



Your Power Solutions Partner

Alpha Technologies Technical Advisory Bulletin: CXC HP Software Application v4.0 **Issue**

Date: June 20, 2017
Model #: CXC HP Software
Release: v4.0

Dear Valued Customer,

Re: Hold of CXC HP Software v4.0 release made available June of 2017

In using the updated configuration export/import feature in v4.0, importing a set configuration to a new HP controller will remove relay mappings.

The controller's other existing functions are not affected. The intention was to protect the integrity of the new system and avoid an incorrect mapping of a relay that can affect power flow. This prevents the common operation of efficiently copying custom configurations that involve relay mappings.

We are in the process of developing a release to address on the import/export feature. Our recommendation is to revert the CXC HP software v4.0 to the last release v3.31. The Alpha website has been updated to provide the files here:

<http://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,

Doddy Wijanta
Product Specialist – Software and Control
Alpha Technologies, Ltd.
doddy.wijanta@alpha.ca

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
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