

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

Product(s): MP3200iec, MP2300iec, MP2600iec,	Doc. No. CNT-RW5XJF
MP3300iec, Web Server	DOC. NO. CNT-RW5AJF

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.

Supervisor Mode				
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 <b>error</b>	4.77 MB	A Start X Cancel	Not a valid firmware

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	Clear browsing data Remove selected items
Extensions	
Settings	Today - Tuesday, May 24, 2016

## **PRODUCT NOTE**



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

Clear browsing data	×
Obliterate the following items from: the beginning of time 💌	
Browsing history	
Download history	
Cookies and other site and plugin data	
Cached images and files – 383 MB	
Passwords	
Autofill form data	
Hosted app data	
Content licenses	
Clear browsing data Cancel	
Some settings that may reflect browsing habits will not be cleared. Learn more	

## 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"

Ctrl+T
Ctrl+N
Ctrl+Shift+N