



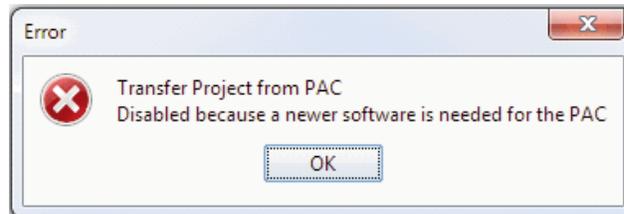
Product Advisory

Product Family:	Productivity3000	Number:	PA-P3K-010
Part Numbers:	P3-550, P3-RS, P3-PGMSW	Date Issued:	12/21/2011
Subject:	Firmware and Software Compatibility	Revision:	Rev B

Description of Problem

With the release of Productivity Suite Software 1.5.0.21 or newer and Firmware 1.1.11.26 or newer, two problems can occur:

- I. A critical error E02110 "Firmware Incompatible" will be generated when installing or upgrading equipment with the 1.1.11.26 or newer firmware if the system contains a P3-550 or P3-RS running 1.0.10.21 firmware or older. There are two situations that can cause this issue:
 - 1) P3-550 running 1.0.10.21 or older firmware combined with a P3-RS running 1.1.11.26 or newer firmware.
 - 2) P3-550 running 1.1.11.26 or newer firmware combined with a P3-RS running 1.0.10.21 or older firmware.
- II. If you upgrade a P3-550 with firmware 1.1.11.26 or newer or you install a P3-550 containing these firmware versions, you will not be able to read any project off the P3-550 using the Productivity Suite Software version 1.4.1.1 or older, the error below will appear if attempting to do so:



Solution to Problem

Note: To reduce the risk of errors, ensure that you are using version 1.5.0.21 or newer of the Productivity Suite Software prior to installing or upgrading a P3-550 or P3-RS with version 1.1.11.26 or newer firmware.

Also, be sure to verify system compatibility with this new firmware version before installing or upgrading the P3-550 or P3-RS.

- 1) Make a backup copy of your project prior to updating the Productivity Software on your PC or the Firmware in the P3-550 or P3-RS modules.
 - 2) Open the project with version 1.5.0.21 or newer of the Productivity Suite Software.
 - 3) In the Options menu under Project Transfer, ensure the "Upload current retentive tag values to initial values" option is checked and that the "Copy current retentive tag values to initial values" option is unchecked.
 - 4) Place the P3-550 into Stop mode.
 - 5) Go online with the P3-550 and select "Yes, Copy Project from PAC".
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Note: If the project upload in Step 5 fails, proceed to the "Fail to Upload Procedure" on the following page.



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Solution to Problem (continued)

- 6) Once uploaded, save this version of the project file.
- 7) Make a backup of the project file by saving an unaltered version under a different project name.
- 8) Upgrade all existing equipment to the latest firmware version, 1.1.11.26 or newer.
- 9) A warning message will be displayed after the CPU reboot, select "No" when asked to retrieve the project from the PAC.
- 10) Download project into the P3-550.
- 11) Place the P3-550 into Run mode.

Fail to Upload Procedure:

- 1) Get a valid PAC project file, identical to the one running currently in the PAC.
- 2) Connect to the PAC and perform at least two run time transfers.
- 3) Continue with Step 5 above.

Technical Assistance

If you have any questions regarding this Product Advisory, please contact Technical Support at 770-844-4200 for further assistance.