

## Downgrade CXC HP Software from v5.xx to v4.2 (v5.xx or later)

### Summary

This procedure outlines how to downgrade a CXC HP controller with software v5.xx or later to v4.20 or earlier (screenshots taken on CXC HP software version v5.0).

### Equipment or Tools Necessary

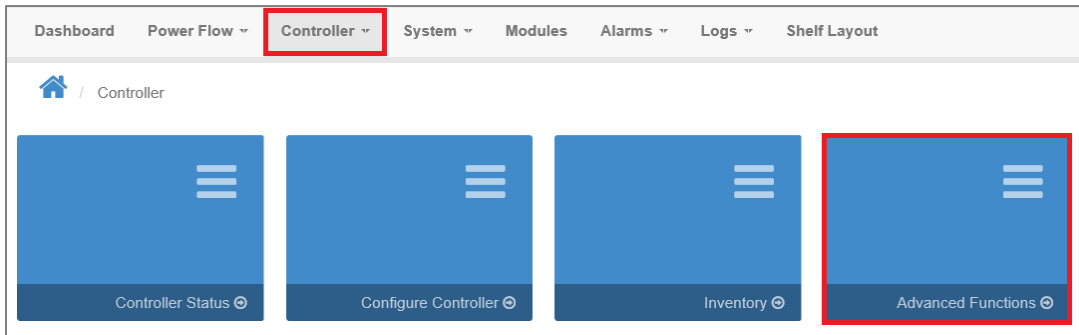
- CXC HP Software version v4.20
- Laptop with an Ethernet port and a web browser (such as Internet Explorer (version 9 or higher), Firefox, Windows Edge or Google Chrome)
- Ethernet cable (crossover for XP or straight-through for Vista/7/10)

### Recommendation

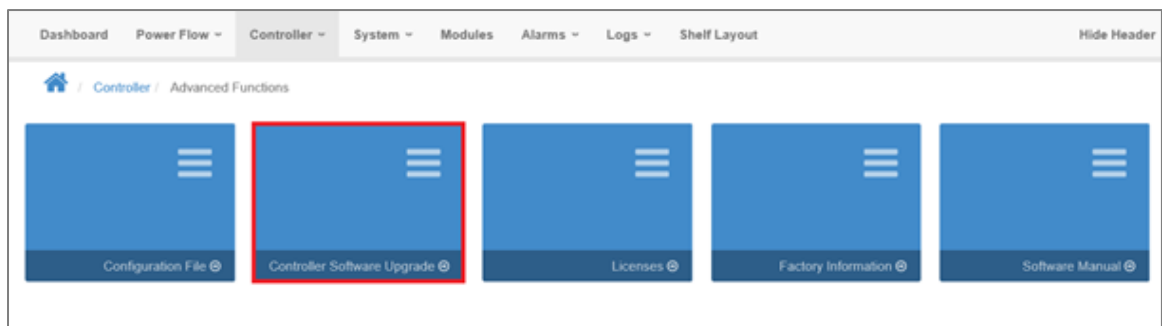
Alpha strongly recommends making a backup of the CXC HP controller before starting this procedure.

### Procedure

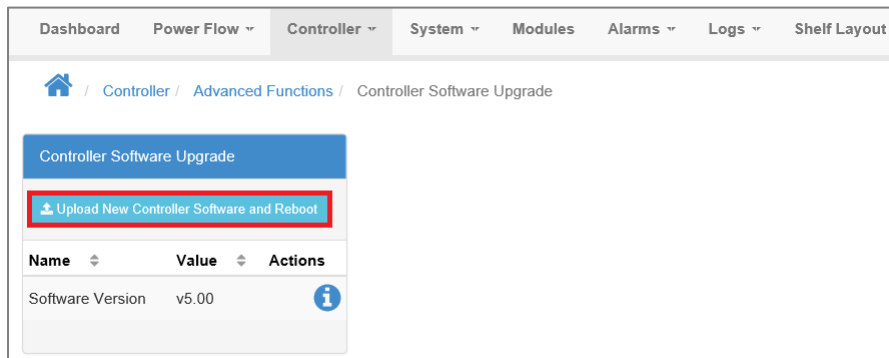
1. Connect to the controller with a laptop using Alpha's, *CXC HP Ethernet Communication Setup Procedure*.
2. Go to **Controller/Advanced Functions**.



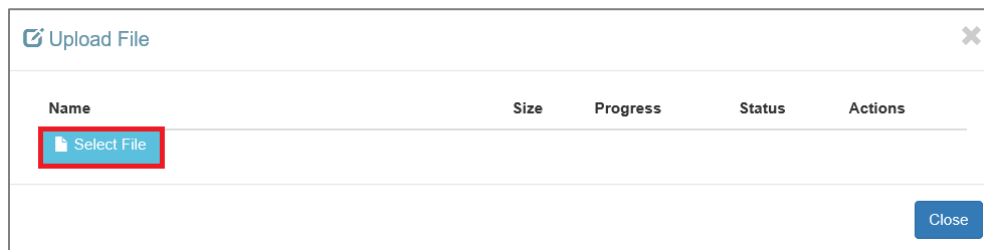
3. Click **Controller Software Upgrade**.



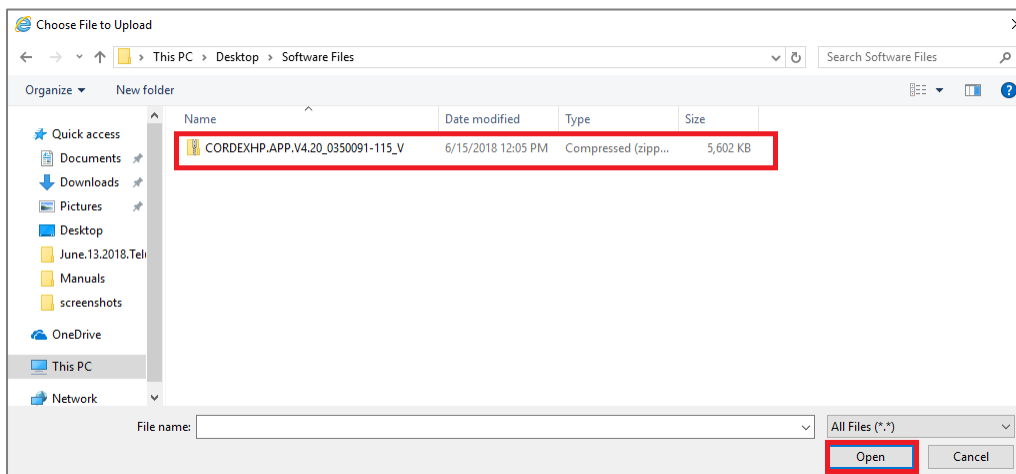
4. Click **Upload New Controller Software and Reboot**.  
Note: this process is not service affecting.



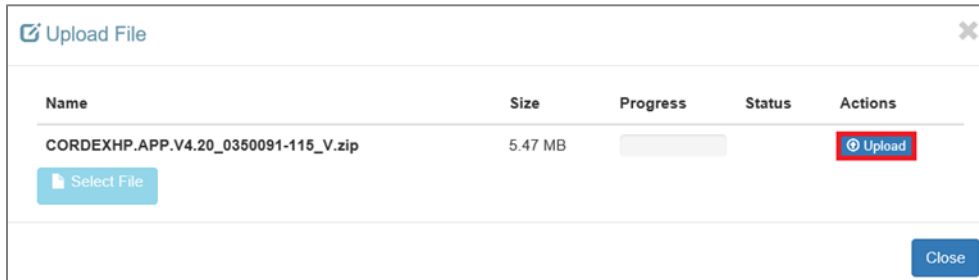
5. Click **Select File**.



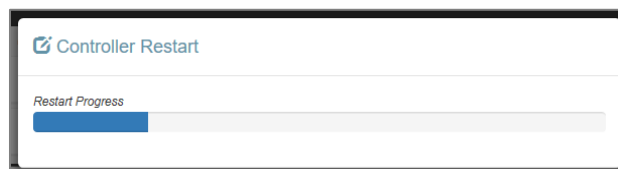
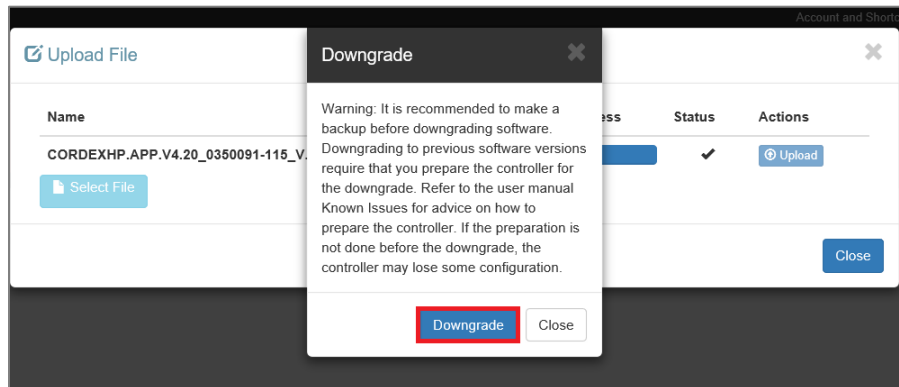
6. Go to the directory where the Cordex HP 4.20 software is located. Select it, and click **Open**.

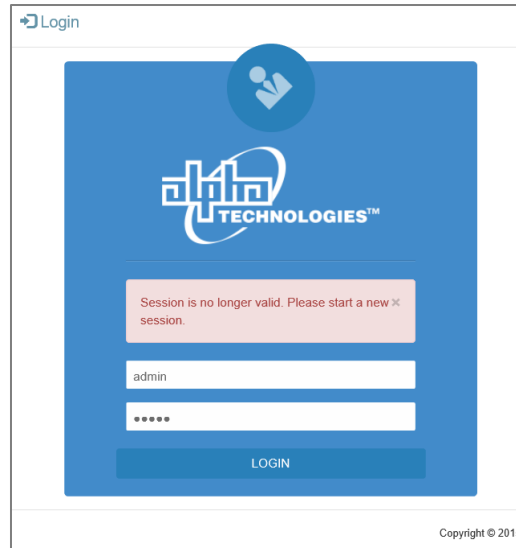


7. Click **Upload**.



- 8. A downgrade warning screen displays. Click **Downgrade**, the software will be uploaded to the controller, and it will reboot.
- 9. After the reboot, login with your credentials. If a warning stating the session is no longer valid displays, close the browser and reopen it. Start a new session and login with your credentials.





10. Under **Controller/Controller Status**, verify that the software version has been downgraded.

Controller Status			0913034-001 (DC System 48V/3624)			Distr. System/3245		
Name	Value	Actions	Name	Value	Actions	Name	Value	Actions
Operating System Version	v2.20		System Voltage	54.32 V		System Number	---	
<b>Software Version</b>	<b>v4.20</b>		Total Load Current	--- A		Voltage	0.00 V	
Hardware Version	S1.11.P1		System Number	1		Current	0.000 A	
Controller ID	CXCY-KKGD-F3GU-2BTX		System Mode	Unknown		Breaker Trip Status	Tripped	
CPU Usage	24 %		Battery Conditioning	Inactive		Maximum Temperature	--- °F	
CPU Delay	66 ms		Charging	Inactive		Active Alarms	Yes	
Time Since Restart	0.0 h							
Current Time and Date	6/15/2018 1:13:01 PM							
Application Memory In Use	10.591 MB							

**End of Method of Procedures**

For assistance, contact **Alpha Technical Support** Toll Free North America: 1-888-462-7487  
 International: +1-604-436-5547 or [Click here to report a problem](#)