



Product Advisory

Product Family:	Productivity2000	Number:	PA-P2K-011
Part Numbers:	P2-550 (CPU), P2-START	Date Issued:	06/01/2021
Subject:	Urgent-Mandatory Firmware Upgrade for P2-550	Revision:	Rev. B

Important Notice A firmware update is highly recommended for P2-550 CPU, Rev. D or earlier hardware. This PA does not apply to P2-550 CPUs at firmware version 1.2.9.33 or higher.

Description of Problem We have discovered a critical firmware issue with the potential to make the P2-550 CPUs inoperable on the next firmware update or project transfer.

Solution for Problem In order to prevent this situation, it is necessary to upgrade the firmware of the P2-550 CPU to revision 1.2.9.33 or higher. Earlier application of the solution reduces the risk of the CPU becoming inoperable.

In the unlikely event that a P2-550 CPU becomes inoperable during the firmware update process, please return 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 P2-All_In_One_20210413.adfw, which contains the P2-550 firmware revision 1.2.9.33.
2. Connect the Productivity Suite programming software (3.9.0.26 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 P2-550 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.