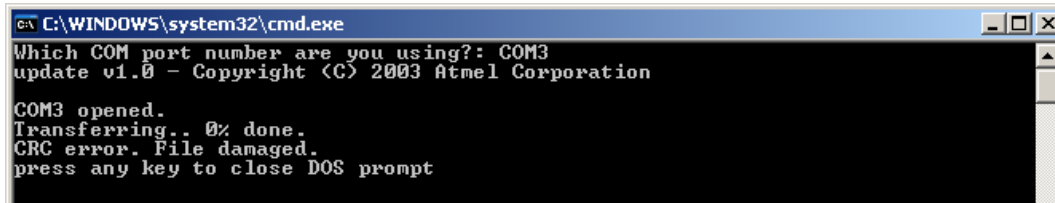


Problems with firmware upgrading?

Document release 0

Here below are some common cases, when firmware upgrading fails.

1) CRC error

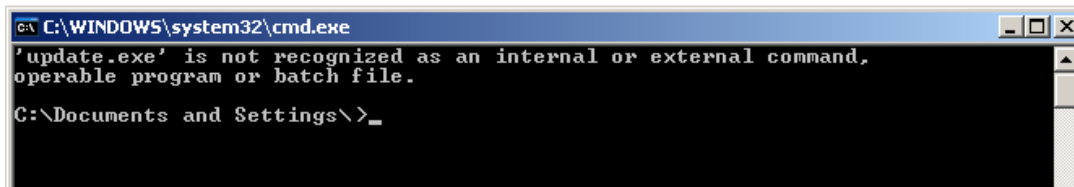


```
C:\WINDOWS\system32\cmd.exe
Which COM port number are you using?: COM3
update v1.0 - Copyright (C) 2003 Atmel Corporation

COM3 opened.
Transferring.. 0% done.
CRC error. File damaged.
press any key to close DOS prompt
```

LED was **not** blinking, while clicking on “file_name.bat” file. Please note that LED should be blinking.

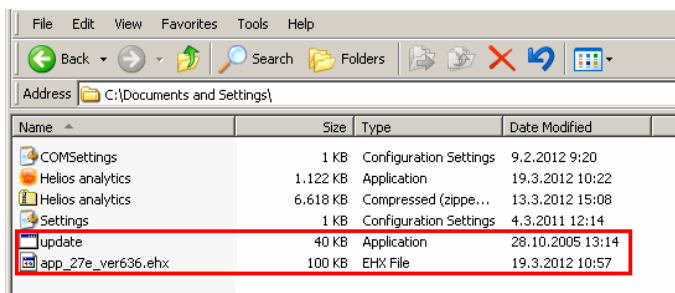
2) Not recognized



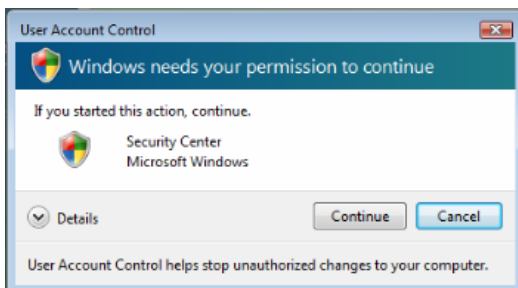
```
C:\WINDOWS\system32\cmd.exe
'update.exe' is not recognized as an internal or external command,
operable program or batch file.

G:\Documents and Settings\>_
```

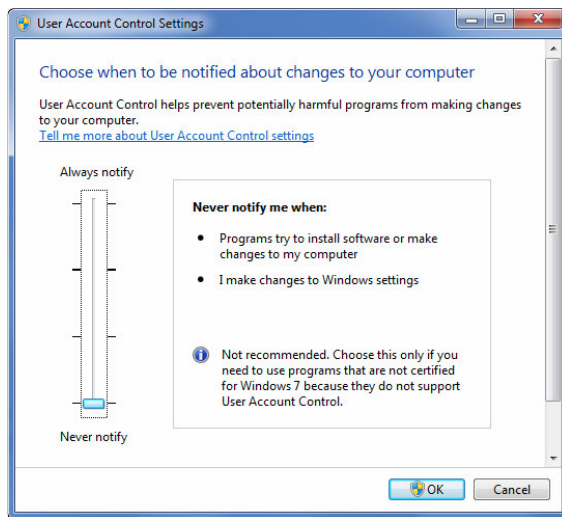
“file_name.chx” must be in the same directory as **Helios analytics.exe** and **update.exe** are.



3) Windows Vista and Windows 7 users



When trying to update manually with batch file (file_name.bat), this window came up and after clicking on continue, upgrading didn't proceed. Windows Vista and Windows 7 has "User account control" feature (Windows XP doesn't have), which is preventing automatic run of command files. You need to disable those warnings if you want to upgrade. This can be done in "UAC settings" window.



How to get UAC? Go to Control panel, User accounts, select **User account control**



Or direct: run CMD, type: **c:\Windows\System32\UserAccountControlSettings.exe**
Or browse google for "UAC disable"

4) No LED blinking

"I'm holding E button, but there is no LED light"

Try with other button. Rare case, but some older models have the other button to start upgrading.