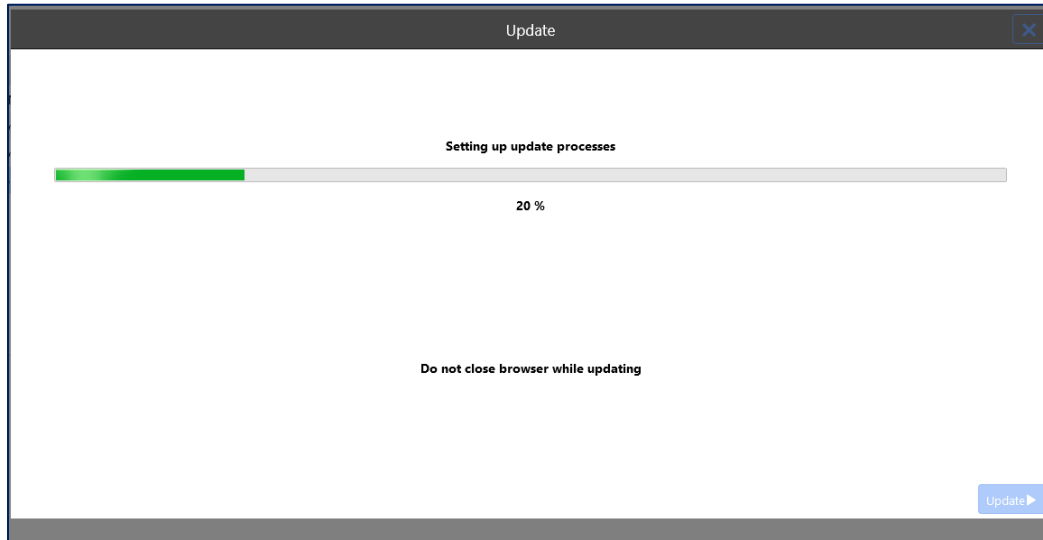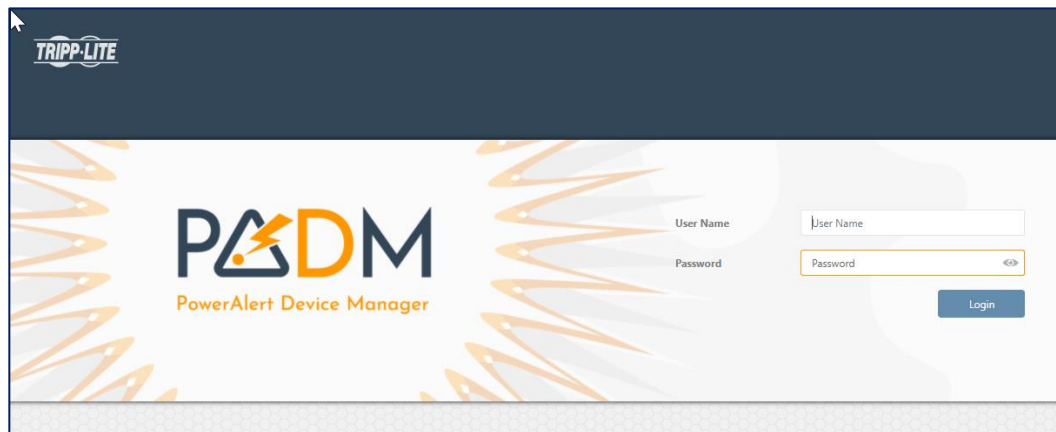## What do I do if the PADM 15.5.x to 20.0.0 firmware update process gets stuck?

**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.
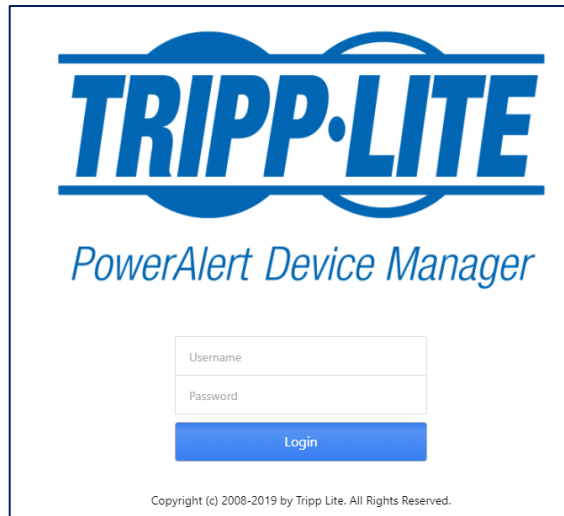


**Resolution**

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.
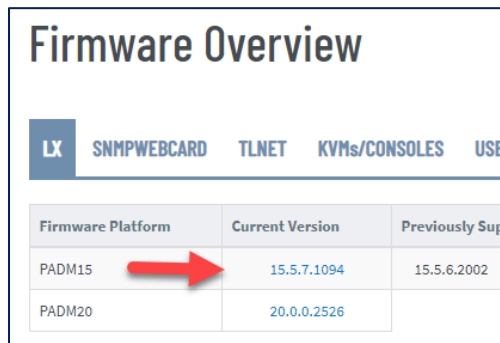


| 2020-09-03 20:47:06 | PowerAlert stopped |
| 2020-09-03 20:15:20 | Upgrade failed. No free space avaiable for the upgrade,free space=829456384 |
| 2020-09-03 20:06:48 | PowerAlert started |

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



## Firmware Overview

| LX | SNMPWEBCARD | TLNET | KVMs/CONSOLES | USB |

| Firmware Platform | Current Version | Previously Sup |
|---|---|---|
| PADM15 | 15.5.7.1094 | 15.5.6.2002 |
| PADM20 | 20.0.0.2526 | |