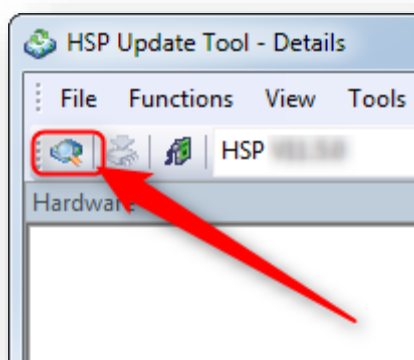# HSP Update Tool: No hardware has been found
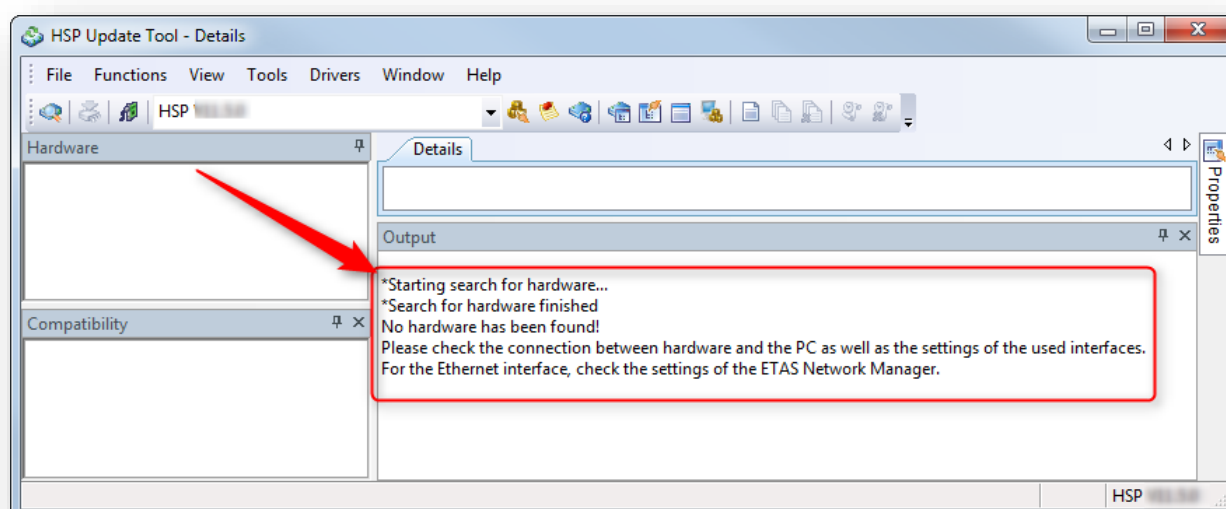
? Question

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

- o Result:


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.*

💡 Answer

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.***?

o Use **ETAS network settings** tool to check
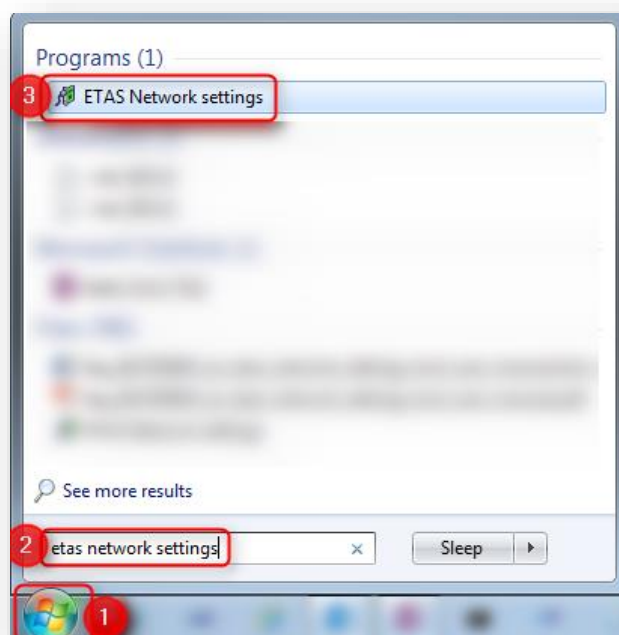
o In **Network settings for ETAS hardware (Page 1)** → Panel **Available network adapters** → Column **IP-Address**: Is there an entry that starts with "**192.168.40**"?
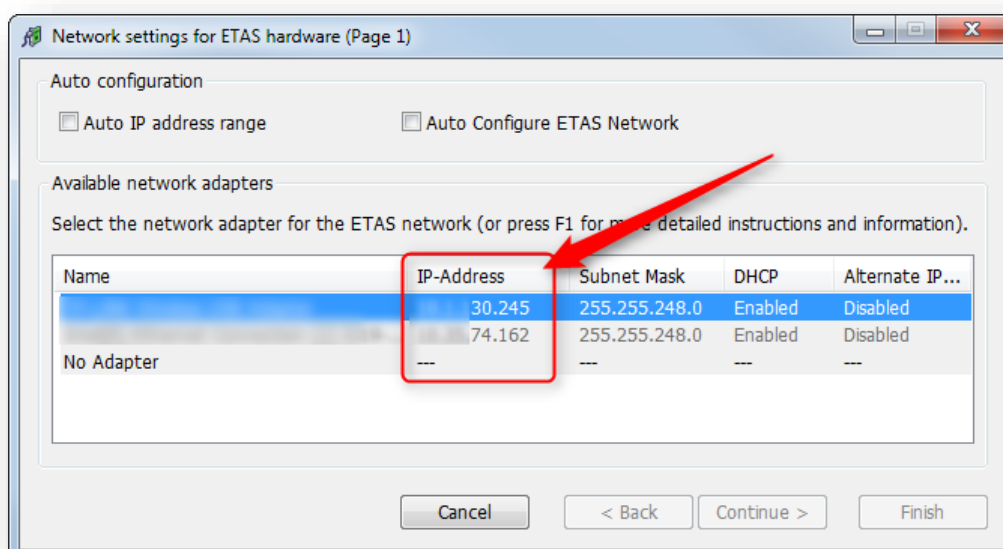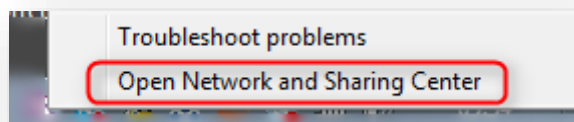
o Instructions regarding setting **IP address** of network adapter manually:
o In **Windows Task bar** → On **network** icon: **Right** mouse button click
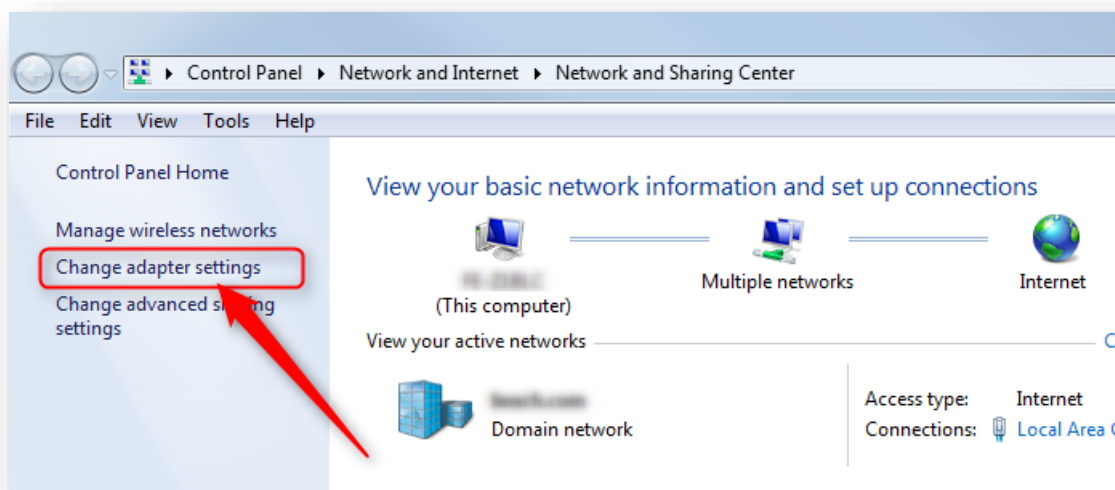   o Icon for **wireless** connection
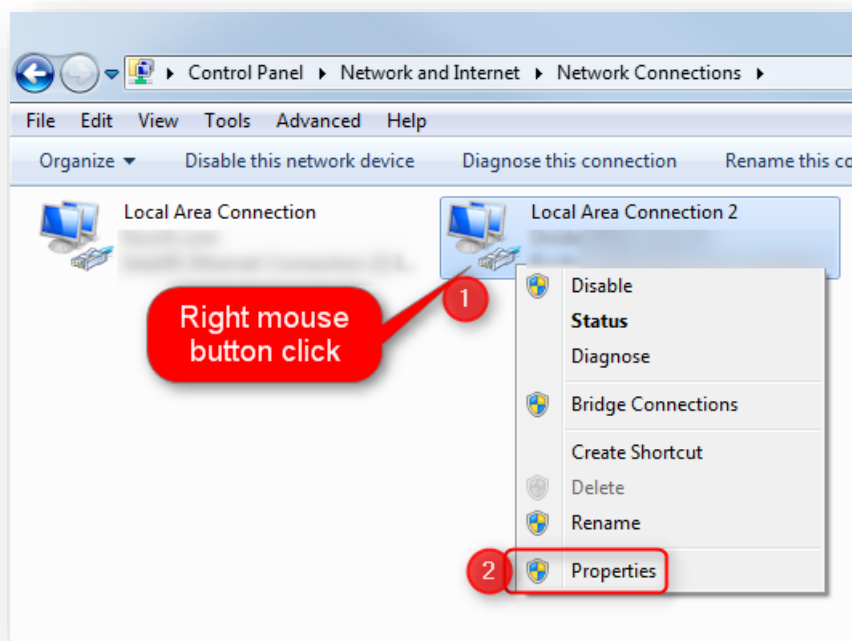

   o Icon for **wired** connection
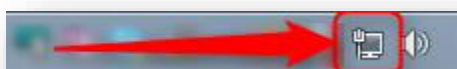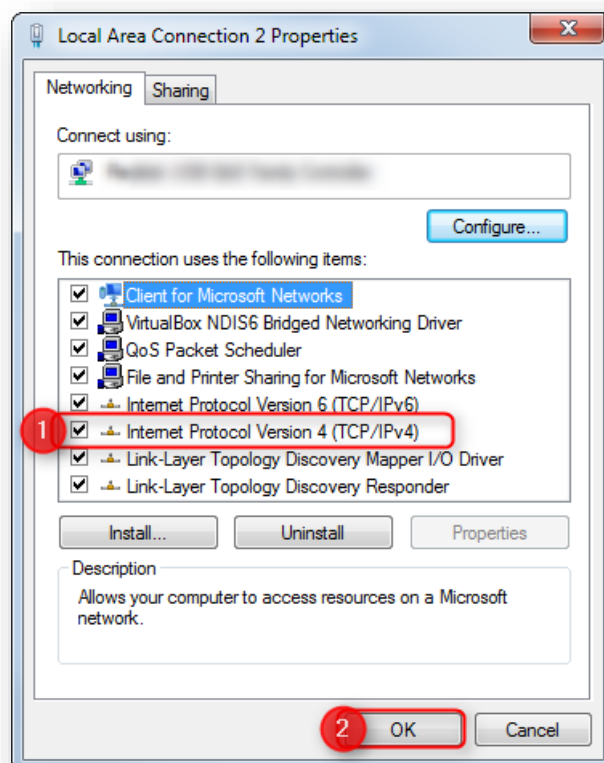

o Click on **Open Network and Sharing Center**

o In **Network and Sharing Center** → Click **Change adapter settings**
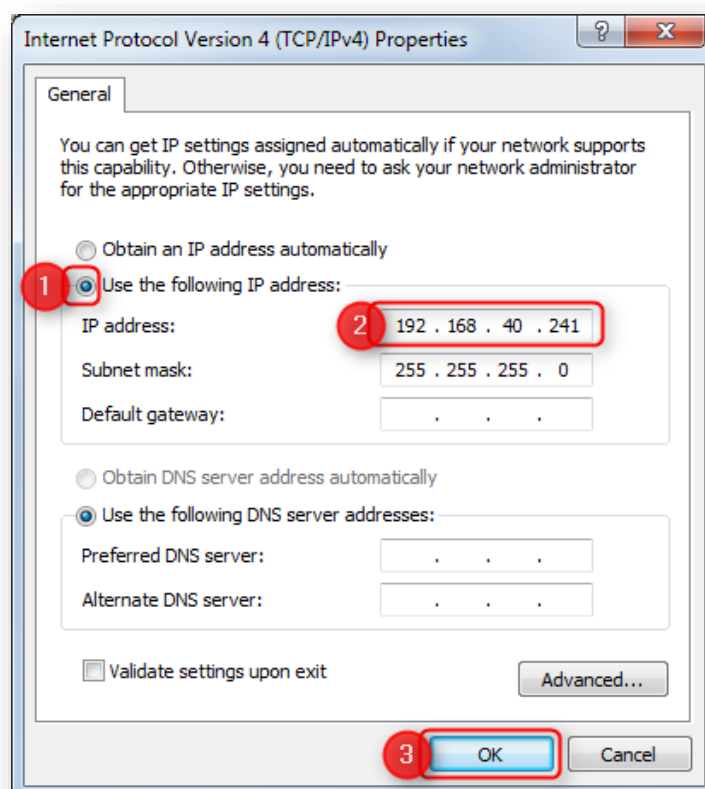
- On specific adapter: **Right** mouse button click → **Properties**

- In dialog **Local Area Connection Properties** → **Internet Protocol Version 4 (TCP/IPv4)** → Click **OK** button

o   In dialog **Internet Protocol Version 4 (TCP/IPv4) Properties** → Choose option **Use the following IP address** → Field **IP address**: Enter `192.168.40.241`→ Click **OK** button

o   In **Network settings for ETAS hardware (Page 1):** Click on entry with **192.168.40** → Click **Continue >** button
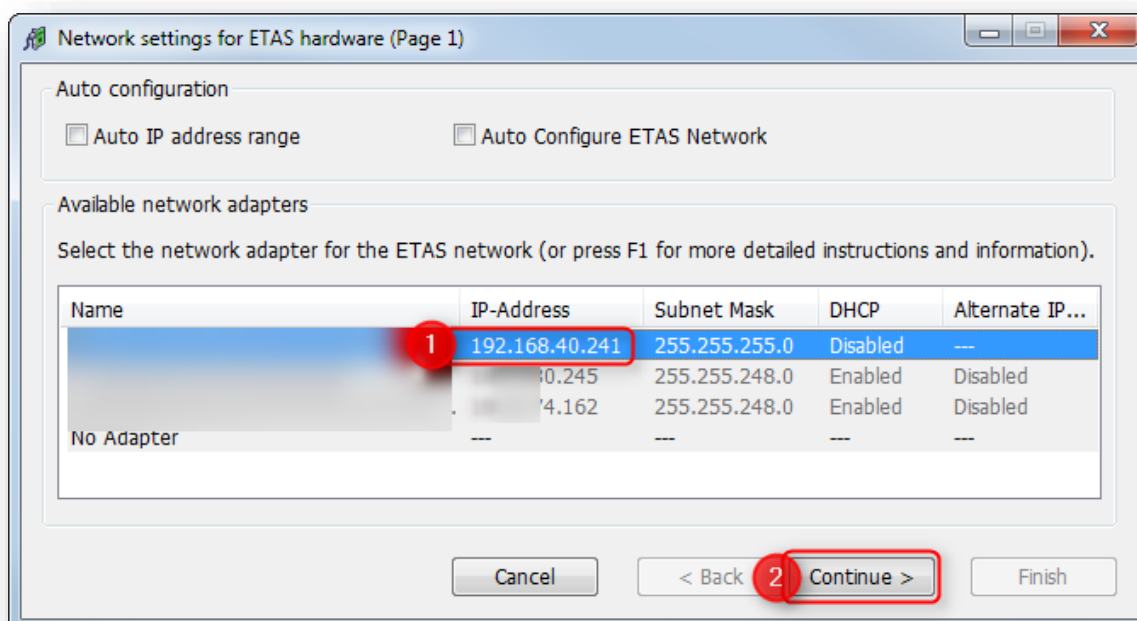
o In **Network settings for ETAS hardware (Page 2)** → Click **Default** button

o Address fields get filled automatically. Click **Continue >** button
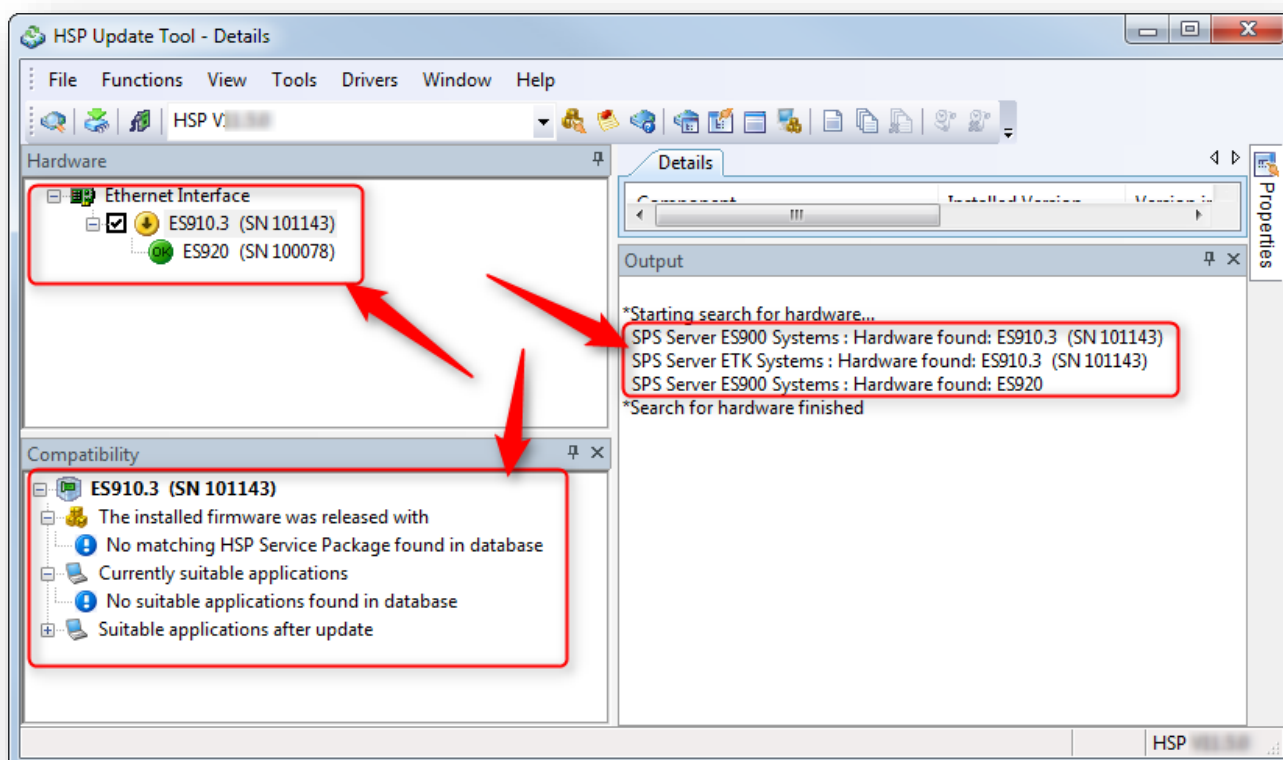
o In **Network settings for ETAS hardware (Page 4)** → Click **Finish** button
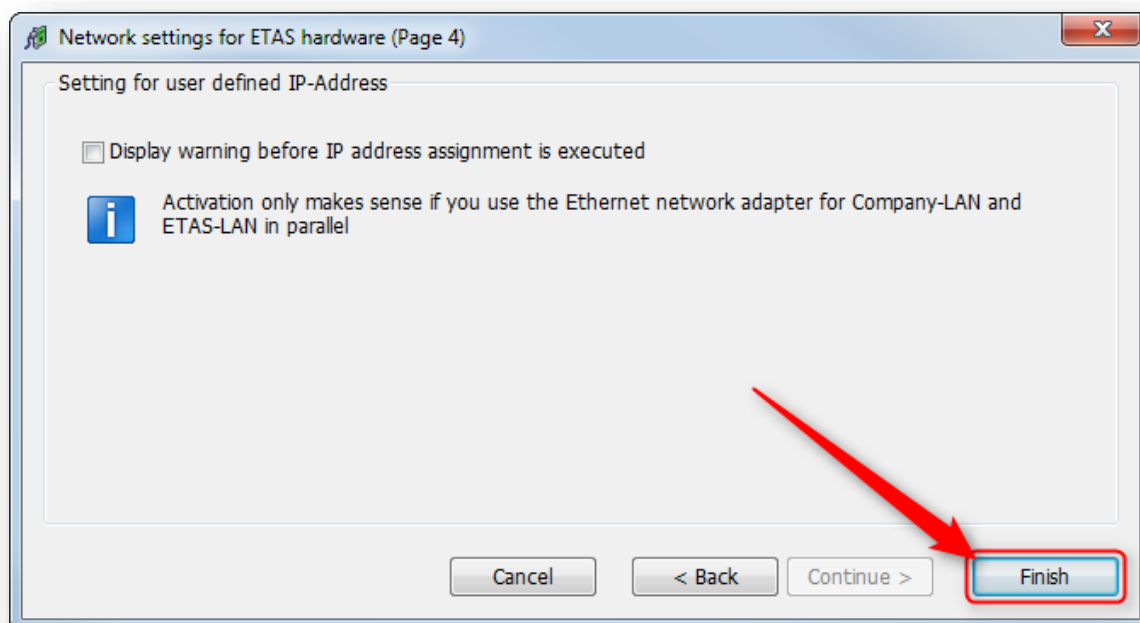
Result:

o In **HSP Update Tool** → Tool bar → **Search for Hardware** → Connected device is found

Do you still have questions?

- o   You will find **further FAQ articles** on the ETAS homepage: www.etas.com/en/faq
- o   **Movies** corresponding to FAQ articles can be found on the ETAS YouTube channel
- o   Please feel free to contact our Support Center, if you have further questions.
- o   Here you can find all information: http://www.etas.com/en/hotlines.php