Upgrading Troubleshooting and Frequently Asked Questions

This document gives helps you when upgrading your drive and gives some answers to frequently asked questions.

Philips Consumer Electronics
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PHILIPS

Which precautions should I take before upgrading?

- Please close all running software applications.
- Temporarily disconnect from the Internet and shutdown antivirus programs.
- Eject any discs from the drive you want to upgrade.
- As long as the upgrading process is ongoing, do not interact with the PC.
- Do not try to upgrade with any version, which is not officially released by Philips.

Do I loose my warranty when I upgrade my drive?

No, as long as you follow our precautions and as long as you only use official upgrades for your product.

How long does upgrading take?

Normally, it takes only a minute to upgrade your drive.
It is possible that the upgrading tool requires a restart of your system before upgrading.

Do I have to restart my system after upgrading?

If required, the upgrading tool will ask you to restart (reboot) your system, to make sure your drive will work fine after upgrading.

Windows™ says if found new hardware after upgrading. Is this correct?

Yes, Windows™ may see your drive has been upgraded, and will therefore show the "New hardware found".
This screen will disappear after some seconds..

The Upgrade tool does not work or reports that the file was damaged

The upgrade tool checks itself before upgrading starts. If an error occurred during downloading the upgrade file, this will be detected and the tool will refuse to work. Download the upgrade file again.

The upgrade tool reported "Invalid firmware version" (or similar). What now?

You probably selected the wrong upgrade.
Go to www.philips.com/storageupdates and choose install the Philips Intelligent Agent to receive automatically the correct downloads for your Philips drive.