

Summary

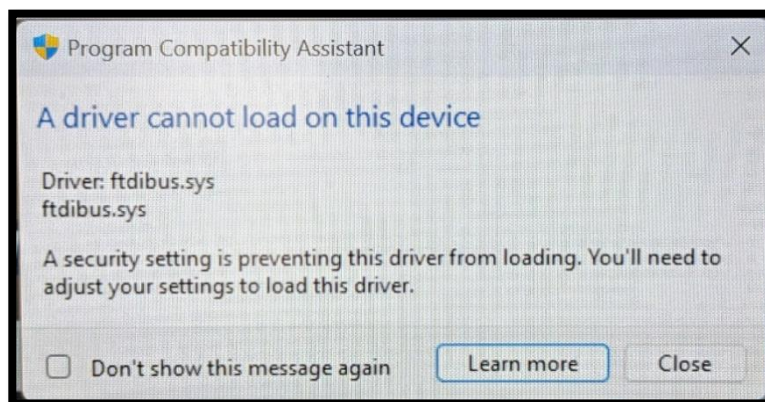
Girbau has a program (GMP Tool) that updates the firmware on microprocessors. There can be some glitches loading the GMP Tool due to various computer operating systems and firewalls. This bulletin is designed to help you troubleshoot and successfully load the GMP Tool on your PC.

Requirements

- Computer with Windows Operating System 10 or 11 with administrator access
- Serial communication kit (pn 10506376) **or** serial communication board (pn 609164) and USB cable A-Male to B-Male (GNA does not sell the cable).
- GMP Tool (GNA's Portal site or located on included jump drive)

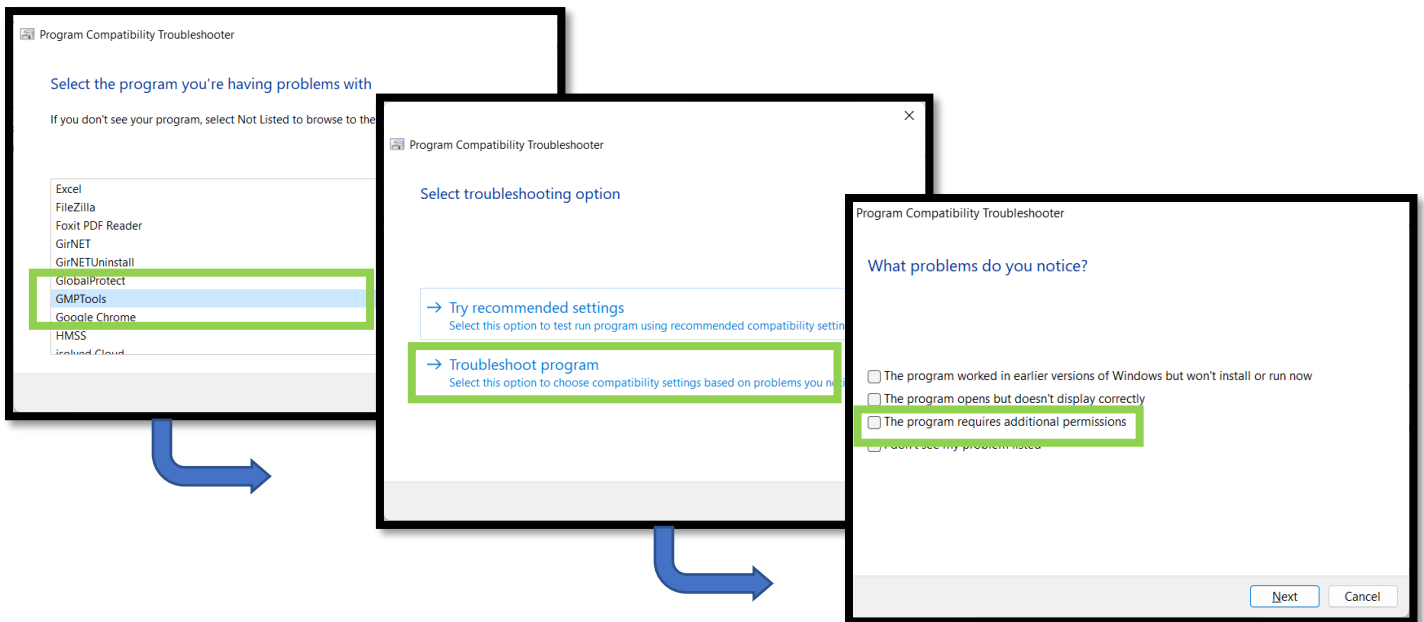
Error Codes

1. **“Unable to load FTD2xx.dll or its dependencies”**
 - a. Upon initial loading of the GMP tool program, if program is started and not connected to Girbau equipment this message might come up **“Unable to load FTD2xx.dll or its dependencies”**.
 - b. After the installation of the GMP program, you need to connect the PC laptop to Girbau equipment so that Windows can install the driver on the laptop after recognizing a new USB device.
2. **“A driver cannot load on this device”**
 - a. If the below message appears when the Girbau equipment is powered up and is connected to the laptop, you will have to check that the latest CDM installer is installed.
 - b. As of June 2023, file CDM212364 is available on GNA portal site in GMPTools V1.8 file or the FTD web site.



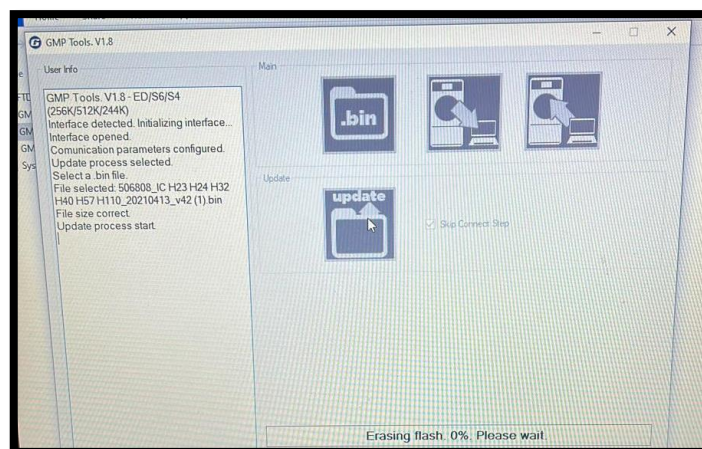
3. **“This program requires elevated settings”**

- a. When starting the GMP tools if message appears **“This program requires elevated settings”** you can run the Windows compatibility troubleshooter to set permission settings.
- b. From the compatibility program, select the GMPTools
- c. Select Troubleshoot program
- d. Select The program requires additional permissions check box. Then select Next.



4. **“Erasing flash 0%. Please wait”**

- a. If during update the erasing process stalls at 0% the serial communication board might not be properly communicating.
- b. Try replacing the serial communications board or USB cable and run again.



5. “UPdt” on Vended/ Logi display or Checkerboard on Inteli display

- a. This usually happens because the process did not finish due to:
 - i. Loss of power to the washer or Windows laptop
 - ii. Loss of connection between the washer and laptop, via USB cable
- b. This error can be recovered by restarting the firmware update process.
 - i. In the GMP program, before clicking on the Update button, click the “Skip Connect Step”
 - ii. After “Skip Connect Step” is checked, then click on update to complete the update process.



**** Always follow the warnings and procedures in the corresponding equipment instruction manual.*