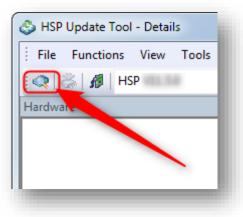


## HSP Update Tool: No hardware has been found



- HSP Update Tool does not find connected hardware
- I have an ES910 connected to the PC but HSP Update Tool cannot find it
- In **HSP Update Tool**  $\rightarrow$  Tool bar  $\rightarrow$  **Search for Hardware**



• Result:

| HSP Update Tool - Details         |  |
|-----------------------------------|--|
| File Functions View Tools Drivers | Window Help  |
| 🤉   😹   💋   HSP 🐜 🐜               | - 🍕 🧆 🍘 🖆 🖬 🖬 🖓 🖓 🖓 🖉  |
| rdware 🏾                          | Details 4 Details  |
|                                   | Outout + ×   |
|                                   |  |
|                                   | Output T × 🙄   |
|                                   | *Starting search for hardware  |
| mpatibility 🛛 📮 🗡                 | *Search for hardware finished<br>No hardware has been found!   |
|                                   | Please check the connection between hardware and the PC as well as the settings of the used interfaces.<br>For the Ethernet interface, check the settings of the ETAS Network Manager. |
|                                   | To the Ethemet intenace, thete the settings of the ETAS Network Manager.   |
|                                   |  |
|                                   |  |
|                                   | HSP  |
|                                   |  |

No hardware has been found!

Please check the connection between hardware and the PC as well as the settings of the used interfaces.

For the Ethernet interface, check the settings of the ETAS Network Manager.

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- 1. Is cable between PC and hardware device plugged in?
- 2. Is **power** supplied to the hardware device?
- 3. Is the device connected to network adapter of IP address range 192.168.40.\*?
- Use **ETAS network settings** tool to check

| ETAS Net      | work settings |   |       |   |
|---------------|---------------|---|-------|---|
|               |               |   |       |   |
|               |               |   |       |   |
|               |               |   |       |   |
|               |               |   |       |   |
|               |               |   |       |   |
|               |               |   |       |   |
| P See more re | sults         |   |       |   |
| etas network  | settings      | × | Sleep |   |
|               |               |   |       | _ |

• In Network settings for ETAS hardware (Page 1)  $\rightarrow$  Panel Available network adapters  $\rightarrow$  Column IP-Address: Is there an entry that starts with "192.168.40"?

| uto configuration                |                          |                    |                |                   |
|----------------------------------|--------------------------|--------------------|----------------|-------------------|
| Auto IP address range            | 🔲 Auto Configure         | ETAS Network       |                |                   |
| with the matter and a start and  |                          |                    | /              |                   |
| vailable network adapters        |                          |                    |                |                   |
| elect the network adapter for th | e ETAS network (or press | F1 for me detailed | d instructions | and information). |
| Name                             | IP-Address               | Subnet Mask        | DHCP           | Alternate IP      |
|                                  | 30.245                   | 255.255.248.0      | Enabled        | Disabled          |
|                                  | 74.162                   | 255.255.248.0      | Enabled        | Disabled          |
| No Adapter                       |                          |                    |                |                   |
|                                  |                          |                    |                |                   |
|                                  |                          |                    |                |                   |
|                                  |                          |                    |                |                   |
|                                  |                          | < Back             | Continue >     | Finish            |
|                                  | Cancel                   |                    |                |                   |

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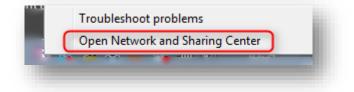
- Instructions regarding setting **IP address** of network adapter manually:
- $\circ$  In Windows Task bar  $\rightarrow$  On network icon: Right mouse button click
  - Icon for **wireless** connection



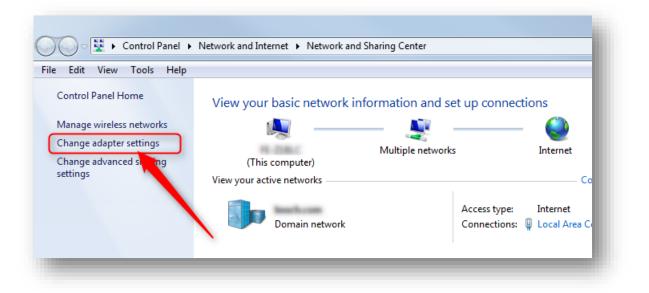
o Icon for wired connection



• Click on **Open Network and Sharing Center** 



o In Network and Sharing Center  $\rightarrow$  Click Change adapter settings



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On specific adapter: **Right** mouse button click  $\rightarrow$  **Properties** 0

| le Edit View Tools Advanced Help       |             |                               |
|--|-------------|-------------------------------|
| Organize   Disable this network device | Diagnose tł | nis connection Rename this co |
| Local Area Connection                  | Loc         | al Area Connection 2          |
|  |             | Disable                       |
| Right mouse                            |             | Status                        |
| button click                           |             | Diagnose                      |
|  | ۲           | Bridge Connections            |
|  |             | Create Shortcut               |
|  | ۲           | Delete                        |
|  | ۲           | Rename                        |
|  | 2 3         | Properties                    |

o In dialog Local Area Connection Properties  $\rightarrow$  Internet Protocol Version 4 (TCP/IPv4) → Click OK button

| Ne | etworking Sharing  |
|----|--|
| C  | Connect using:   |
| [  | n 🔁 🕬 🖉  |
|    | Configure  |
| 1  | This connection uses the following items:  |
|    | <ul> <li>Client for Microsoft Networks</li> <li>VirtualBox NDIS6 Bridged Networking Driver</li> <li>QoS Packet Scheduler</li> <li>File and Printer Sharing for Microsoft Networks</li> <li>Internet Protocol Version 6 (TCP/IPv6)</li> <li>Internet Protocol Version 4 (TCP/IPv4)</li> <li>Internet Protocol Version 4 (TCP/IPv4)</li> <li>Internet Protocol Version 9 (Discovery Mapper I/O Driver</li> <li>Ink-Layer Topology Discovery Responder</li> </ul> |
|    | Install Uninstall Properties Description Allows your computer to access resources on a Microsoft network.  |
|    | 2 OK Cancel  |

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In dialog Internet Protocol Version 4 (TCP/IPv4) Properties  $\rightarrow$  Choose option Use the 0 following IP address → Field IP address: Enter 192.168.40.241→ Click OK button

| nternet Protocol Version 4 (TCP/IPv4)   | Properties           |  |  |  |  |  |
|---|----------------------|--|--|--|--|--|
| General   |                      |  |  |  |  |  |
| You can get IP settings assigned autor<br>this capability. Otherwise, you need to<br>for the appropriate IP settings. |                      |  |  |  |  |  |
| Obtain an IP address automatically  |                      |  |  |  |  |  |
| 1 OUse the following IP address:  |                      |  |  |  |  |  |
| IP address: 2   | 192 . 168 . 40 . 241 |  |  |  |  |  |
| Subnet mask:  | 255.255.255.0        |  |  |  |  |  |
| Default gateway:  | · · ·                |  |  |  |  |  |
| Obtain DNS server address auton   | natically            |  |  |  |  |  |
| Ose the following DNS server add  | resses:              |  |  |  |  |  |
| Preferred DNS server:   |                      |  |  |  |  |  |
| Alternate DNS server:   | · · ·                |  |  |  |  |  |
| Validate settings upon exit   | Advanced             |  |  |  |  |  |
|   | 3 OK Cancel          |  |  |  |  |  |
|   |                      |  |  |  |  |  |

In Network settings for ETAS hardware (Page 1): Click on entry with 192.168.40  $\rightarrow$ 0 Click **Continue >** button

|                           |                                  | ETAC Network            |                |                   |
|---------------------------|----------------------------------|-------------------------|----------------|-------------------|
| Auto IP address range     |                                  | re ETAS Network         |                |                   |
| vailable network adapters | 5                                |                         |                |                   |
| elect the network adapte  | er for the ETAS network (or pres | ss F1 for more detailed | d instructions | and information). |
| •                         |                                  |                         |                |                   |
| lame                      | IP-Address                       | Subnet Mask             | DHCP           | Alternate IP      |
|                           | 1 192.168.40.24                  | 1 255.255.255.0         | Disabled       |                   |
|                           | 10.245                           | 255.255.248.0           | Enabled        | Disabled          |
|                           | . '4.162                         | 255.255.248.0           | Enabled        | Disabled          |
| No Adapter                |                                  |                         |                |                   |
|                           |                                  |                         |                |                   |
|                           |                                  |                         |                |                   |
|                           |                                  |                         |                |                   |
|                           |                                  |                         |                |                   |

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In Network settings for ETAS hardware (Page 2)  $\rightarrow$  Click Default button 0

| Define address pool  |                  |          |              |        |            |         |            |   |        |  |
|----------------------|------------------|----------|--------------|--------|------------|---------|------------|---|--------|--|
| Enter a valid IP-ado | lress range for  | IP-addre | ss 192.168.4 | 40.241 | , Subnet I | Mask 25 | 5.255.255. | 0 |        |  |
| Press Default to se  | lect address rai | nge auto | matically.   |        |            |         |            |   |        |  |
|                      |                  |          |              |        |            |         |            |   |        |  |
| Start Address:       | 1.               | •        | •            |        |            |         |            |   |        |  |
| End Address:         |                  | •        | •            |        |            |         |            |   |        |  |
| Subnet Mask:         |                  |          | •            |        |            |         |            |   |        |  |
|                      | ,                |          | Default      |        |            |         |            |   |        |  |
|                      |                  |          | Cancel       |        | < Back     |         | Continue > |   | Finish |  |

Address fields get filled automatically. Click **Continue >** button 0

| 🕷 Network settings for ETA | S hardware (Page 2)   |
|----------------------------|---|
| Define address pool        |   |
| Enter a valid IP-addre     | ss range for IP-address 192.168.40.241, Subnet Mask 255.255.255.0 |
| Press Default to selec     | t address range automatically.                                    |
|                            |   |
| Start Address:             | 192 . 168 . 40 . 10   |
| End Address:               | 192 . 168 . 40 . 227  |
| Subnet Mask:               | 255 . 255 . 255 . 0   |
|                            | Default   |
|                            | Cancel < Back Continue > Finish                                   |
|                            |   |

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In Network settings for ETAS hardware (Page 4)  $\rightarrow$  Click Finish button 0

| 🕅 Network s | settings for ETAS hardware (Page 4)  |  |  |  |
|-------------|--|--|--|--|
| Setting fo  | or user defined IP-Address   |  |  |  |
| 🕅 Disp      | lay warning before IP address assignment is executed   |  |  |  |
| i           | Activation only makes sense if you use the Ethernet network adapter for Company-LAN and ETAS-LAN in parallel |  |  |  |
|             |  |  |  |  |
|             |  |  |  |  |
|             |  |  |  |  |
|             |  |  |  |  |
|             |  |  |  |  |
|             | Cancel < Back Continue > Finish  |  |  |  |
|             |  |  |  |  |

## Result:

In **HSP Update Tool**  $\rightarrow$  Tool bar  $\rightarrow$  **Search for Hardware**  $\rightarrow$  Connected device is found 0

| SHSP Update Tool - Details   |  |
|--|--|
| 🔍 😤 💋 HSP V.   | - 🔩 🧆 🍓 📾 🖬 🚍 🍇 📄 🕼 🕼 🕸 🖓 🖕  |
| Hardware   | ↓     ↓     Properties       ↓     ↓     ↓ |
| Compatibility<br>  | SPS Server ETK Systems : Hardware found: ES910.3 (SN 101143)<br>SPS Server ES900 Systems : Hardware found: ES920<br>*Search for hardware finished  |
| <ul> <li>He installed firmware was released with</li> <li>No matching HSP Service Package found in datab</li> <li>Currently suitable applications</li> <li>No suitable applications found in database</li> <li>Suitable applications after update</li> </ul> | iase   |
|  | HSP  |

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- Please feel free to contact our Support Center, if you have further questions.
- Here you can find all information: <u>http://www.etas.com/en/hotlines.php</u>

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