

Schneider Electric  
Digital Energy Divison – Digital Power  
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## Knowledge Base Article

### PM55xx Firmware Version 2.7.8: Features Limitation and Reasons

#### **Problem statement:**

On PM55XX/PM56XX/PM57XX models with firmware versions 2.7.8 - Limitation in some device (meter) features and ability to perform device configuration using device webpage / web-interface

#### **Symptom:**

Some of the webpage-based device configuration, that was available in firmware version earlier to 2.7.8, are not found in devices with above listed firmware versions.

#### **Firmware 2.7.8 Limitation & Reasons:**

The PM5560/63 with firmware version 2.7.8 will have imitation in some device features and ability to perform device configuration using device webpage, most of which will be affecting how the customer interacts with the device only through webpage. However, majority of the limitations can be overcome by using IONSetup Configuration Tool and/or the device's HMI (LCD screen and keys). These changes are summarized in table below.

#### **The reasons for these changes are as follows :**

1. Compliance to Senate Bill 327 or SB-327 of California connected devices (California 2020) law wef 1<sup>st</sup> January 2020 ([link](#))
2. Compliance to Schneider Electric's Cybersecurity policies ([link](#))

In order to meet the guidelines on time and avoid disruption in availability of the PM5560/63 products, we have decided to temporarily disable some features available over the device's webpage. Out of the 17 affected features listed below, there are 10 features that can be used with the latest version of IONSetup configuration tool. 7 existing features will be unavailable to the users until a future firmware release, and devices with firmware version 2.7.8 can be upgraded with the future firmware to restore all functionality of the webpage.

#### **Changes list :**

Sl.No	Function	PM5560/63 meter with				IONSetup v3.2.20127.03 & later
		up to FW v2.7.7		FW v2.7.8		
		Meter HMI	Webpage	Meter HMI	Webpage	
1	Ethernet configuration (basic, with port setting)	Available	Available	Available	Not Available	Available
2	HTTP Enable/Disable	Available	Available	Available	Not Available	Available
3	FTP Enable/Disable (will get auto-disabled if idle for 20 mins)	Not available	Available	Available	Not Available	Available
4	Serial port settings	Available	Available	Available	Not Available	Available
5	Advanced serial port settings	Not available	Available	Not available	Not Available	Available
6	BACnet/IP configuration	Available	Available	Available	Not Available	Available
7	DPWS Enable/Disable	Available	Available	Available	Not Available	Available
8	EtherNet/IP Enable/Disable	Available	Available	Available	Not Available	Available
9	DNP3 Enable/Disable	Available	Available	Available	Not Available	Available
10	PM5RD remote display configuration (PM5563 only)	Not available	Available	Not available	Not Available	Available
11	Device log export	Not available	Available	Not available	Not Available	Not available
12	Advanced Ethernet configuration	Not available	Available	Not available	Not Available	Not available
13	SNMP configuration	Not available	Available	Not available	Not Available	Not available
14	Modbus TCP filtering	Not available	Available	Not available	Not Available	Not available
15	Network Time Synchronization (NTP) configuration	Not available	Available	Not available	Not Available	Not available
16	SMTP configuration	Not available	Available	Not available	Not Available	Not available
17	Web User account settings	Not available	Available	Not available	Not Available	Not available

While the functions listed under serial numbers 1 to 10 can be performed using the latest IONSetup software tool and/or device HMI, the functions 11 and 16 can be performed as under:

(11) Device log export – PME / PSO / other third-party software can be configured to capture information from device and save into a log  
(16) SMTP configuration / Email on alarm settings – PME / other third-party software can be configured to perform a similar function

#### **Availability of firmware files for version 2.7.8:**

This firmware package for version 2.7.8 is not published on our website like other firmware versions, because the changes in this firmware limits some of the existing features of device webpage for compliance reasons as stated earlier. The guidelines do not require products in field to be compliant, but only for new production devices to be compliant. Hence to avoid unintentional changes to devices (with earlier firmware) already in field the firmware files for

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Contact Support :

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these versions are not published online. In case a customer who is already having product with this firmware version requires the save version firmware files for any reason, they will need to contact our technical support.

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