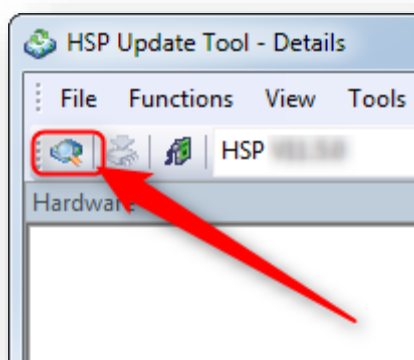


HSP Update Tool: No hardware has been found

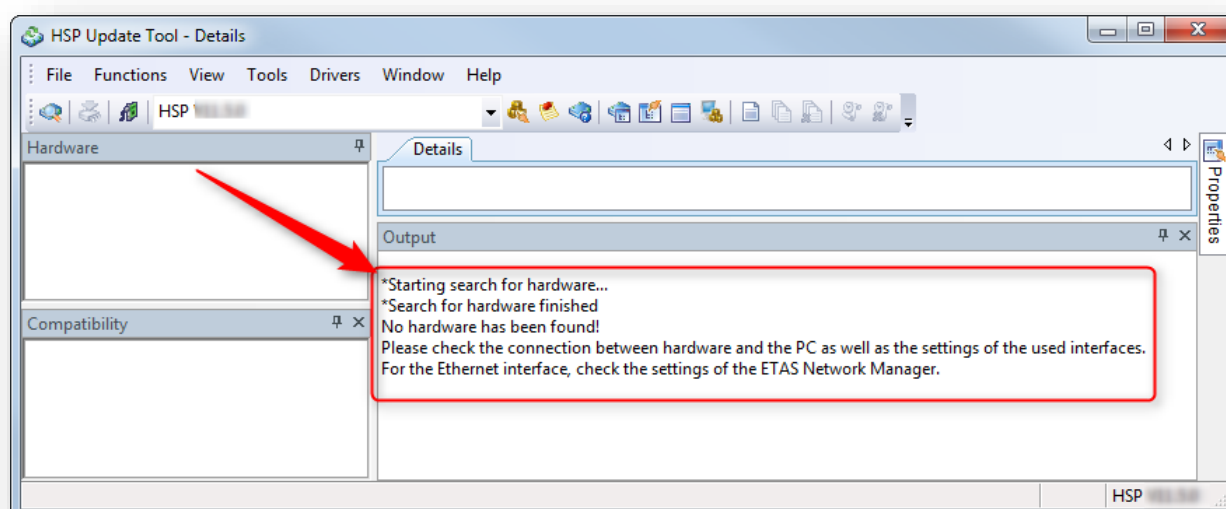


Question

- 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** → Tool bar → **Search for Hardware**



- Result:



No hardware has been found!

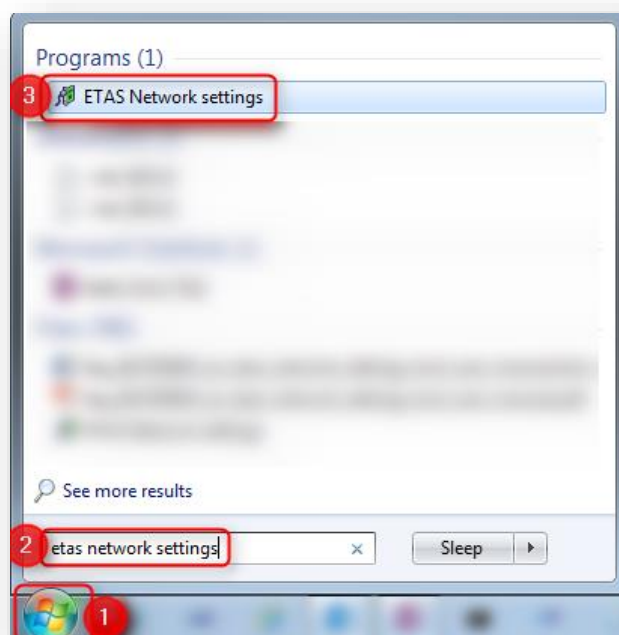
Please check the connection between hardware and the PC as well as the settings of the used interfaces.

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

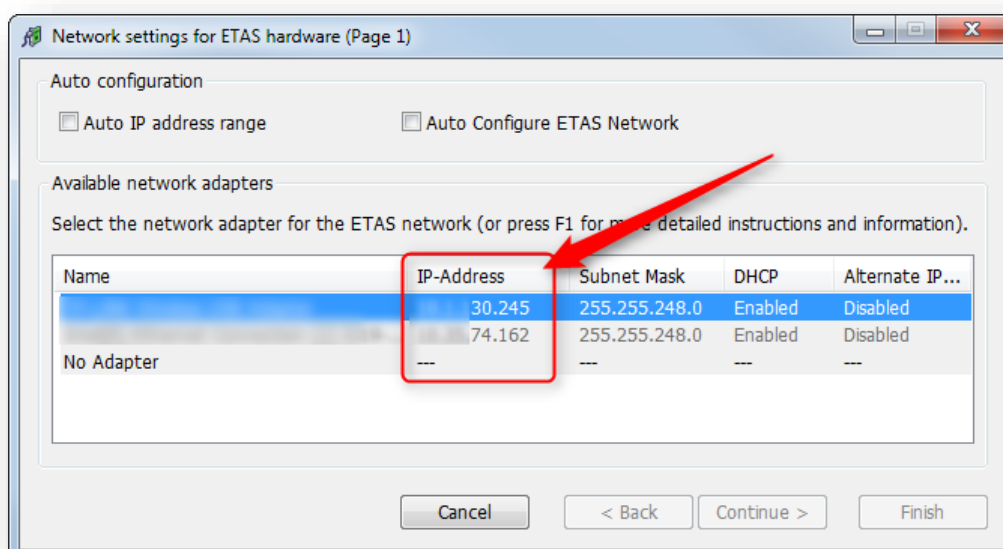


Answer

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.***?
- Use **ETAS network settings** tool to check



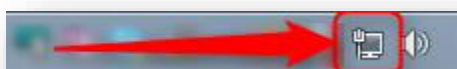
- In **Network settings for ETAS hardware (Page 1)** → Panel **Available network adapters** → Column **IP-Address**: Is there an entry that starts with "**192.168.40**"?



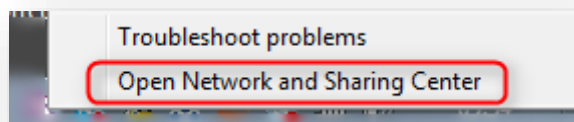
- Instructions regarding setting **IP address** of network adapter manually:
 - In **Windows Task bar** → On **network** icon: **Right** mouse button click
 - Icon for **wireless** connection



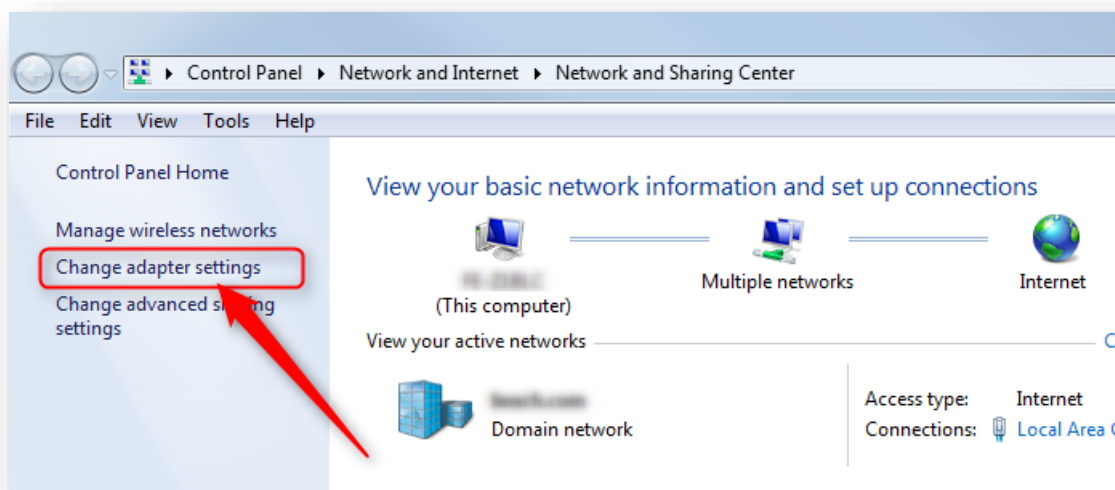
- Icon for **wired** connection



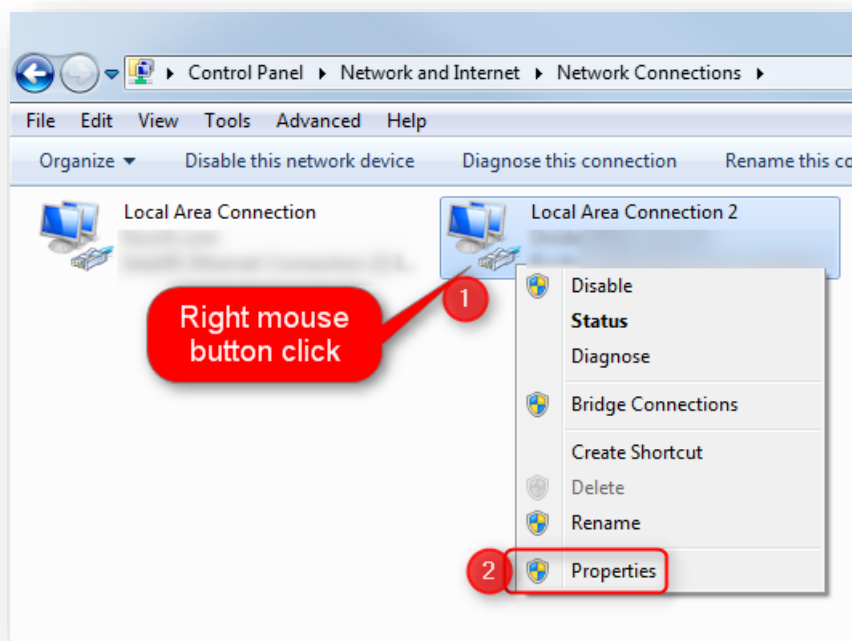
- Click on **Open Network and Sharing Center**



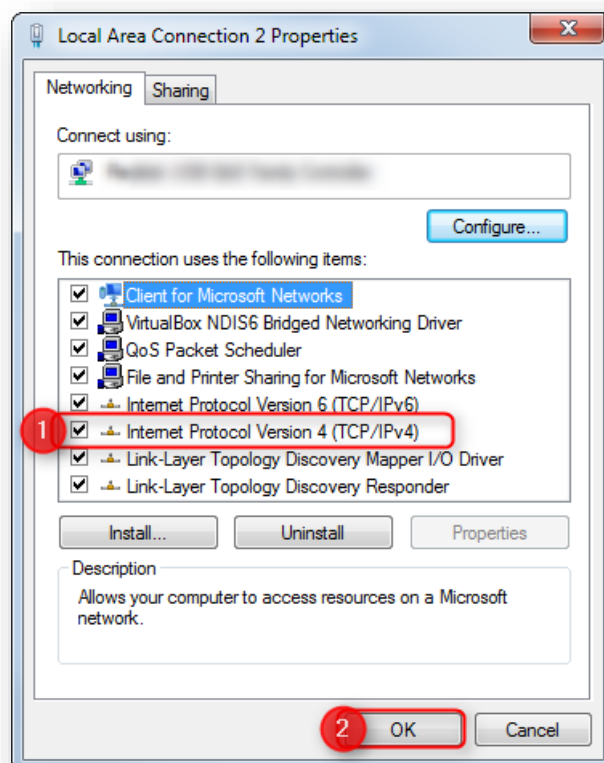
- In **Network and Sharing Center** → Click **Change adapter settings**



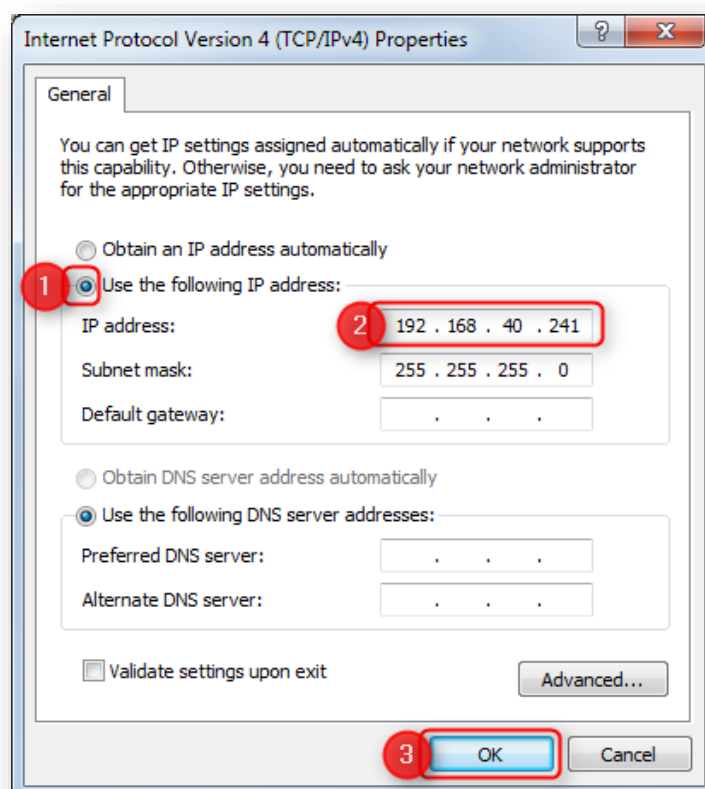
- On specific adapter: **Right** mouse button click → **Properties**



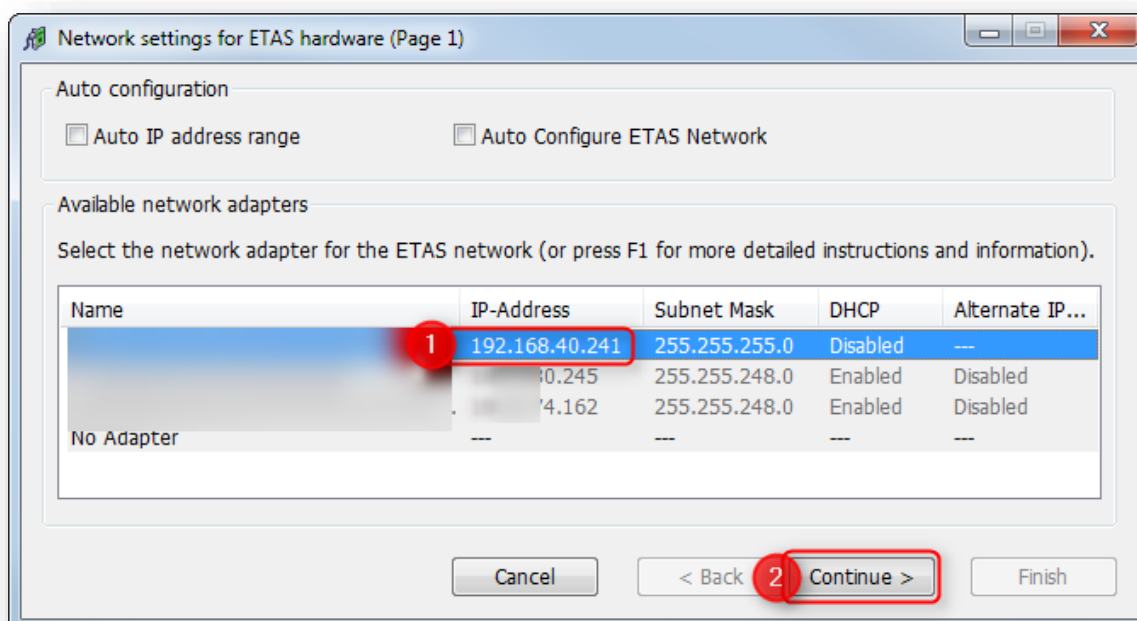
- In dialog **Local Area Connection Properties** → **Internet Protocol Version 4 (TCP/IPv4)** → Click **OK** button



- 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



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



- In **Network settings for ETAS hardware (Page 2)** → Click **Default** button

Network settings for ETAS hardware (Page 2)

Define address pool

Enter a valid IP-address range for IP-address 192.168.40.241, Subnet Mask 255.255.255.0

Press Default to select address range automatically.

Start Address: | . . .

End Address: . . .

Subnet Mask: . . .

Default

Cancel < Back Continue > Finish

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

Network settings for ETAS hardware (Page 2)

Define address pool

Enter a valid IP-address range for IP-address 192.168.40.241, Subnet Mask 255.255.255.0

Press Default to select address range automatically.

Start Address: 192 . 168 . 40 . 10

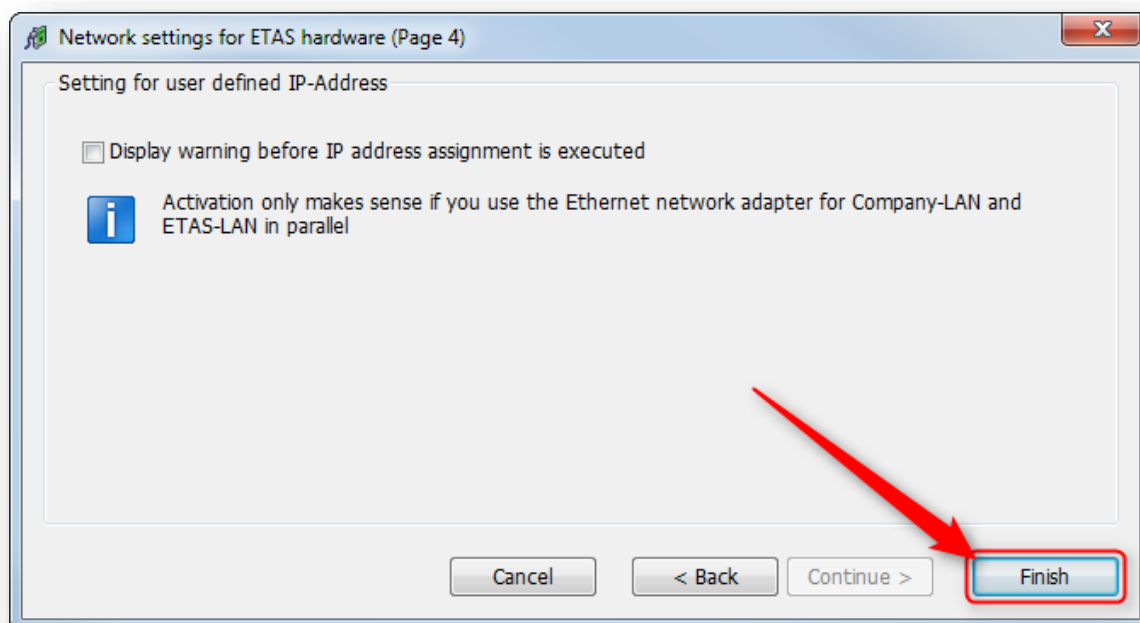
End Address: 192 . 168 . 40 . 227

Subnet Mask: 255 . 255 . 255 . 0

Default

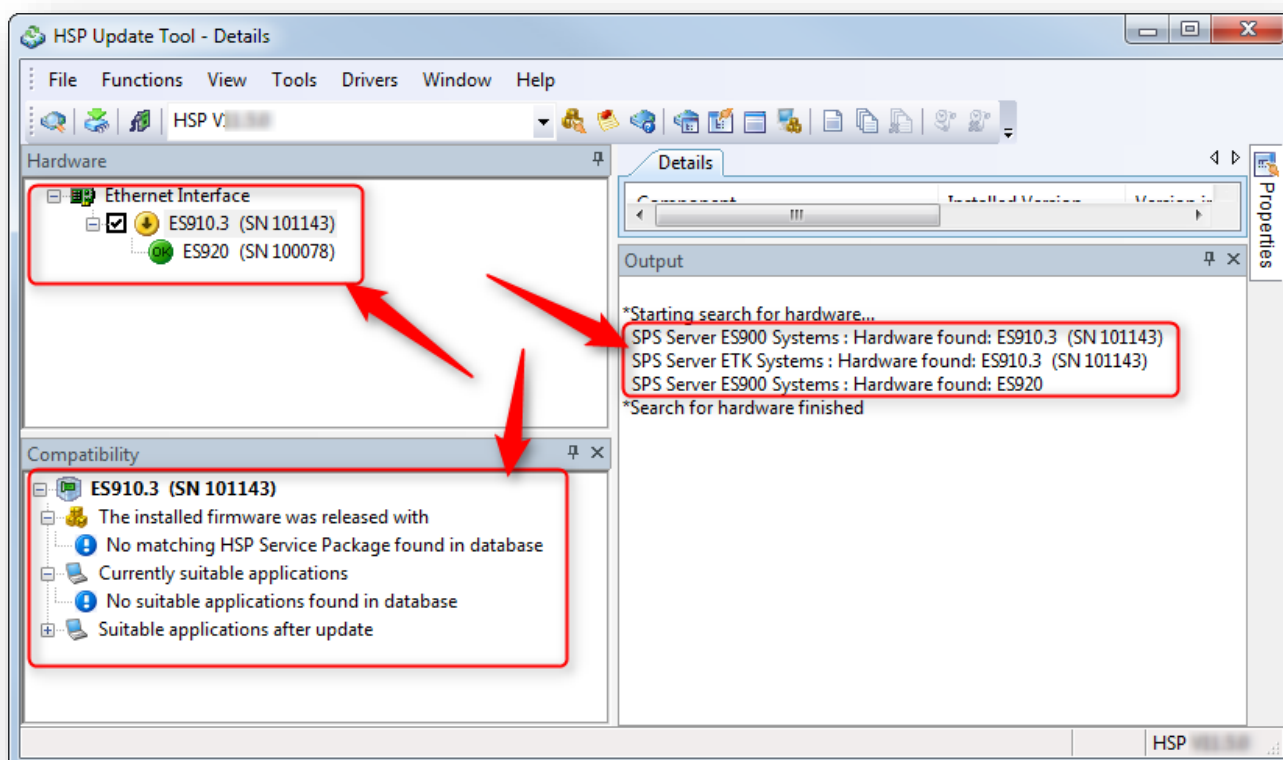
Cancel < Back Continue > Finish

- In **Network settings for ETAS hardware (Page 4)** → Click **Finish** button



Result:

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





Do you still have questions?

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

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