

## June 2011 | EDM Zap-Xermac Service Bulletin

Bulletin Reason	Back Up Memory Failure/Operating System Parameter Loss
Date of Bulletin	06/01/2011
Models Affected	All ZNC And CNC Computer Controlled Models

### Bulletin Summary

ALL COMPUTER CONTROLLED XERMAC POWER SUPPLIES CONTAIN A SOLID STATE MEMORY DEVICE TO MAINTAIN THE OPERATING SYSTEM MEMORY IN THE EVENT OF A POWER LOSS. THIS MEMORY DEVICE IS SUBJECT TO FAILURE OVER TIME AND/OR ELECTRICAL DAMAGE CAUSING THE OPERATING SYSTEM SOFTWARE TO BE LOST. WHEN NEW MACHINES WERE SOLD, A COPY OF THE BASE OPERATING SYSTEM SOFTWARE WAS INCLUDED WITH THE MACHINE. **IT IS IMPORTANT TO NOTE** THAT THE BACK UP SOFTWARE IS ONLY THE BASE OPERATING SYSTEM AND **DOES NOT INCLUDE** OPERATING PARAMETERS FOR YOUR SPECIFIC MACHINE TOOL. IN THE EVENT OF A BATTERY BACK UP SYSTEM FAILURE YOUR SPECIFIC OPERATING PARAMETERS **WILL BE LOST** RENDERING YOUR MACHINE INOPERABLE. WITHOUT A COMPLETE SOFTWARE BACK UP IT IS IMPOSSIBLE TO RECAPTURE YOUR SPECIFIC OPERATING PARAMETERS.

### Consequence

WHEN YOUR OPERATING PARAMETERS ARE LOST THERE IS NO WAY TO RECAPTURE THOSE PARAMETERS. EVEN AFTER INSTALLING THE FACTORY BACK UP SOFTWARE YOUR MACHINE WILL NOT BE ABLE TO OPERATE WITHOUT AN AUTHORIZED FACTORY INSTALLATION TECHNICIAN PROGRAMING YOUR MACHINE PARAMETERS.

### Remedy

A COMPREHENSIVE SOFTWARE BACK UP, TO INCLUDE YOUR SPECIFIC OPERATING PARAMETERS, SHOULD BE CREATED. YOU ARE HIGHLY ENCOURAGED TO HAVE A QUALIFIED MEMBER OF YOUR I.T. DEPARTMENT CREATE A COMPREHENSIVE OPERATING SYSTEM BACK UP. SHOULD YOU NOT HAVE A STAFF MEMBER QUALIFIED TO PERFORM THIS TASK YOU ARE ENCOURAGED TO CONTACT A THIRD PARTY SERVICE PROVIDER WHO HAS THE EXPERTISE TO ASSIST YOU.