



Product Advisory

Product Family:	Productivity1000	Number:	PA-P1K-001
Part Numbers:	P1-550 (CPU)	Date Issued:	06/01/2021
Subject:	Urgent-Mandatory Firmware Upgrade for P1-550	Revision:	Original

Important Notice For any purchased P1-550 CPU we strongly recommend you upgrade the CPU firmware. This PA does not apply for P1-550 CPUs at firmware revision 1.2.9.35 or higher.

Description of Problem We have discovered that in situations where more than 2,500 project transfers have been made on a P1-550 CPU there is the potential to make the P1-550 CPU inoperable on the next firmware update or project transfer. P1-550 CPUs with fewer than 2,500 project transfers will not become inoperable until such time that they exceed 2,500 transfers.

Solution for Problem In order to prevent this situation, it is necessary to upgrade the firmware of the P1-550 CPU to revision 1.2.9.35 or higher. After upgrading your P1-550 CPU, the risk of making the CPU inoperable after 2,500 project transfers will no longer exist.

Please return any P1-550 CPU that becomes inoperable during the firmware update process for a warranty replacement.

You can download the current version of Productivity Suite free of charge at the following link:
<https://support.automationdirect.com/products/p3000.html>

The most recent shipping firmware versions can always be found on our web site under: Downloads > Firmware > Firmware Binaries, or at this link:
<https://support.automationdirect.com/firmware/binaries.html>

Firmware Update Process Please refer to Productivity Suite Help Topic P065 for details.

1. Download the appropriate firmware file from the link listed above. We recommend the P1-All_In_One_20210430.adfw, which contains the P1-550 firmware revision 1.2.9.35.
2. Connect the Productivity Suite programming software (3.5.x or above) to the CPU via USB or Ethernet.
3. Once connected, select CPU > Check/Upgrade Firmware.
4. Next browse to the location where you downloaded the firmware file.
5. Once the firmware file has been selected you should see a list of CPUs/modules available for upgrade.
6. Highlight the P1-550 CPU and click the Upgrade Button. NOTE: If this button is grayed out, check to see that your CPU's Run/Stop switch is in the Stop position.

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