

# PXGX and PXGMS UPS Cards

## Firmware Upgrade Notice – v2.3.6 and 2.3.7 available now

October 21, 2015

Products: PXGX UPS X-Slot Card for UPS; PXGMS UPS MiniSlot Card

Catalog Numbers: PXGXUPS (Style Number 103005868-5591)  
PXGMS (P-116000035)

Eligible Versions:

PXGMS firmware version 2.3.2 (first released version),  
v2.3.3, 2.3.4(a), 2.3.5  
PXGX UPS firmware version 1.6.0 (first released version),  
1.6.0.2, 1.6.0.3, 1.6.0.5, 1.6.0.5a

**Note:** Downgrading to versions 2.3.4 (PGXMS) or earlier and to 1.6.0.5 (PXGX) or earlier may damage the card permanently!  
Due to changes in PXG card hardware, old firmware versions are not compatible with the latest cards.  
1.6.0.5a and 2.3.4a and later support both new and old hardware.

Required:

- pxgx\_ups\_2.3.6.rom (The new firmware image for PXGX)
- pxms\_2.3.7.rom (The new firmware image for PXGMS)
- Network-connected PC with Internet Explorer, Firefox or Chrome browser

Purpose:

Periodically, Eaton releases firmware upgrades for some of its products. With each new release, new features become available and often, old issues are corrected. Please reference the document **History\_PXGX\_UPS.pdf** or **History\_PXGMS\_UPS.pdf** if you are interested in knowing what enhancements and changes have been made between each released version of firmware.

Upgrade Procedure:

1. Download the appropriate firmware file from the Eaton website onto the network-connected PC.
2. Use your browser to connect to the web page of the PXGX UPS card to be upgraded and login with the username *admin*.

You will also need to provide an appropriate password (Default: *admin*).

3. From the card's web page, click the **Firmware** link from the menu bar (left side menu).
4. **PXGX only:** Check to make sure that the current firmware version is displayed as x.x.x-**ups** where 'x.x.x' is replaced with the real firmware version number.

If you don't see **-ups** in the version information you must check to make sure you aren't trying to update a PDU-related version of the PXGX card with UPS-related firmware.

5. Assuming all is well; continue by deciding if you would like the PXG card to automatically reboot itself to complete the update process. To do so, select the **Reboot when complete** option. Some users may be more comfortable manually rebooting the card following the update – just to know that the upload and update process went as expected.
6. Next, continue by clicking **Browse** and navigating to the saved copy of the firmware file on the network-connected PC.
7. Upload the file to the card (a dialog box will confirm your interest in doing so).
8. Wait 1-2 minutes for the upload and card update to complete. Note that network traffic may slow the upload process, so please be patient. The web page will provide you status feedback as the process continues and will notify you when the process is complete.
9. If you chose to manually reboot the PXG card, select **Yes** when prompted and then wait until the web page is automatically redirected back to the card's home page (identification, meter and status data is displayed here). Otherwise, the automatic reboot will happen at the appropriate time and the web page will be eventually redirected back to the card's home page.

#### Additional Notes:

If the reboot activity does not appear to complete as expected at the completion of the firmware upgrade process (PXG LEDs remain lit), partially extract the card from the slot for 5 seconds and then slide it back in to power it up again.

If you ever attempt to login to the PXG card and it appears that you might have forgotten the right password, simply try rebooting the card by momentarily pressing the "RESET" switch on the face of the card. This situation may occur if the card is first powered up without a valid Ethernet connection.

10. For a final confirmation, revisit the **Firmware** link from the menu bar after the reboot and verify that the current firmware version shown now indicates 2.3.6-**ups** on PXGX or 2.3.7 on PXGMS.

This completes the upgrade process.

**Note:** If you require assistance during the upgrade process, please contact Eaton Service organization

In the USA, call the appropriate phone number below:

3-Phase UPS Products: 800-843-9433 – Select the appropriate option

Single-Phase UPS Products: 800-356-5737 – Select the appropriate option

In rest of the world, please contact your local Eaton service representative.