**Important information about the Witty Share range**

An issue has been observed on our XEV1Rxxx references with the following symptom :

Impossible to communicate anymore with the charging station. The internal memory is “full”.

In order, to solve this issue, which could be observed after several years (more than 2 years), an update with the RC53 is mandatory :

(optional) Do a reboot of the installation

Reboot physically the charging station

No

Yes

The charging station is available via OCPP

Install the RC53 version

Install the « patch » version \*

No

Install the RC53 version

The version has been well installed

Yes

Yes

The charging station is up-to-date

The version has been well installed

No

Call your Hager support contact

**\*** Application Software (SW version) does not change during the update. Please use “Firmware Status Notification“ OCPP PDU and check status=”Installed” to ensure the patch is applied.

**/!\ The “Patch version” delete all the OCPP files (OCPP keys, OCPP cache, white list, cache list)**

**General Information**:

* Update duration for the RC53 takes app 30 min (if initial version is lower than RC51)
* Update duration for the patch version takes app 5 min
* For the customer with charging station connected to a XEM5xx, no update needed if the XEM5xx version is upper or equal than LLM\_2024\_112

The software version are available on the Hager website or at this ftp address (for the RC53) : ftp://hagerej:nXhPtrr6EkrM@ftp.cluster029.hosting.ovh.net:21/Hager-EVCS/FW/v21.10.25-Zr-RC53-Image.tar.gz