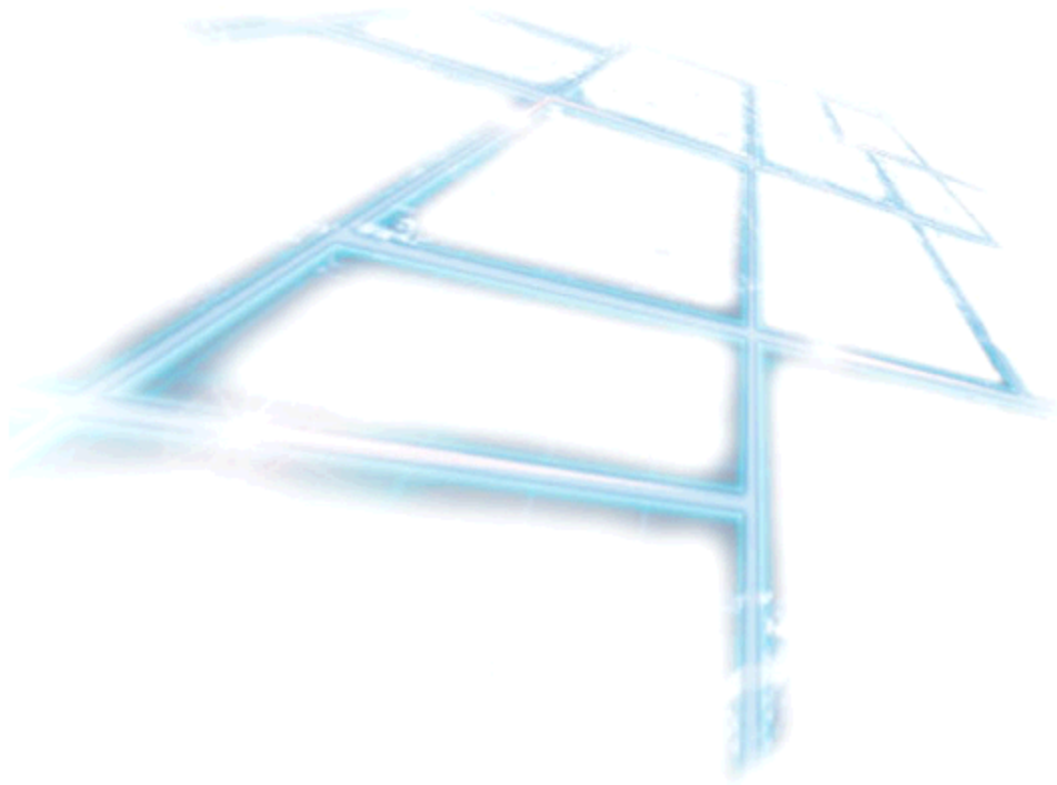


Flasher Utility



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Wesseling, März 2012 Version 4.2.0

Inhaltsverzeichnis

Kapitel I	Overview	1
1	Customer Communication.....	1
2	Changes in this manual and software updates.....	1
3	Our experience is your profit.....	2
Kapitel II	Installation & Usage	2
1	Installation.....	3
2	Flashing the Module.....	4
3	Flashing modules with FPGA Chip.....	7
Kapitel III	Possible error Message	11
1	Troubleshooting.....	12
Kapitel IV	Annex	13
1	Customer Communication and Help.....	13
2	Technical support form.....	15
3	Hardware and Software configuration form.....	16
4	Documentation Comment Form.....	17
5	Trademarks.....	19

Zusammenfassung

1.1 Customer Communication

QUANCOM wants to receive your comments on our products and manuals. We are also interested in the applications you developed with our products, and we want to help if you have problems with them. To make it easy for you to contact us, this manual contains comment and configuration forms for you to complete. These forms are in chapter "**Documentation Comment Form**" at the end of this manual.

1.2 Changes in this manual and software updates

QUANCOM - products are distinguished by their constant further development. You can see all the actual information of the changes in the README-file on the installation disk or CD. You can always get more information and free software updates on our internet website www.quancom.de

1.3 Our experience is your profit

QUANCOM is specialised in development of hard- and software. QUANCOM has become one of the leading suppliers of measuring and automation technology in industry. At its design centres QUANCOM has developed an impressive range of products.



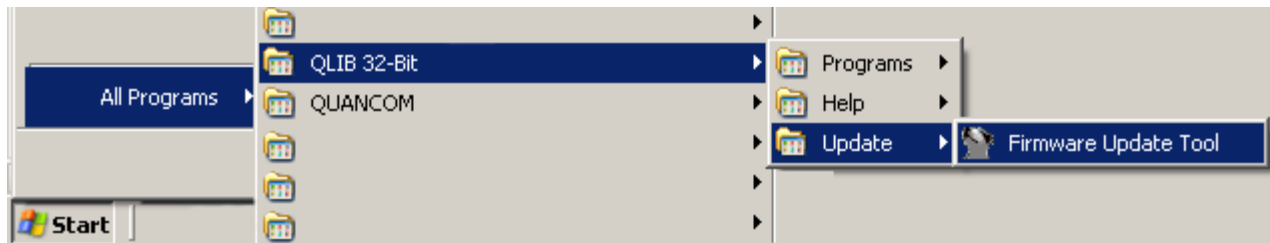
2 Installation & Usage

Zusammenfassung

In the following section the installation of the flasher, and the flashing procedure is described. Some modules have an additional FPGA - Chip on board where the flash process is differs from the standard procedure, but is also described in this later manual

2.1 Installation

The Firmware Update Tool is automatically installed with the QLIB (Ver. 2.3.xx or higher). It can be found at: Start>All Programms>QLIB 32 Bit>Update>Firmware Update Tool



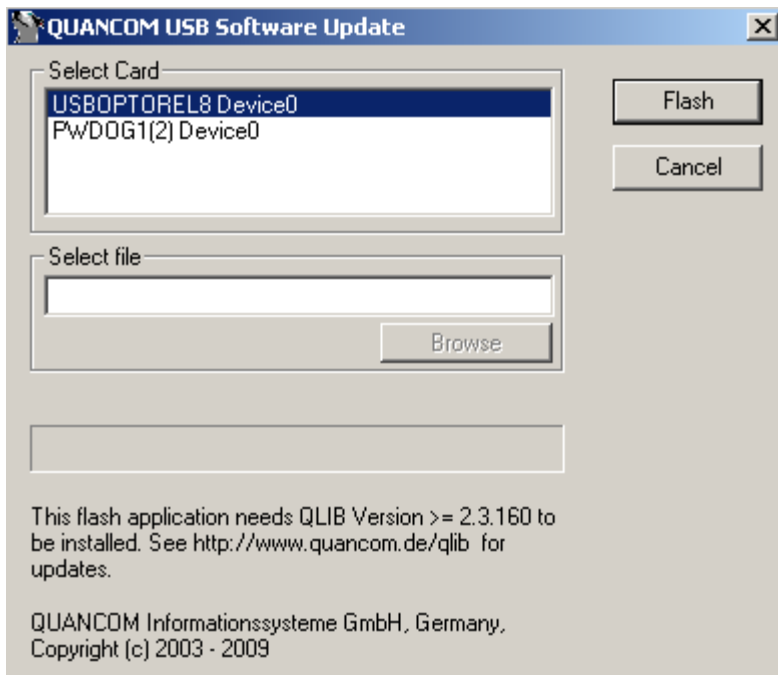
To get the latest version of the QLIB and Firmware Update Tool please visit:
<http://www.quancom.de/qlib>

2.2 Flashing the Module

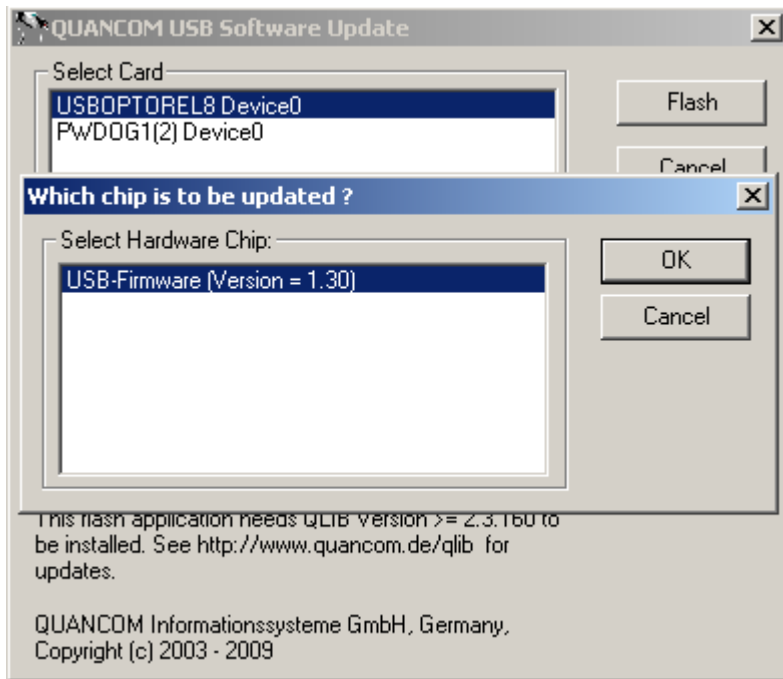


If you use an USBPROTO, USBCPU1, USBCOUNTER1 or USBGPIB please follow the flash tutorial [flashing modules with a FPGA](#)

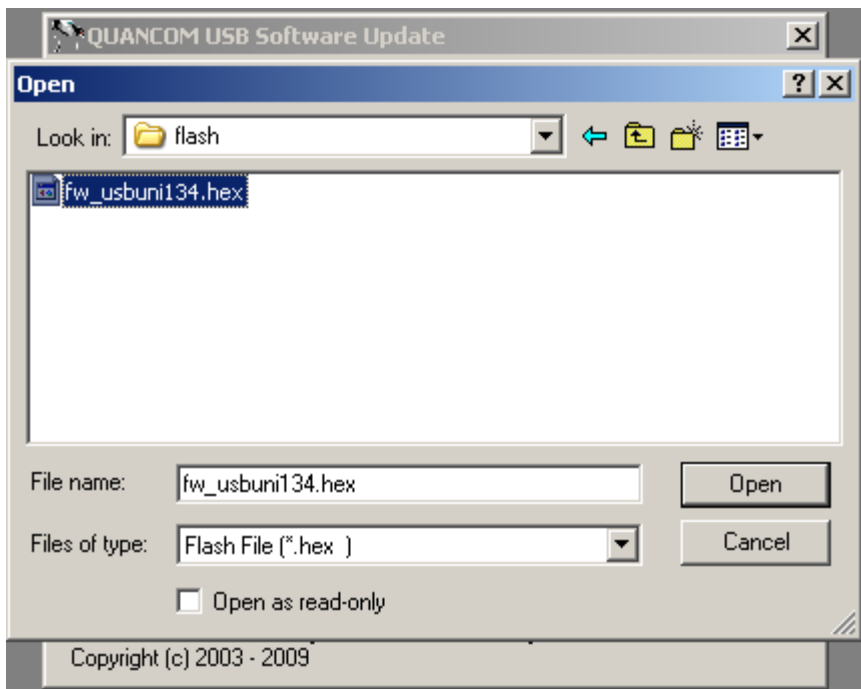
To update the firmware of the module, call the flasher tool, as previously described. Select your card in the list and then press the "Flash" button.



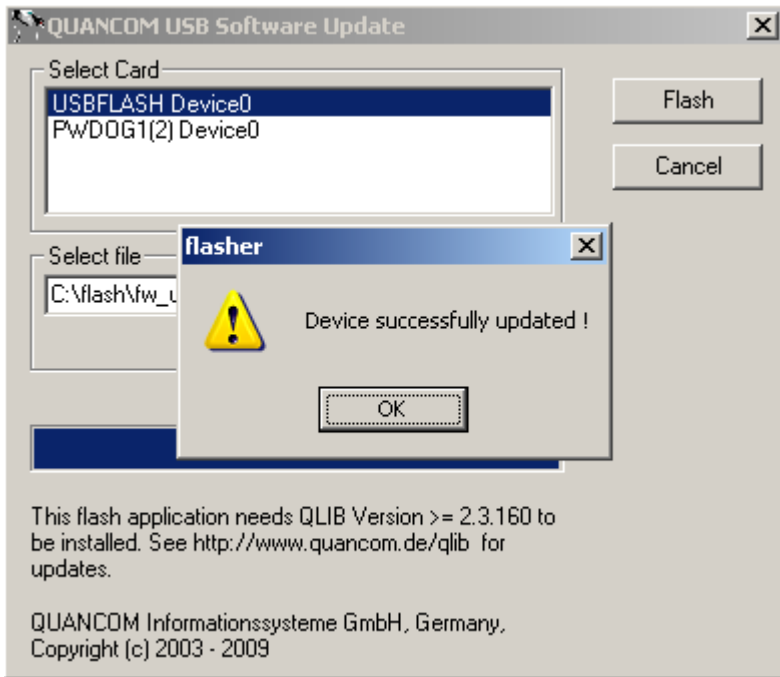
A new window appears which displays the current firmware version.
Choose the shown entry.
Then press "OK "



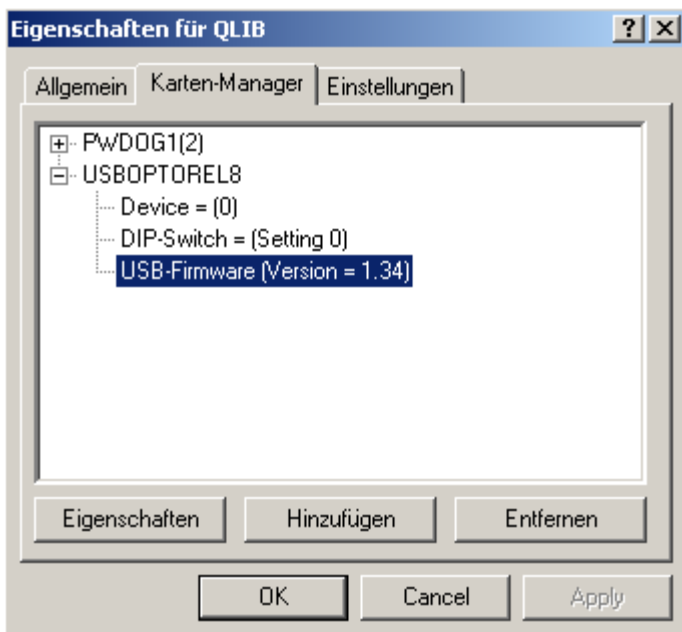
Select the latest hex file and then press "Open"
The latest firmware version can always be found at our homepage.
[Link to firmware](#)



Now the flash process begins. Once this was done successfully, you will see the following message.



You can see that the update was successful if you follow Start>All Programms > QLIB 32 bit> QLIB Configuration Utility. Click on the tap "Card Manager" and check the USB Firmware Version.

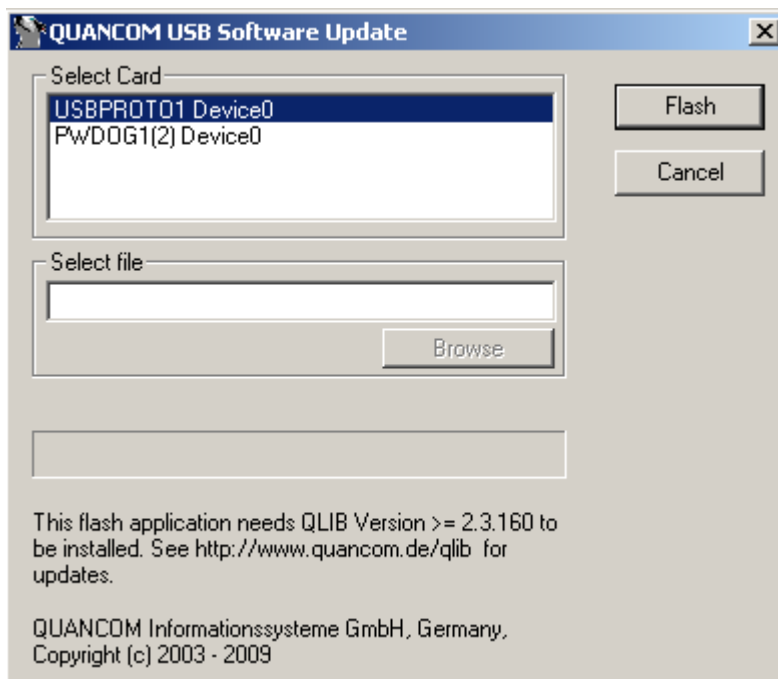


2.3 Flashing modules with FPGA Chip

The flash process is different for the following cards because they have another chip (FPGA), which can also be programmed via the Firmware Upgrade Tool.

- **USBPROTO**
- **USBCPU1**
- **USBCOUNTER1**
- **USBGPIB**

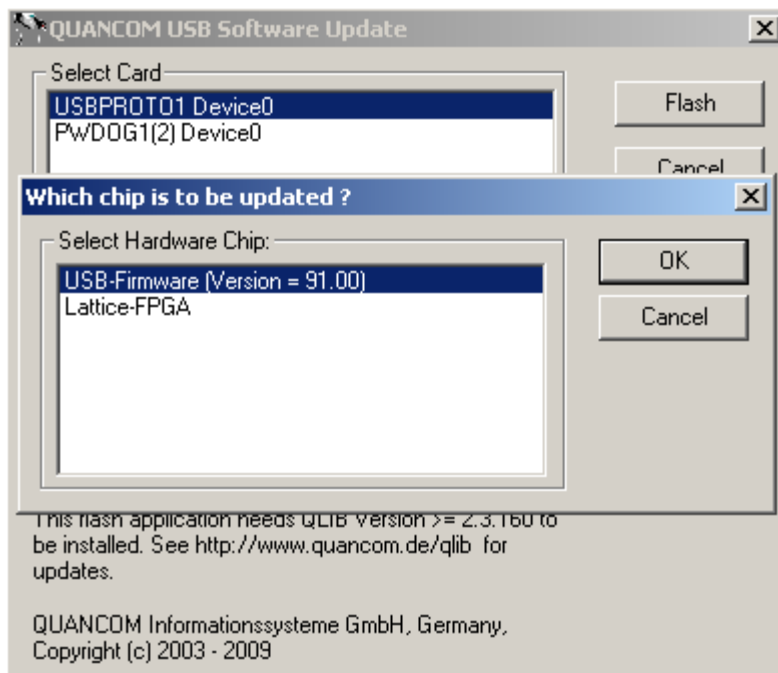
To update the firmware of the module, call the flasher tool, as previously described. Select your card and then press the "Flash" button.



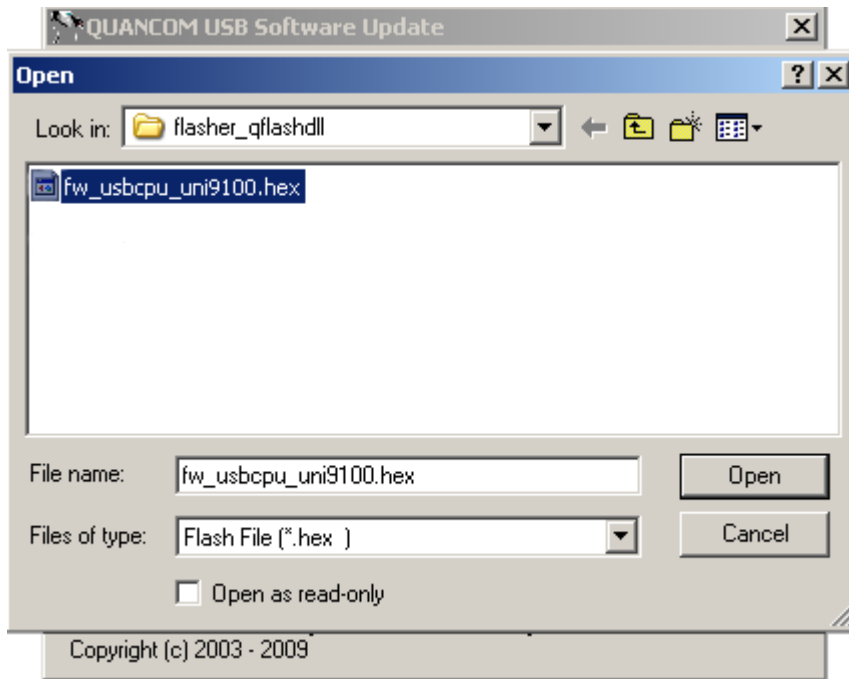
A new window appears which displays the current firmware version.
Then press "OK "



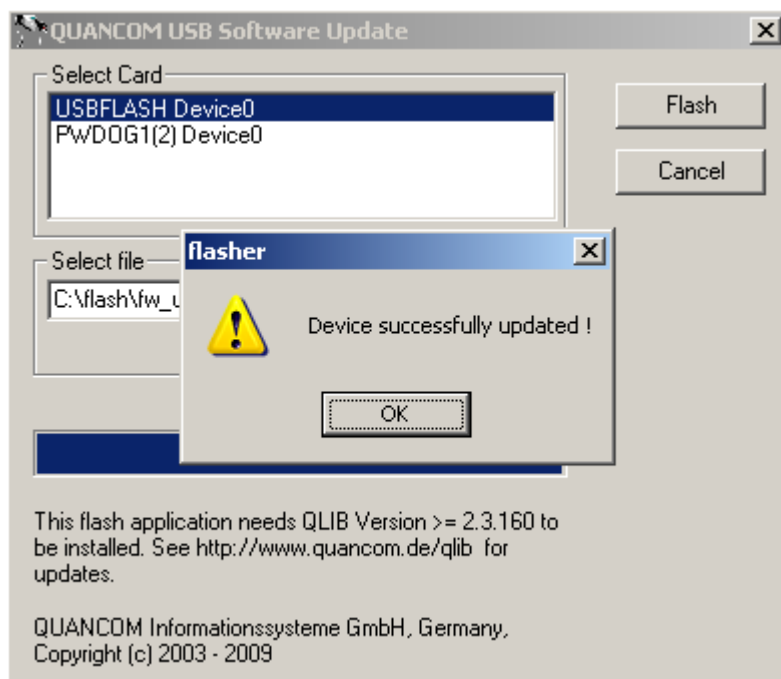
Never select "Lattice FPGA" otherwise your card will be destroyed in the flash process. The "Lattice FPGA" file can be obtained upon request from us.



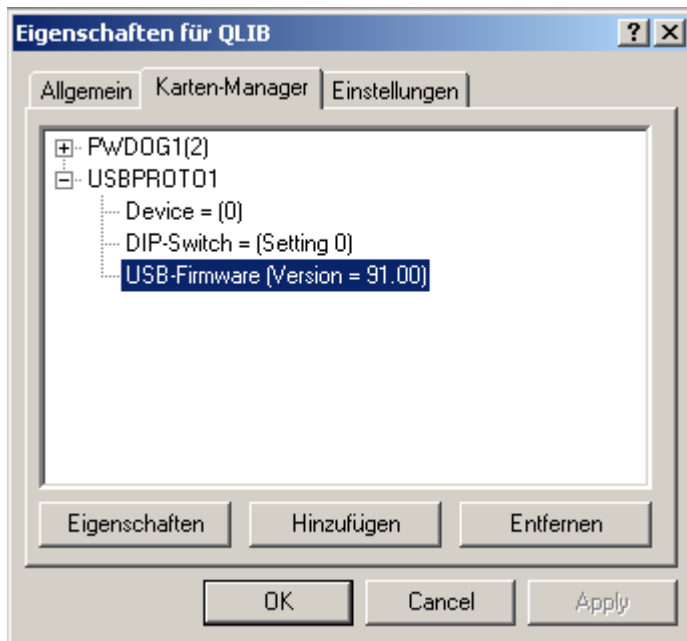
Select the latest hex file and then press "Open"



Now the flash process begins. Once this was done successfully, you will see the following message.



You can check whether the update was successful if you follow Start>All Programms > QLIB 32 bit> QLIB Configuration Utility. Click on the tap "Card Manager" and check the USB Firmware Version.

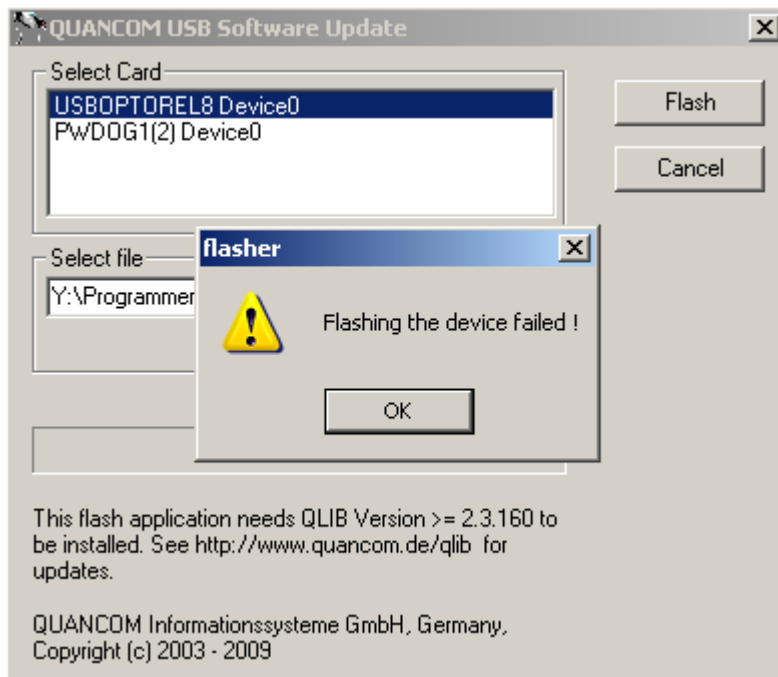


Zusammenfassung

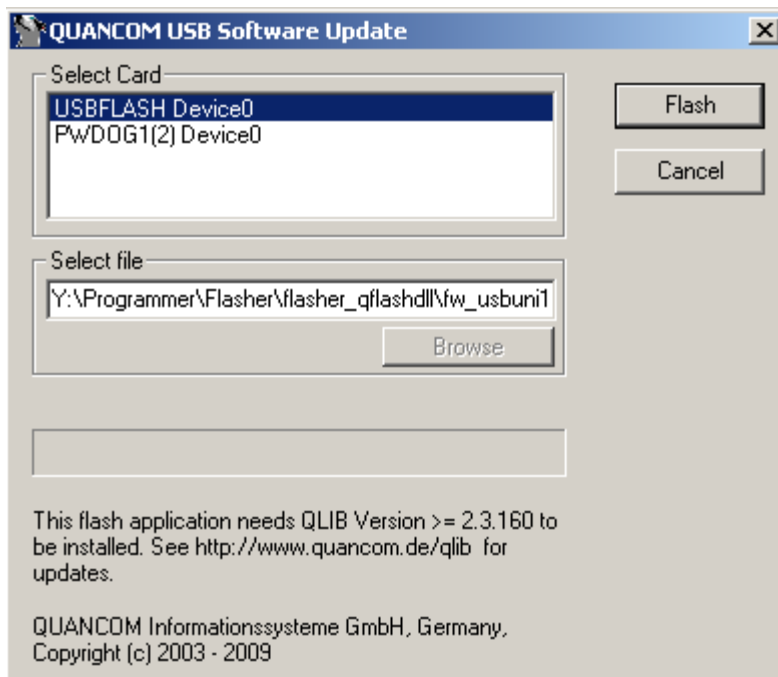
If the modules firmware is too old, an error may occur during the flashing process. The following chapter explains how to handle this.

3.1 Troubleshooting

Some older firmware versions may cause this error code:



If that is the case you have to restart the flasher tool and repeat the flash process, choosing the new USBFLASH device which is shown instead of the former module.



Zusammenfassung

4.1 Customer Communication and Help



Did you need help?

If you don't know how to go on during the installation or operation of your QUANCOM board please consult this user's guide first.

! Tip !

You can find an ASCII – text – file README.TXT, which includes changes made after printing of this user's manual on the QUANCOM installation CD.

! Important !

Informationen bereit: If you have further questions please contact our support team. For this case please prepare the following information:

- Exact type of the board.
- Version of the driver
- Version of the QLIB
- Operating system, hardware equipment and bus - system
- Name and version of the program, which reports the failure
- A detailed failure description. To make sure, please try to reproduce the failure, and describe exactly, which steps led to this failure.

Contact?

Die QUANCOM Internet Webseite
www.quancom.deThe QUANCOM internet website
<http://www.quancom.de/>

Per Fax

+49 22 36 / 89 92 - 49

Per E-Mail:

support@quancom.de

Adress:

QUANCOM INFORMATIONSSYSTEME GmbH

In der Flecht 14

50389 Wesseling

Wenn Sie Hilfe brauchen, erreichen Sie uns unter:

QUANCOM Hotline Deutschland If you need urgent help

call:QUANCOM Hotline Germany

0 22 36 / 89 92 - 20

Monday-Thursday

from 9:00 to 18:00

Friday

from 9:00 to 17:00

Aktuelle Treiber

Auf unserer Internetseite <http://www.quancom.de> können sie immer die neusten Treiber Versionen und Updates finden. Zudem finden Sie ebenfalls viele andere Informationen und die "Frequently asked questions (FAQ's)". Bevor Sie uns kontaktieren, überprüfen Sie ob die neueste Version der QUANCOM Software installiert ist.

Reparatur

Wenn Sie nicht genau wissen, ob die QUANCOM Karte defekt ist, rufen Sie unsere QUANCOM Hotline an:

Tel.: +49 22 36 / 89 92 – 20

Bevor Sie uns die Karte zur Reparatur schicken, rufen Sie unsere Hotline an:

Tel.: +49 22 36 / 89 92 – 20

Wenn Sie uns die Karte zurückschicken, legen Sie diese bitte in die Originalverpackung oder eine adäquate Verpackung, um einen Transportschaden zu verhindern. Zusätzlich bitten wir Sie, uns eine Kopie der Originalrechnung mitzuschicken.

4.2 Technical support form

If you have internet access please enter the following URL in your browser: <http://www.quancom.de/quancom/qshop.nsf/techniksupport?OpenForm&eng>. Else photocopy this form and use the copy of this form as a reference for your current configuration. Complete this form before contacting QUANCOM Informationssysteme GmbH for technical support and our applications engineers may answer your questions more efficiently. If you are using any other QUANCOM hardware or software products please add them to this configuration form. Include additional pages if necessary.

Name: _____
Company: _____
Address: _____
Phone: _____
Fax: _____
Computer Brand / Processor: _____
Operating System: _____
Display Adapter: _____
Mouse: _____
QUANCOM board _____
Other adapters installed: _____
Hard disk (capacity, free): _____
The problem is: _____
List any error messages: _____

The following steps cause the problem to recur:

4.3 Hardware and Software configuration form

This form helps you to list your hardware and software settings. Complete this form each time you change your software or hardware configuration, and use this form as a reference for your current configuration. Complete this form accurately before contacting QUANCOM Informationssysteme GmbH for technical support, so that our application engineers can answer your questions more efficiently.

• **QUANCOM Product:**

Name / Name of board _____
Interrupt Level _____
DMA Channel _____
Basis I/O Address _____
Operating system _____

• **Other Information**

Computer brand and Model _____
Processor _____
Clock Frequency _____
Type of Video Board installed _____
DOS Version _____
Programming Language _____
Programming Language Version _____

• **Other Boards in System**

Basis I/O-Address of other Boards _____
DMA Channels of other Boards _____
Interrupt Level of other Boards _____

4.4 Documentation Comment Form

QUANCOM Informationssysteme GmbH would like you to comment on the documentation supplied with our products. This information helps us to provide you with quality products to meet your needs. Please include additional pages if necessary.

Title: Flasher Utility
Edition Date: 16.03.2012

Please comment on the completeness, clarity, and organisation of the manual. If you find errors in the manual, please record the page numbers and describe the errors.

Thank you for your help.

Name: _____
Company: _____
Address: _____
Phone: _____
Fax: _____
Comment: _____

Mail to: support@quancom.de
Fax to: +49 2236 89 92 49
Address: QUANCOM Informationssysteme GmbH
In der Flecht 14
50389 Wesseling
Germany

4.5 Trademarks

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