



# Product Advisory

**Product Family:** Productivity Series  
**Part Numbers:** P3-03B, P3-05B, P3-08B, P3-11B  
**Subject:** Productivity3000 base compatibility

**Number:** PA-PK-015  
**Date Issued:** 1/24/2018  
**Revision:** Rev. A

**Notice** New Productivity3000 bases require a CPU and P3-RS/RX firmware update for compatibility.

**Description of Problem** Components on the base backplane had to be replaced due to obsolescence. This redesigned base requires a CPU firmware upgrade in order to remain compatible with existing hardware (see table below for details). All four base part numbers are affected, but will be introduced into shipments at various times based on stock levels of existing inventory. The first part number to be impacted will be the P3-08B. New revision hardware for this part will begin shipping from AutomationDirect in January-2018. Other base part numbers will follow.

**Compatibility** The matrix below shows the Productivity3000 CPU and P3-RS/RX firmware required for the base you have. The latest firmware is not only required for the new bases, but is also compatible with older bases in existing systems.

Base Revision	Productivity3000 CPUs		Productivity3000 Remotes	
	v1.1.15.104 (or earlier)	v1.1.15.111 (or later)	v1.1.15.95 (or earlier)	v1.1.15.109 (or later)
P3-03B Rev. B (or earlier)	✓	✓	✓	✓
P3-05B Rev. B (or earlier)	✓	✓	✓	✓
P3-08B Rev. B (or earlier)	✓	✓	✓	✓
P3-11B Rev. C1 (or earlier)	✓	✓	✓	✓
P3-03B Rev. C (or later)		✓		✓
P3-05B Rev. C (or later)		✓		✓
P3-08B Rev. C (or later)		✓		✓
P3-11B Rev. D (or later)		✓		✓

**Determining** You can look at the module label to determine the hardware revision number. For example, this label indicates a Rev. C model P3-08B base, so the CPU requires an upgrade to firmware version v1.1.15.111, and a P3-RS/RX remote module requires an upgrade to firmware version 1.1.15.109.

**Problem Hardware Revision**





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**Symptoms** If a user configures a system with a new base and a CPU or RS/RX with old firmware, they will get a module missing error in slots with intelligent modules, after going into RUN. (Intelligent modules = P3- SCM, P3-HSI, P3-HSO)

**Solution for Problem** Upgrade the CPU firmware to version 1.1.15.111 or later and the P3-RS/RX remote module firmware to version 1.1.15.109.

**Firmware Upgrade** The most recent shipping firmware revision can always be found on our web site under:

*Downloads > Firmware > Firmware Binaries*, or at this link:

<http://support.automationdirect.com/firmware/binaries.html>

## Process

1. Download the appropriate firmware file from the link listed above. We recommend the All-in-One: P3-All\_In\_One\_20171213.adfw, which contains firmware revision v1.1.15.111 for the P3-530, P3-550, & P3-550E CPU, and firmware revision v1.1.15.109 for the P3-RS & P3-RX remote modules.
2. Connect the Productivity Suite programming software to the CPU via USB or Ethernet.
3. Once connected, select *CPU > Check/Upgrade Firmware*.
4. Next browse to the location where you have 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 CPU or remotes you are connected to and select the *Upgrade* button on the bottom of the page.

**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 our technical support at 770-844-4200 for further assistance.

