

v.12.11

Downgrade Failures Prior to Composer 6.0

The purpose of this document is to explain why certain units cannot be downgraded to Composer firmware versions prior to 6.0.

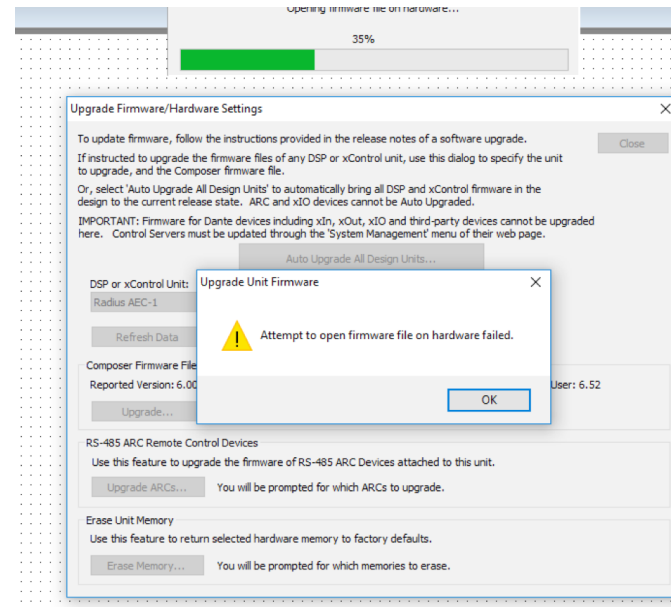
Affected Units:

Edge
 Radius AEC
 Radius 12x8 EX
 Prism (all types)
 xControl

Starting in 2018, the flash chip that was used in the units listed above will no longer be available. A new part will be used. With this replacement we needed to update the firmware in Composer 6.0 to support the new chip. Any unit that has the updated chip replacement will be in an unrecoverable failed state if the firmware is downgraded using a version of Composer prior to 6.0. Engineering put a failsafe in place so it is not possible to downgrade these units, which prevents them from entering the unrecoverable state in the field. Here are is the process and accompanying error messages you will see:

1. Open Composer 5.6 (or any version prior to 6.0).
2. Locate the DSP in Site View.
3. Open the Hardware menu in Composer and select Upgrade Firmware/ Hardware Settings (or Ctrl+F).
4. Attempt to upgrade the firmware (which would actually be downgrading).

The upgrade will fail and you will receive the following error message in Composer:



And the following error message on front panel:

