



HP Prime Support Notice

Date: May 12, 2015 (Updated for Prime release 1.2)

Applies to Product(s)

- HP Prime G8X92AA
- HP Prime NW280AA

Applies to Versions

All versions of Prime can experience this problem.

Known Issue

Some USB 3.0 capable ports do not work with the firmware update process

Description

The HP Prime Calculator presents itself, over a USB connection, to a PC as a normal HID device. When the user tries to update the calculator firmware, a command is sent to the calculator telling it to switch into mass storage mode. The PC now sees the calculator as a newly connected USB mass storage device and uses a different device driver (not HID) as appropriate for mass storage devices. The HP Connectivity Kit searches and waits to identify an HP Prime Calculator in mass storage mode, then it begins the firmware update process. After the firmware update is complete, the calculator is told to reboot, putting it back into normal run mode, and hence, as an HID device to the PC.

HP has noticed that on some USB 3.0 capable ports, the switch over to mass storage mode does not cause the PC to use a new driver. The PC continues to use the HID driver, but the calculator is now in mass storage mode. The result is that the USB device cannot start correctly and the PC does not recognize it. Therefore, the HP Connectivity Kit never detects the calculator.

NOTE: The Prime 1.2 firmware update will fix this issue. A customer may have to perform this work-around as they are updating to Prime 1.2, but not again after that.

Work-Arounds

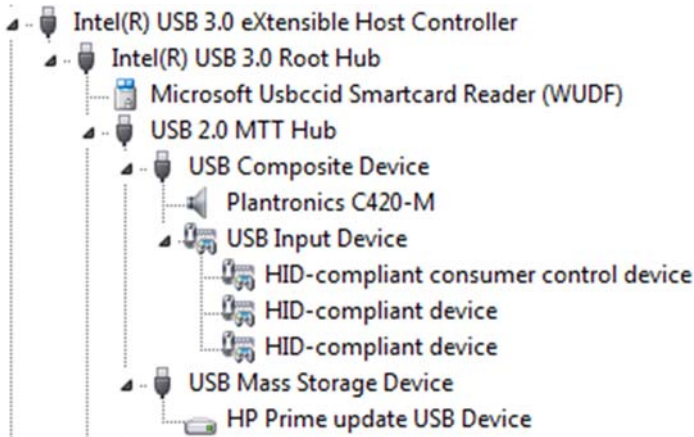
- A. Try a different USB port
 - a. Cancel the firmware upgrade process in the HP Connectivity Kit.
 - b. Unplug the calculator from the problem USB port.
 - c. Reset (using the hole on the back of the HP Prime Calculator).
 - d. Plug the calculator into a different USB port on the PC.
 - e. Check to make sure the calculator appears in the HP Connectivity Kit window.
 - f. Using the HP Connectivity Kit as before, attempt to upgrade firmware.

HINT: try ports on USB 2.0 hubs, even if connected under a USB 3.0 Root Device.
- B. Force the re-detection of the calculator (You will need administrative privileges)
 - a. Leave the HP Connectivity Kit waiting/hung in the firmware update process.
 - b. Leave the HP Prime Calculator in recovery mode. Do not reset it.



- c. Go into the device manager and “uninstall” the USB devices that show up in an error state (denoted by a yellow or red warning sign).
- d. Click “Scan for new hardware” under the “Action” menu
- e. Observe that the HP Connectivity Kit should stop waiting and start the firmware upgrade process once the OS declares the device ready for use.

Screen Shot of Device Manager – Prime on USB 2.0 Hub, on USB 3.0 Host Controller



Screen Shot of Device Manager – Prime on USB 3.0 Root Hub, in “Can’t Start” error state

