

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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	