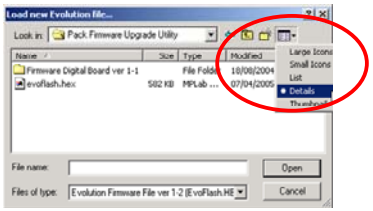
Pack Firmware Update Utility Checklist / Error Symptoms

Step	Possible Error Message	Solution
Run the EvoFirmUp.exe Application	Error: Cannot load the FLASHtc1775.DLL	Make sure the DLL file is in: C:/Windows/System/ Or C:/WinNT/System/
	Error: Cannot obtain Function Address for FLASH	Make sure the correct DLL file is in: C:/Windows/System/ Or C:/WinNT/System/
Select Pack DB Version (1.2 or 1.1 or "special")	NB ver 1.1 only allows the file "Evoflash11.hex" to be loaded Ver 2.3 only allows the file "Evoflash.hex" to be loaded "Special" allows any hex file to be loaded	
Select Firmware File	Make sure that the version you select is the most current. The date of the file can be checked using the "Details" option in the Load dialog.	
Select COM port	If the COM port that you expect is not shown in the drop-down menu then check that it is not already in use elsewhere NB. Only "genuine" RS232 ports or PCMCIA COM ports can be used	
Ensure that straight-through RS232 cable is connected between pack and computer	If a PCMCIA COM port is not shown when expected then check that the drivers have been installed using Windows' Control Panel.	
Put pack into Firmware Update Mode using DIP-switch #7	Points to note: If the cable will not fit then the hex nuts on either side of the D socket may be removed from the top of the pack We recommend a cable such as **RS 287-9460**	
Hold down reset switch, or cycle power	If this has already been done, but if the above steps have taken too long (more than 3-5 minutes) then the pack may require resetting again	
Click the Update Button and then confirm the little box	ERROR: Selected COM port in currently use elsewhere - please check that it is available!	Disconnect "Hyperterminal" or whichever application is usign the COM port – this could be a mobile phone app
	ERROR: Files in Pack Firmware Upgrade Utility directory are currently read only.	Make sure all files are not Read Only. NB If they have been copied from a CD then some versions of Windows will make them write-protected NB This includes the .crc files and diagnost.txt
Computer bleeps once only (long bleep)	If there are **multiple bleeps** then check: power to pack (3 red LEDs on Digital Board) Check correct COM port is selected Check that pack is in Firmware Update mode and that it has been reset	
	ERROR: FLASH ROM Not Enabled Or Is Protected	Cycle power to pack (not just reset) Close FirmUp software Try whole firm-up process again
Success Move DIP-switch 7 to "Off" position Reset pack Restore factory defaults (DIP sw 1-6 all on, then reset)	ERROR: Failed to make contact with Evolution Power and Processor Pack	Check RS232 cable connection Check that correct COM port is being used Ensure that pack is in firm-up mode and has been reset
	ERROR: Lost contact with Evolution Power and Processor Pack	Check RS232 cable connection Cycle power to pack (not just reset) Close FirmUp software Try whole firm-up process again