Firmware-Updater

User manual

Valid for the following software versions:
since V2.2

Content

1 Installation

1.1 Software installation

Administrator rights are required to install the software

Put the CD in the CD/DVD drive.

Should the installation program not start automatically, open the Windows Explorer and start the file `Setup.exe`.

Follow the instructions of the installation program.

1.2 Driver installation

With installing the software the required drivers for the interfaces a installed in advance.
Please inquire the separate driver installation guide in case of problems.

Depending on the operating system following messages may appear during the installation process:

Please confirm the button "*Install*" in order to install the necessary drivers to update an IF 400.

The driver installation program (`ebroDrivers.exe`) and it's manual are located on the CD in folder `Drivers` in order to start it manually if needed.

1.3 Installation of additional components

If needed a Java Virtual Machine is installed automatically.

It's installation program is located on the CD in folder `Updates` in order to start it manually if needed.

2 Uninstall

2.1 Uninstalling the software

n order to uninstall the software open the list of all installed programs in the operating system´s control panel. Select the software and press „*Remove*".

2.2 Uninstalling the drivers

With installing the software several entries like
`Windows Driver Package – ebro Electronic GmbH & Co. KG` have been added to the list of installed software.

Furthermore the following third party drivers have been installed:

- `Windows Driver Package – Atmel Corporation (libusb0) Atmel USB Devices`

> The additionally installed drivers are not removed automatically, because other installed programs could require them as well. For complete uninstall they have to be removed in the same way as the software.

2.3 Uninstalling additional components

The optional installed Java Virtual Machine has to be removed the same way like the software.

3 Software control

3.1 Searching connected devices

Connected devices are searched automatically after starting the software. All devices that have been found are listed with serial number, type and version information.

The following devices are supported:

- IF 100
- IF 150
- IF 200
- IF 300
- IF 400
- EBI 300
- EBI 310
- CT 830
- PHT 830

You can restart the search with the button „*Rescan devices*".

The last two columns show the available firmware version and the device state. The state „*old*" indicates that the firmware has to be updated.

> You should keep the firmware version of your devices up to date.

3.2 Updating a device's firmware

After selecting a device in the list the firmware can be updated by pressing the button „*Update*".
In displayed popup menu two alternatives are available:
Either it's possible to update with a stored firmware, or to select a firmware package manually
(„*Update from file...*").

The firmware update processes automatically, depending on the used device an appropriate progress overview is displayed.

 Do not unplug the device until firmware update is finished!

3.3 Open the revision history

In order to see a firmware package's revision history you have to press the appropriate button, after you selected the device. After that the revision history is displayed for the latest stored firmware.

3.4 Web update for firmware packages

A list of all stored firmware packages is listed by pressing the button „*Firmware packages*". With the displayed dialog it is possible perform a web search for the latest firmware packages, which also searches for a newer version of the firmware updater, that will be downloaded and installed if necessary.

4 Troubleshooting

This chapter illustrates some question and problems with their solutions.

4.1 How to open the Windows Device-Manager?

The Windows Device-Manager is opened with Windows XP as follows:Click the Windows „*Start*"-button and select consecutively the menu items „*Settings*", „*Control panel*" and „*System*". A dialog with the „*System settings*" is displayed.

 The dialog „*System settings*" alternatively can be opened by pressing the Windows-key and the break key together.

Select the tab „*Hardware*" and press the button „*Device-Manager*".

4.2 How are connected devices listed in the Windows Device-Manager?

Depending ob the connected device the Windows Device-Manager lists the following items:

Connected device	Listing within Windows Device-Manager
IF-100, IF-150, IF-200, IF-300	Listed with its name in section „*ebro Interfaces*"
IF 400	Listed as „*USB-HID (Human Interface Device)*" in section „*Human Interface Device*". Within it's properties dialog the location is displayed as „*Location 0 (IF 400)*". If the interface is in boot mode it is listed as „*AT32UC3A*" in section „*Atmel USB Devices*".
EBI 300, EBI 310	Listed as „*USB-HID (Human Interface Device)*" in section „*Human Interface Device*". Within it's properties dialog the location is displayed as „*Location 0 (EBI 300)*" and „*Location 0 (EBI 310)*" respectively.

If the drivers are not installed or the device is not ready for use the Windows Device-Manager will show a yellow excalamtion mark. In this case please consult the driver manual or your system administrator.

4.3 A connected device is not found

Problem:
In spite of device rescan my device is not listed.

Solution:

–   Is the device connected correctly to the PC and ready to use?
    To check if the device is connected to the PC please open the Windows Device-Manager and check if the device is listed.

–   EBI 300 and EBI 310 will create a PDF file when connecting. Depending on the measured data this may take some seconds, before Windows will register the logger as USB device.

–   Are the drivers installed for the used interface (IF 100, IF 150, IF 200 or IF 300) and is it displayed as ready to use in the Windows Device-Manager?

4.4 The menu item to update to the latest version is missing

Problem:
After pressing the button „*Update*" the context menu does only display the item „*Update from file ...*".
The entry to update to the latest version is missing.

Reason:
It is not possible to update to the current version if it was not found in the installed firmware packages.

Solution:
In order to download the latest firmware packages please the web update in dialog „f*irmware packages*".

4.5 Error message „AtLibUsbDfu.dll not found" when updating an IF 400

Problem:
When updating an IF 400 the error message „*AtLibUsbDfu.dll not found.*" is displayed.

Reason:
When updating an IF 400 the interface switches to boot mode. Here the interface will be registered with a different driver to the operating system.
Mostly for the first update of an IF 400 it can take some seconds until the interface is registered anew. This delay causes the error.

Solution:
You have to wait until the interface is listed correctly as „*AT32UC3A*" in the Windows Deivce-Manager in section „*Atmel USB Devices*". After that confirm the error message.
If the error dialog is confirmed to early, the update procedure has to be repeated..

4.6 For an IF 400 neither serial number, nor version information is displayed

Problem:
In the list of devices the serial number as well as version information is displayed as „*Not available*".

Reason:
The IF 400 is in boot mode, those information can not be requested. The interface can be updated as usual.

4.7 No display for IF 400

Problem:
A connected IF 400 has an empty display.

Reason:
The interface is not connected correctly, or it is in boot mode.

Solution:
If the interface is found during search it can be updated as usual. Otherwise please check if it is connected correctly.

4.8 IF 400 is not registered as Atmel USB Device during update

Problem:
During update the IF 400 is displayed with an error in the Windows Device-Manager.

Reason:
The Atmel USB driver was not installed correctly.

Solution:
Select this item in Windows Device-Manager and open the context menu by clicking the right mouse button. Choose the entry „ *Update Driver ...*" and confirm the option „*Install from a list or specific loacation*" while processing the Hardware Update Wizard. The required driver is located in the folder `driver` where the application is installed, per default `C:\Program Files\Firmware-Updater\driver`.