

# SG350XG Cannot Download Firmware and Configure File

## Date Identified

May 26, 2017

## Date Resolved

September 8, 2017

## Products Affected

Model	Firmware Version	Fixed In
SG350X	2.2.0.X	2.3.5.63
SG550XG	2.3.0.130	2.3.5.63

## Problem Description

In some cases, a unit may not rejoin a stack after an active switchover (from original active to standby) or when the unit is disconnected and then reconnected to stack.

If you are unfamiliar with terms in this document, check out [Cisco Business: Glossary of New Terms](#).

## Resolution

This issue is fixed when you upgrade to the firmware version 2.3.5.63. To upgrade, click [here](#) for instructions.

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