Moxa ioLogik 2500 Series Software Compatibility Troubleshooting Guide

This troubleshooting guide describes the software compatibility of the ioLogik 2500 series including

- ➢ Updating firmware to device
- ➢ Updating offline configuration from IOxpress to device
- ➢ Updating configuration file to device
- ➢ Adding configuration file to IOxpress offline setting

Warning! Backup your existing configuration files before updating IOxpress or Firmware!

1. **Updating Firmware to Device**
   1.1. By IOxpress

IOxpress	Firmware	Support
V1.x	V1.x → V1.x	YES
	V2.x → V1.x	YES
	V1.x → V2.x	YES
	V2.x → V2.x	YES
V2.x	V1.x → V1.x	YES
	V2.x → V1.x	YES
	V1.x → V2.x	YES
	V2.x → V2.x	YES

   1.2. By Web Console

Firmware	Support
V1.x → V1.x	YES
V2.x → V1.x	YES
V1.x → V2.x	YES
V2.x → V2.x	YES
V1.x → V1.x	YES
V2.x → V1.x	YES
V1.x → V2.x	YES
V2.x → V2.x	YES

2. **Updating Offline Configuration from IOxpress to Device**

IOxpress	Firmware	Support	Troubleshooting
V1.x	V1.x	YES	
	V2.x	NO	• Option 1: If you want to keep V1.x offline settings, update device firmware from V2.x to V1.x. • Option 2: If you want to use V2.x device firmware, update IOxpress from V1.x to V2.x, and create new offline settings on IOxpress V2.x (**Note: delete folder "C:\Users\Public\Documents\Moxa\IOxpress" before installing IOxpress**).
V2.x	V1.x	NO	• Option 1: If you want to keep V2.x offline settings, update device firmware from V1.x to V2.x. • Option 2: If you want to use V1.x device firmware, update IOxpress from V2.x to V1.x, and create new offline settings on IOxpress V1.x (**Note: delete folder "C:\Users\Public\Documents\Moxa\IOxpress" before installing IOxpress)**.
	V2.x	YES	

3. Updating Configuration File to Device

Configuration File Exported by IOxpress Version	Firmware	Support	Troubleshooting
V1.x	V1.x	YES	
	V2.x	NO	• Option 1: If you want to keep V1.x configuration file, update device firmware from V2.x to V1.x. • Option 2: If you want to use V2.x device firmware, update IOxpress from V1.x to V2.x, and create new offline settings on IOxpress V2.x **(Note: delete folder "C:\Users\Public\Documents\Moxa\IOxpress" before installing IOxpress)**.
V2.x	V1.x	NO	• Option 1: If you want to keep V2.x configuration file, update device firmware from V1.x to V2.x. • Option 2: If you want to use V1.x device firmware, update IOxpress from V2.x to V1.x, and create new offline settings on IOxpress V1.x **(Note: delete folder "C:\Users\Public\Documents\Moxa\IOxpress" before installing IOxpress)**.
	V2.x	YES	

4. Adding Configuration File to IOxpress Offline Setting

Configuration File Exported by IOxpress Version	IOxpress	Support	Troubleshooting
V1.x	V1.x	YES	
	V2.x	NO	• Option 1: If you want to keep V1.x configuration file, update device firmware from V2.x to V1.x. • Option 2: If you want to use V2.x device firmware, update IOxpress from V1.x to V2.x, and create new offline settings on IOxpress V2.x **(Note: delete folder "C:\Users\Public\Documents\Moxa\IOxpress" before installing IOxpress)**.
V2.x	V1.x	NO	• Option 1: If you want to keep V2.x configuration file, update IOxpress from V1.x to V2.x **(Note: delete folder "C:\Users\Public\Documents\Moxa\IOxpress" before installing IOxpress)**. • Option 2: If you want to use V1.x IOxpress, create new offline settings on IOxpress V1.x.
	V2.x	YES	