

PM8000 series meter firmware versions v1.2.14 and v1.2.15

Schneider Electric devices and systems are tested thoroughly at the factory. In some situations, previously unknown issues are identified after a device upgrade firmware has been publicly released. These issues are sent to our Engineering team for analysis, and a resolution is typically integrated in a future meter firmware version.

This document identifies issues and provides workarounds to proactively help the engineer perform the meter integration.

Discovered issues

Below is a list of known issues as of the published date of this document.

Pressing the menu button displays a blank Summary screen

Potential symptom

After upgrading your PM8000 series meter to firmware version v1.2.14 or v1.2.15, pasting a custom framework onto the meter causes the Summary screen to display a blank screen after the menu button is pressed.

Cause

The ION module Ext Bool 25 (External Boolean 25) is hard-coded in the firmware to control a specific function when the display's menu button is pressed. If you have a custom framework that uses Ext Bool 25, or if you insert an External Boolean module corresponding to Ext Bool 25, the menu items disappear and shows a blank Summary screen when you press the menu button.

Workaround

You can use ION Setup or Designer component of Power Monitoring Expert to turn off or relink existing connections to Ext Bool 25.

1. Start ION Setup or Designer.
2. Navigate to the Ext Bool Modules folder.
3. Locate the module that corresponds to Ext Bool 25 (EB25).

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4. Make note of any customization (e.g., module name, output register label) made to this module.
5. Determine all existing connections to the EB25 **Switch** output register.
6. Add (insert) a new Ext Bool module.
7. Use the new Ext Bool module's **Switch** output register to relink and replace all the existing connections to the EB25.
8. Make sure the EB25 Switch is **OFF**.
9. Rename Ext Bool 25 to "DO NOT USE"
10. Modify the new Ext Bool module to use all previous custom names from Ext Bool 25 (e.g, module name, output register label).

NOTE: It is important to match the module and register names exactly, because some software systems use the module custom names and labels instead of the default ION module name, input labels and register handles.

11. Make sure the EB25 ("DO NOT USE") Switch is set to **OFF**.
12. Save your changes.

Preventing accidental use of Ext Bool 25

If Ext Bool 25 is not present in your meter framework, you can prevent the issue described above from happening by creating (inserting) that specific module and turning its status to **OFF**.

1. Navigate to the Ext Bool Modules folder.
2. Insert a new External Boolean module. Make note of its module number (for example Ext Bool 19).
3. Repeat this process until Ext Bool 25 is created.
4. Rename Ext Bool 25 to "DO NOT USE"
5. Make sure the EB25 Switch is **OFF**.
6. Delete the other new modules you just inserted/created.
7. Save your changes.

Long-term resolution

This issue will be resolved in the next firmware release for the PM8000 series meter.