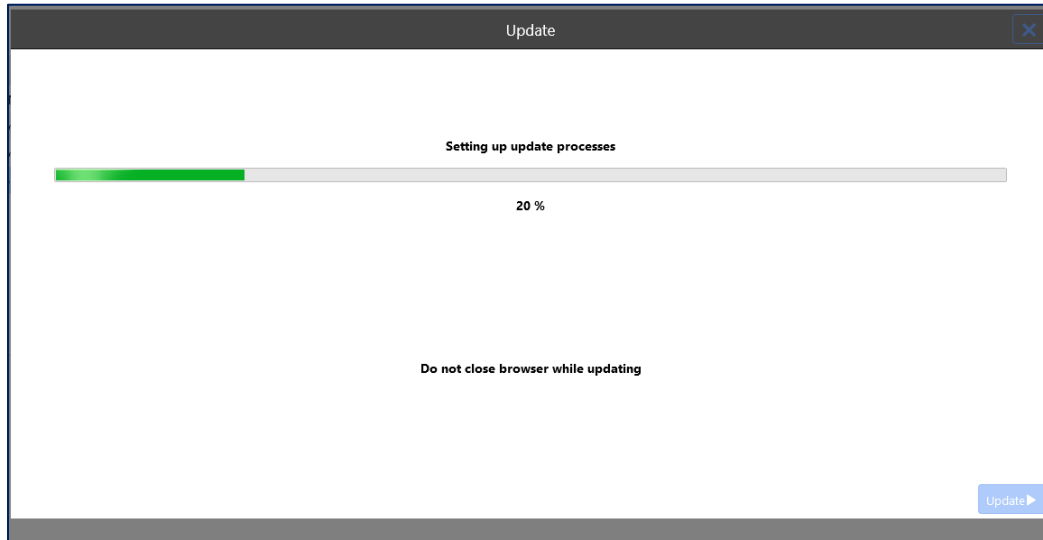


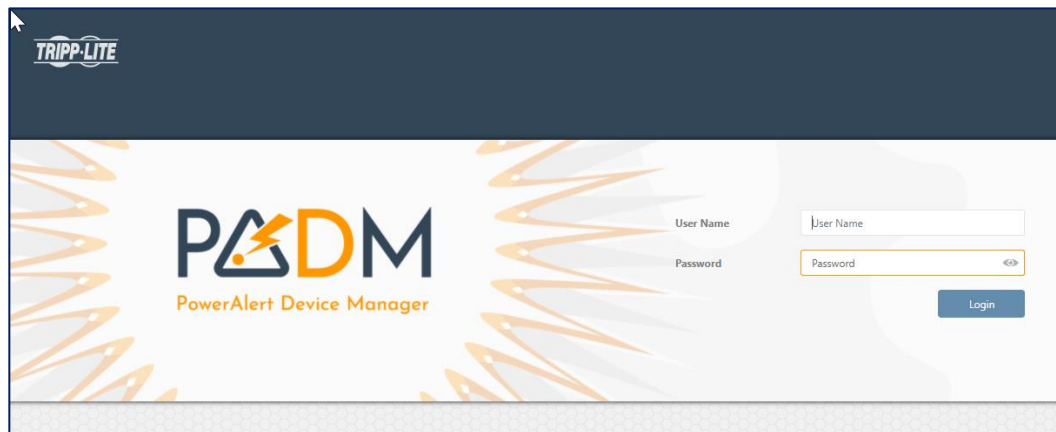
What do I do if the PADM 15.5.x to 20.0.0 firmware update process gets stuck?**Symptom**

Under certain conditions, when executing a firmware update of an LX Platform device (e.g. WEBCARDLX) from version 15.5.x to version 20.0.0, the process will appear to get stuck. Specifically, the graphical and numerical progress indicator will freeze at a certain value. An example is shown below. If this indicator still appears 20 minutes after starting the update, resolve by following the instructions below.

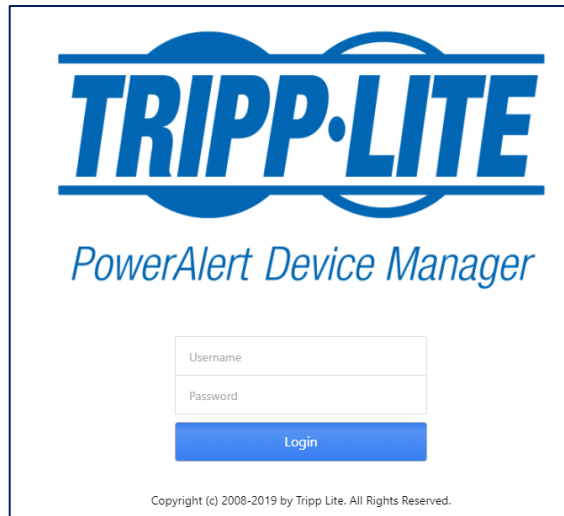
**Resolution**

Close the browser window, then open a new one and access the device again, i.e. enter its IP address in the browser search bar. There are two potential outcomes:

1. If the following logon screen appears, the firmware update was successful. No further actions need to be taken.



2. If the same logon screen appears as before (image below), log in again. The Event Log should contain an entry related to the update; see bottom image.



The login screen features the Tripp-Lite logo at the top, followed by the text "PowerAlert Device Manager". Below this is a login form with two input fields: "Username" and "Password". A blue "Login" button is positioned below the password field. At the bottom of the screen, a copyright notice reads: "Copyright (c) 2008-2019 by Tripp Lite. All Rights Reserved."

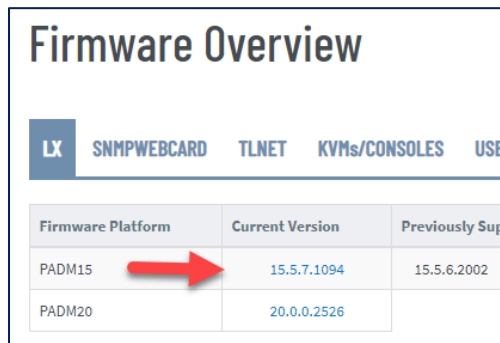
2020-09-03 20:47:06	PowerAlert stopped
2020-09-03 20:15:20	Upgrade failed. No free space available for the upgrade, free space=829456384
2020-09-03 20:06:48	PowerAlert started

To ensure that sufficient free space is available for the update to version 20.0.0, first perform an update to version 15.5.7. Even if the device is currently running version 15.5.7, update it again to version 15.5.7 [refer to the URL and image below for downloading this version].

Note that resetting the LX card or performing a Factory-level reset will NOT resolve the issue; an update to version 15.5.7 must be performed.

Upon completing the update to version 15.5.7, perform the update to version 20.0.0.

<https://www.tripplite.com/products/management-firmware-matrix>



The "Firmware Overview" table has tabs for LX, SNMPWEBCARD, TLNET, KVMs/CONSOLES, and USB. The LX tab is selected. The table lists firmware platforms and their current and previous versions. A red arrow points to the "Current Version" for PADM15.

Firmware Platform	Current Version	Previously Supp
PADM15	15.5.7.1094	15.5.6.2002
PADM20	20.0.0.2526	