

Power Xpert Gateway® 900 Firmware Upgrade Notice

Version 4.4.0 is now available

April 6, 2018

Product: Power Xpert Gateway 900 Hardware

Catalog Numbers: PXG900 (Style Number: 66D2325G01)

Eligible Versions: 3.0.8, 3.1.0, 3.1.2, 4.0.4, 4.1.0, 4.1.2, 4.1.4, 4.1.6, 4.1.8, 4.2.0, 4.2.2, 4.3.0, 4.3.1, 4.3.2

Required:

- pxg900_4_4_0.rom (The new firmware image)
- A network-connected PC with Internet Explorer or Google 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 *Power Xpert Gateway 900 History.pdf* to learn more about the enhancements and changes have been made in this new release of firmware.

Upgrade Procedure:

1. Download the firmware file *pxg900_4_4_0.rom* from the Eaton Website onto the network-connected PC.
2. Use your browser to connect to the web page of the PXG900 to be upgraded and login with the username *admin*. You will also need to provide an appropriate password (Default: *admin*).
3. From the PXG's network tab web page, click the **Edit** button and then click on the gear icon associated with the Power Xpert Gateway.
4. Then from the **Choose an Action** menu from the side bar on the right of the screen, pick **Firmware Update** from the drop-down menu.
5. Assuming all is well, continue by clicking **Browse** and navigating to the saved copy of *pxg900_4_4_0.rom* on your PC.

6. Upload the file to the PXG.
7. Wait a few minutes for the PXG to update and reboot. The web page will provide you status feedback as the process continues and will notify you when the process is complete.
8. Wait until the web page is automatically redirected back to requesting you to login once again.
9. After logging in, for a final confirmation, please verify that the firmware version now displays as 4.4.0 by clicking on **About**, which is found under the **Help** button on the top of the page.

This completes the upgrade process.

Clearing the Browser Cache After the Firmware Upgrade

Each new release of PXG firmware exposes new UI features. Because your web browser caches information about the web pages you visit in order to speed up your browsing experience, this can often lead to confusion when new gateway features don't seem to appear after you complete the firmware upgrade. With this in mind, we recommend following the process below for Chrome, Internet Explorer 10 and Internet Explorer 11, to truly clear your browser's cached view of the PXG's web pages.

Chrome

1. Press *Ctrl-Shift-I* to open Chrome's Developer Tools.
2. With the Developer Tools console open at the bottom of your screen, locate the web page reload icon (Clockwise Arrow) just to the left of where you entered the IP address of the PXIG.
3. *Right-Click* on the reload icon and click to select *Empty Cache and Hard Reload*.
4. This will ensure that Chrome clears the cached data and reloads the PXIG's opening web page. You can now close the Developer Tools console by clicking on the "X" in the upper right corner of the console.

Internet Explorer 10

1. Press *F12* to open IE 10's Developer Tools console.
2. From the Developer Tools menu bar, click to select the *Cache* option.
3. From the Cache menu select *Clear Browser Cache...* and confirm by selecting *Yes*.

4. After clearing the browser cache, refresh the PXIG's web page by pressing *F5*.
5. Wait for the PXIG's web page to reload.
6. Close the Developer Tools console by clicking on the "X" in the upper right corner of the console.

Internet Explorer 11

1. Press *F12* to open IE 11's Developer Tools console.
2. From the scroll ribbon or the Dev-Tools menu bar, click to select the *Network* option.
3. Mouse over the Network menu bar and click to select the *Clear Browser Cache...* option (4th from the left).
4. After clearing the browser cache, refresh the PXIG's web page by pressing *F5*.
5. Wait for the PXIG's web page to reload.
6. Close the Developer Tools console by clicking on the "X" in the upper right corner of the console.

Additional Support:

If you require assistance during the upgrade process, please contact the Customer Integrity Team (CIT) by calling 1-800-809-2772, select Option 4, followed by Option 1.