

**Title:** What causes the MPiec Controller's WebUI to report "Not a valid firmware file" when uploading a firmware?

**Product(s):** MP3200iec, MP2300iec, MP2600iec, MP3300iec, Web Server

**Doc. No.** CNT-RW5XJF

If a firmware file fails to upload, the first thing to check is that you are upgrading the firmware file for the correct controller series. The name of the firmware file should match the Software Platform displayed on the web server.

Firmware	Current
Version	3.1.0
Build Number	125
Build Date	2015-07-23
Software Platform	MP3300iec

+ Select Firmware

MP3300\_firmware\_3-2-0-178.zip **error** 4.77 MB Start Cancel **Not a valid firmware file**

If the firmware file still fails to upload, it is likely that there some files cached in the web browser which are preventing it from recognizing the newer firmware version correctly. To work around this either:

1. Clear the cache on your web browser. To do this in Google Chrome, hit Ctrl+H when in Chrome to open the history page. From here select "Clear browsing data..."

Chrome History

History Extensions Settings

Clear browsing data... Remove selected items

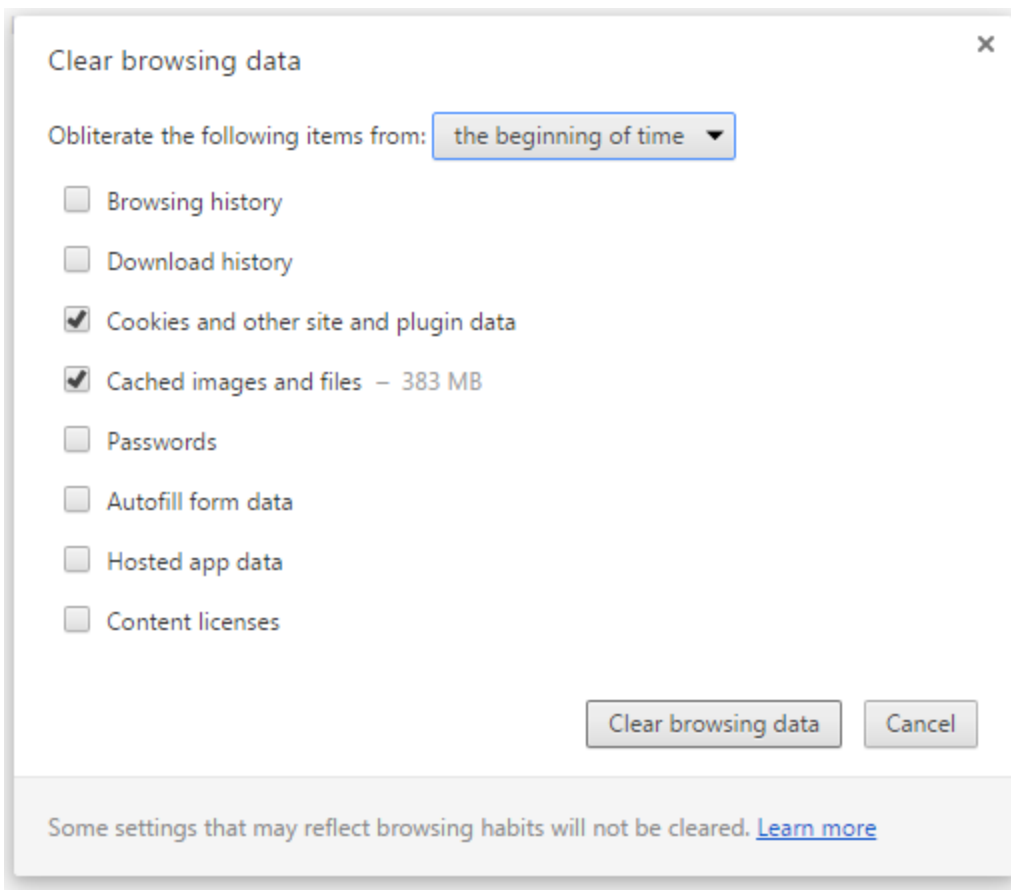
Today - Tuesday, May 24, 2016

**Title:** What causes the MPiec Controller's WebUI to report "Not a valid firmware file" when uploading a firmware?

**Product(s):** MP3200iec, MP2300iec, MP2600iec,  
MP3300iec, Web Server

**Doc. No.** CNT-RW5XJF

Select "Cached images and files and clear them from the beginning of time



or

2. Use chrome's incognito mode for a browser session with a clear cache to upgrade firmware. To open a new incognito window, hit Ctrl+Shift+N or from the menu, select "New incognito window"

