, a transfer of the backup data saved on the internal USB stick is not recommended!

The software version 1.2.1. saved on the SD card should absolutely be updated to version 2.3.1. by means of intermediate updates, recommended software versions for the intermediate updates are as follows:

1.4.7 > 1.7.1 > 1.11.3 > 2.1.7 > 2.3.1

The versions required for the intermediate updates will also be provided for download until the release of a new serial software version.