



# Product Advisory

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**Product Family:** Productivity2000

**Number:** PA-P2K-017

**Part Numbers:** P2-622 and P2-RS

**Date Issued:** 04/21/2026

**Subject:** Recommended Software Upgrade for P2-622

**Revision:** Original

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## Important Notice

A software version update is highly recommended for P2-622 CPUs that control P2-RS remote I/O racks. This PA does not apply to P2-622 CPUs running projects with version 4.6.2 (x) or higher.

## Description of the Issue

We have identified a software condition affecting P2-622 CPUs with P2-RS remote I/O racks. Under a specific set of circumstances, the P2-RS remote I/O rack may leave outputs on when there is a momentary disruption of the ethernet connection between the P2-RS and P2-622 CPU. For this condition to occur, the momentary disruption must be shorter than the P2-622 remote I/O communication heartbeat setting.

## Solution for Problem

In order to address this condition, it is recommended that you upgrade P2-622 projects with P2-RS remote I/O to software revision 4.6.2 (x) or higher and perform a stop mode transfer of the upgraded project to the P2-622 CPU.

You can download the latest version of Productivity Suite free of charge at the following link:

<https://www.automationdirect.com/support/software-downloads?itemcode=Productivity%20Suite>

## Software Update Process

1. Install Productivity Suite 4.6.2 (x) or higher.
2. Open the P2-622 project (.adpro) file with Productivity Suite programming software 4.6.2(x) or higher and connect to the P2-622 CPU via USB or Ethernet.
3. Once connected, perform a stop mode transfer of the project to the P2-622 CPU.

## Technical Assistance

If you have any questions regarding this Product Advisory, please contact Technical Support at 770-844-4200 or 800-633-0405 for further assistance.