

# PowerScout 3 Plus Ethernet

## Firmware Update

### Version 3.38



**Background:** The PowerScout 3 Plus Ethernet required proper closing of any Ethernet connection. If the connection was broken before closing properly, the unit would require a power cycle to re-allow connections. As a result, new firmware has been released which sets an inactivity timeout of 5 minutes. Any connection that has not communicated within a 5 minute period will be closed, forcing any new communication attempts to begin with opening the connection again.

#### **Changes Made in Firmware Version 3.38 Affect:**

1. ViewPoint configuration/setup. After connecting with ViewPoint, keep in mind that any period of 5 minutes or longer without talking to the meter (real time values, reading or writing a register, etc.) will cause a disconnect. This will not be apparent in ViewPoint until the user gets an error on the next communication attempt. Reestablish the connection by navigating to the ViewPoint Communications tab and click on the "Connect" button.
2. Software/RTUs with long periods of inactivity. If these devices close and reopen the connection (typical behavior) there will be no change noticed, but users that expect the connection to always be there may need to retry with a reopening of the connection if the period of inactivity exceeds 5 minutes.

**Instruments affected:** PowerScout 3 Plus Ethernet instruments which are used in **Modbus** mode only.

Instructions for downloading and installing the firmware update can be found on the DENT website and Appendix G of the PowerScout Manual.

If you have trouble with the download or installation, please contact DENT tech support by phoning 800.388.0770 or 541.388.4774 or emailing Tech Support at [techhelp@dentinstruments.com](mailto:techhelp@dentinstruments.com).