

Firmware Update Required

On this page:

- 1 [Possible Reasons](#)
- 2 [Case: Newer Version Required](#)
 - 2.1 [Description](#)
 - 2.2 [How to Solve](#)
- 3 [Case: Older Version Required](#)
 - 3.1 [Description](#)
 - 3.2 [How to Solve](#)
- 4 [Case: Using Current and Previous Versions of HPO Simultaneously](#)
 - 4.1 [Description](#)
 - 4.2 [Possible Reasons](#)
 - 4.3 [How to Prevent](#)
 - 4.4 [How to Solve](#)

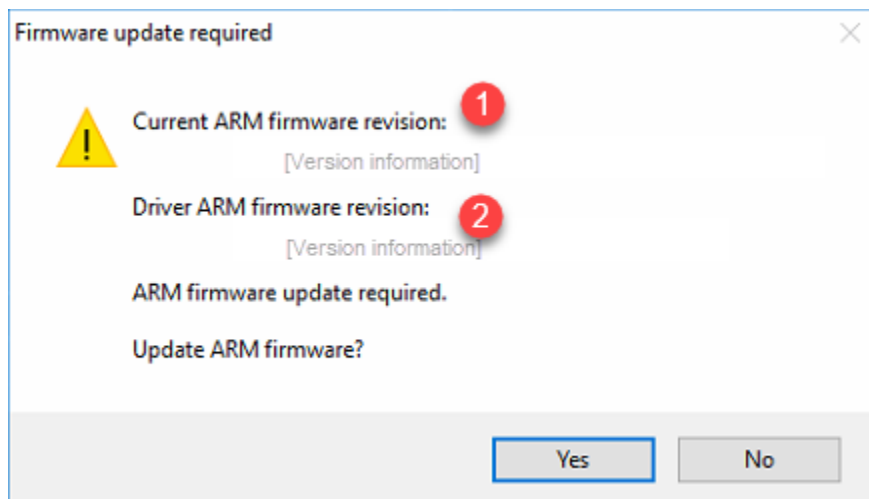
Possible Reasons

The version of your board ARM component is not in correspondence with one required by the system.

Case: Newer Version Required

Description

If the HP Carbon software requires a firmware newer than your board has, then on starting the system, the message is displayed:



On figure: 1 - firmware on your board; 2 - firmware required by HPO.

How to Solve

Make sure the required firmware is newer than the current on your board and accept the update by clicking **Yes**. This will update the firmware of your board.

If you select **No** then the system will start without firmware update but problems with the hardware detection and functioning may occur.

Case: Older Version Required

Description

If the HP Carbon software requires a firmware older than your board has, then on starting the system, the message is displayed: "Please contact your vendor for further instructions. To update firmware anyway, press Retry."

How to Solve

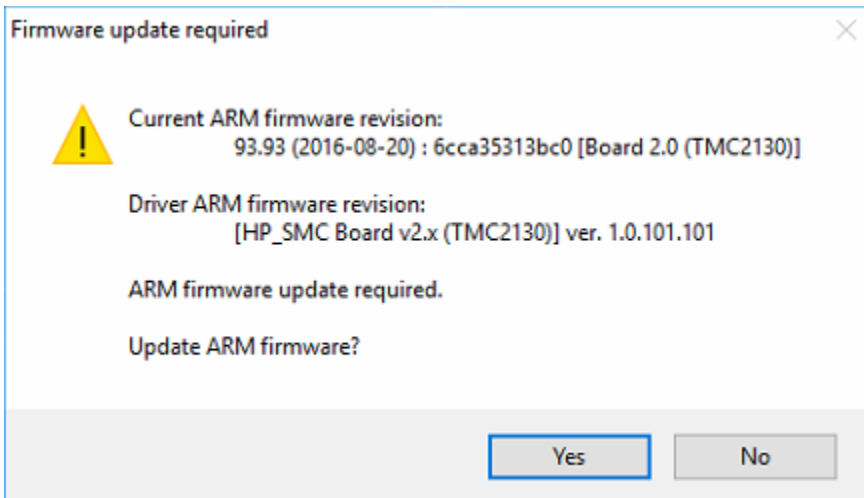
Click **Cancel** in the system. Consult with an authorized person in your organization for further instructions.

Alternatively: click **Retry** to update the firmware to the older version immediately.

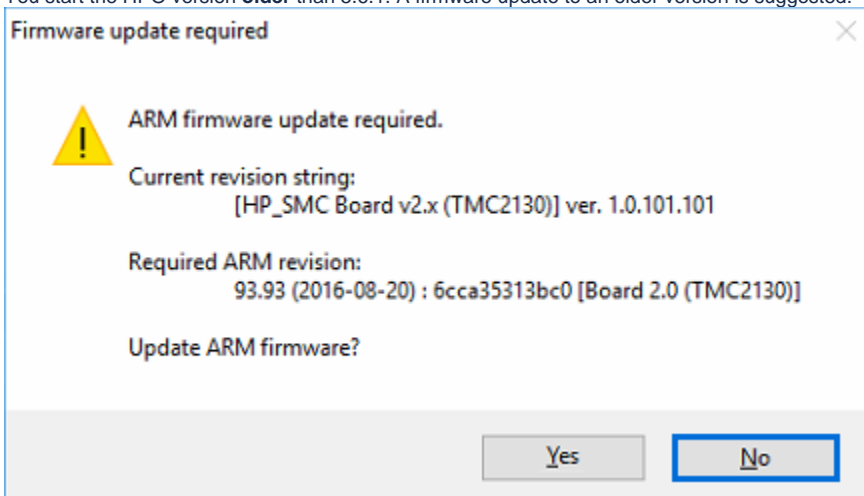
Case: Using Current and Previous Versions of HPO Simultaneously

Description

1. You use the **HP_SMC v2.0** board.
2. You start **HP Carbon**. A firmware update to the newer version is suggested.



3. You perform the update.
4. You start the HPO version **older** than 5.6.1. A firmware update to an older version is suggested.



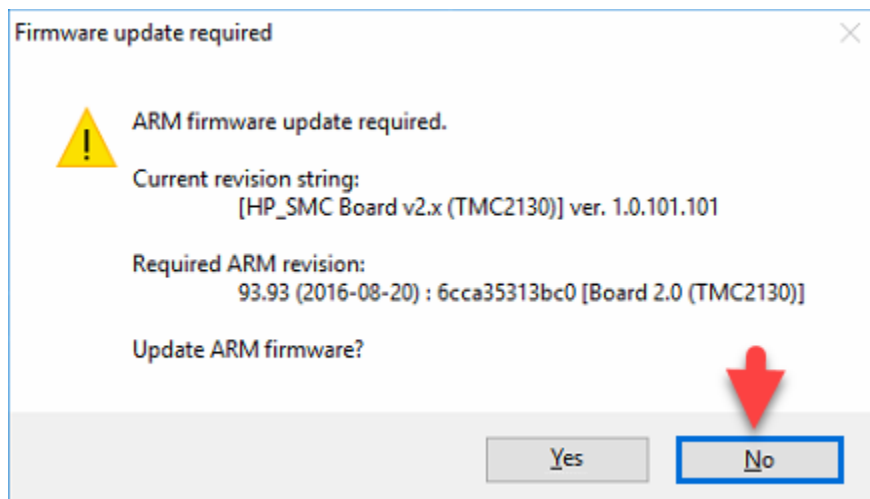
5. Accepting the update leads to motor stop working after the hardware restart.
6. Starting **HP Carbon** again **does not solve the problem**.

Possible Reasons

Some versions mistakenly set version to 85.85 instead of required 93.93 which sets board to be considered HP_SMC v1.1. This prevents the motor from working and additionally when **HP Carbon** starts again, it does not try to update version as the current one held by the board is the latest for HP_SMC v1.1.

How to Prevent

Never accept the update to an older version. In all cases click **No**.



In most cases, the system will continue working properly without the firmware update. If not, transfer this question to the authorized person in your organization.

How to Solve

If you accidentally accepted the update to an older version and the motor stopped working, to restore the system functioning:

1. Download and unpack the [hp_smc_tmc_firmware_update.zip](#) archive.
2. Run "update_firmware.cmd" while HP_SMC board is connected to the computer. The script will be executed in the Windows command line.
3. Start **HP Carbon**. A firmware update to the newer version will be suggested.
4. Accept the update.