



GMS Inc.

# Customer Field Failure Report

#109 Hyundai I Valley, 223-12,  
Sangdaewon-Dong, Jungwon-  
Gu, Sungnam-Si, Gyeonggi-Do,  
462-714, Korea

Tel. +82-31-737-9470  
Fax. +82-31-737-9471

Title	Date Opened	Last Updated
QMP TEST	12/13/2019	12/13/2019
Company Information		Product/Process Information
Company name	P/N	QMP-SYNQNET-PCIe-RJ
Person in charge	S/N	219420426
	RMA	
Problem	Test Engineer	
Firmware download failed.	RSH	
Test Environment		
<pre> C:\Program Files (x86)\WMEI\MDKW04.03.18\Win32&gt;version -control 1  ERROR 0x61c: Control: no firmware found (factory default) :: (control.c, line 10 388)     in file ..\..\version.c at line 82  MPI: version 04.03.18 revision id 73219 MPI firmware: version 916 option 0 QMP firmware: version 0 revision B sub-revision 0     option 0 branchId 0  Driver: version 3.311.1  QMP Boot0 Version 2.025 QMP Debugger Version 2.025  PLD : version 0x0000 option 0x0000 Rincon: version 0x0330 package 0x0001 QMP : T135-0003 Serial Number 219420426 Configuration File Version: R1A MSI Interrupts: Disabled  Could not access SynqNet. Message: Control: no firmware found (factory default)  Operating system  CPU Intel64 Family 6 Model 158 Stepping 9 Intel(R) Core(TM) i5-7400 CPU @ 3.00GHz SSE Support Clock = 3000 MHz  License Axis Count: 32 Feature: SynqNet Master Feature: Motion  C:\Program Files (x86)\WMEI\MDKW04.03.18\Win32&gt; </pre>		
Test Process		
<ul style="list-style-type: none"> <li>A. PC power on after controller is installed in PCIe slot.</li> <li>B. Start motion console</li> <li>C. Download firmware</li> </ul>		



# Customer Field Failure Report

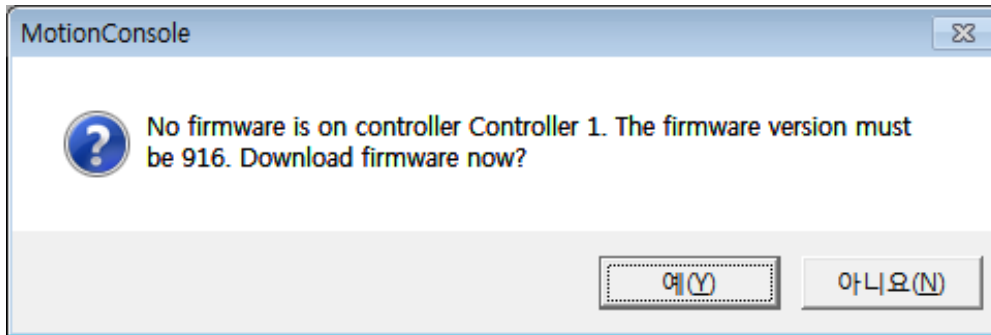
GMS Inc.

#109 Hyundai I Valley, 223-12,  
Sangdaewon-Dong, Jungwon-  
Gu, Sungnam-Si, Gyeonggi-Do,  
462-714, Korea

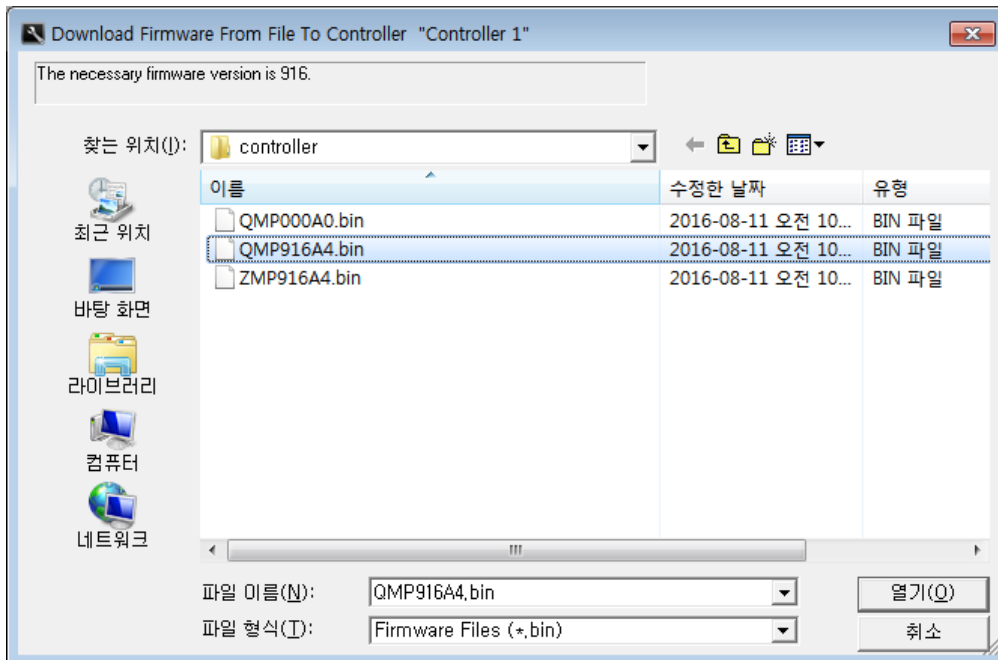
Tel. +82-31-737-9470  
Fax. +82-31-737-9471

## Result

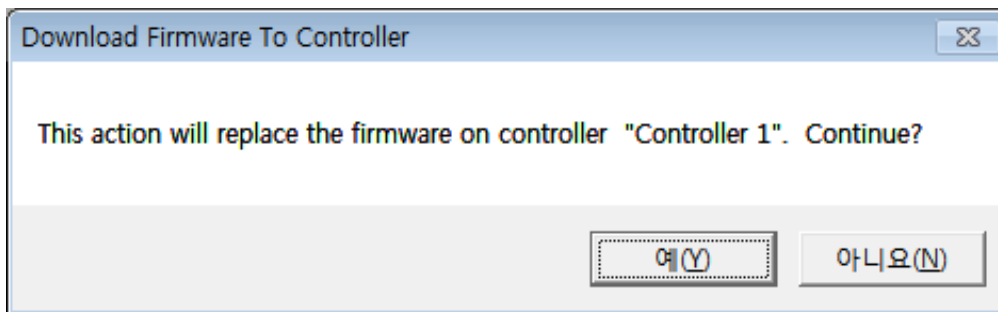
Picture 1 : Firmware download 1



Picture 2 : Firmware download 2



Picture 3 : Firmware download 3





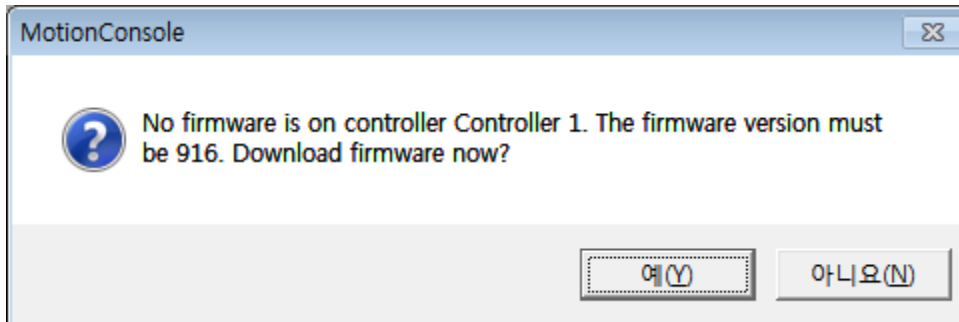
## Customer Field Failure Report

GMS Inc.

#109 Hyundai I Valley, 223-12,  
Sangdaewon-Dong, Jungwon-  
Gu, Sungnam-Si, Gyeonggi-Do,  
462-714, Korea

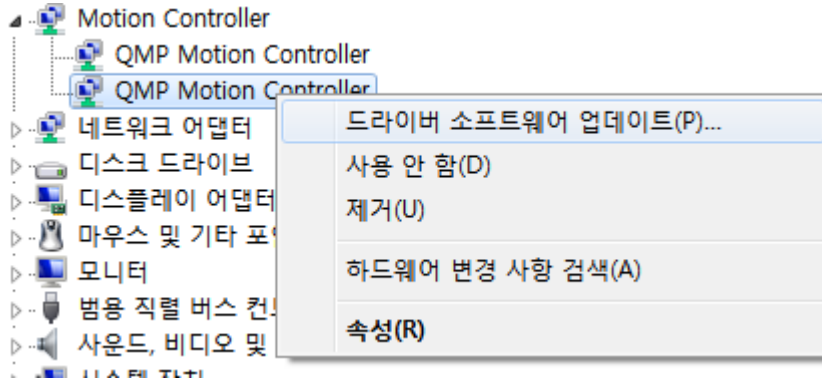
Tel. +82-31-737-9470  
Fax. +82-31-737-9471

Picture 4 : Firmware download 4



: I downloaded Picture 1 to 3, but there was a message to download again.

Picture 5 : Driver update



: I downloaded the driver again after updating it, but the symptoms were the same.

Picture 6 : CMD

```
C:\Program Files (x86)\WMEI\WMDK\04.03.18\Win32>flash -control 1 -erase
Control: no firmware found <factory default> :: <control.c, line 10388>
Continuing...
Erasing flash...Flash is erased.
Resetting motion controller...done.

C:\Program Files (x86)\WMEI\WMDK\04.03.18\Win32>flash -control 1 -default
Control: no firmware found <factory default> :: <control.c, line 10388>
Continuing...
...PLEASE DON'T INTERRUPT SUBSEQUENT OPERATIONS...
Loading flash memory with default files...
Can't load flash.
Firmware: C:\Program Files (x86)\WMEI\WMDK\04.03.18\controller\QMP916A1.bin
Reason [Control: the file is not accessible :: <control.c, line 2490> ]
```

: I tried flash erase and download in the CMD, but it was not downloaded.



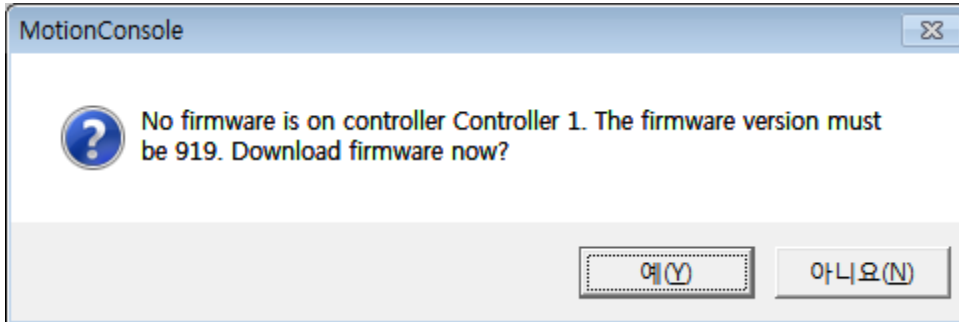
GMS Inc.

# Customer Field Failure Report

#109 Hyundai I Valley, 223-12,  
Sangdaewon-Dong, Jungwon-  
Gu, Sungnam-Si, Gyeonggi-Do,  
462-714, Korea

Tel. +82-31-737-9470  
Fax. +82-31-737-9471

Picture 7 : Other versions.



: Other versions 04.04.09 and 04.04.12 tried the same method but were not downloaded.

: Firmware download failed.