Product Advisory

Product Family:	Productivity2000	*Number*:	PA-P2K-010
Part Numbers:	P2-HSI (High-Speed Input Module)	*Date Issued:*	10/02/2019
Subject:	Urgent-Mandatory Firmware Upgrade for P2-HSI Module	*Revision:*	Original

Important Notice

For any purchased P2-HSI module we strongly recommend that you upgrade the module firmware.

Description of Problem

We have discovered that in rare situations the P2-HSI module can become unresponsive resulting in loss of status updates to other modules in the base leaving inputs and outputs in their last known state.

Solution for Problem

In order to prevent this situation, it is necessary to upgrade firmware in the P2-HSI module to revision 1.3.128.9 or higher.

Important Note: You must have Productivity Suite 2.3.x or above in order to complete this Firmware Update.

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 P2-All_In_One_20190924.adfw, which contains the P2-HSI firmware revision 1.3.128.9.
2. Connect the Productivity Suite programming software (2.3.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 modules available for upgrade.
6. Highlight the P2-HSI module 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.