TECHNICAL ADVISORY BULLETIN

OS v6.2 Release – CXC HP Controller Lockup Resolution

Date: April 23, 2020
Model #: CXC HP Controller
Part #: 0180036-xxx, 0180046-xxx, 0180054-xxx, 0180053-xxx

Issue

The CXC HP Operating System (OS) has been implemented with a change to increase operational robustness and apply a correction to flash memory configuration.

Corrective Action

The release of the CXC HP Controller Operating System (OS) v6.2 is now available for download. The OS version is applicable to all CXC HP series Controllers. Alpha strongly recommends to update all CXC HP Controllers during a scheduled maintenance site visit.
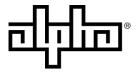
Alpha would like to assure our valued customers that our power systems are designed to not interrupt power flow, operating in Safe Mode, in the rare event of a Controller failure. For customers experiencing this event, the power system will continue to operate should the Controller require service or replacement under applicable warranty.

Please follow the link below to the software download page:
https://www.alpha.ca/support/support-main-menu/software-firmware-downloads

For additional assistance or if you have any questions regarding this notification, please contact Alpha Technical Support at 1-888-462-7487 or www.alpha.ca/report-a-problem.

Sincerely,

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For assistance, contact Alpha Technical Support:
Toll Free North America: 1-888-462-7487
International: +1-604-436-5547
Monday - Friday, 7:00 AM - 5:00 PM PST for regular inquires
24/7 for emergency support
Click here to report a problem