

Firmware Recovery Instructions for Podium DD

About the situation and behavior

Error state:

- Base is not recognized by PC
- Fan is running at 100%

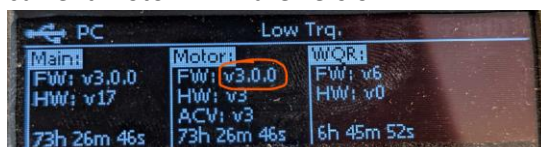
Reason for behavior:

Firmware version miss-match between motor firmware and base firmware. For example, base firmware is new 3.0.0.5 but motor firmware is old 42 or base firmware is old 692 and motor firmware is new 3.0.0.2.

How to recover the base

General notes

- When either flashing to an older or newer state, always the motor firmware must be flashed first before the base firmware update to prevent this situation from happening (again).
- A base firmware update can be forced by pressing the power button for 10 seconds to start the base even if the base is not recognized by the driver (but plugged into the PC). This is very helpful for recovering the base, but the correct driver needs to be installed so the right base firmware which will match the current motor firmware of the base gets flashed.
- In general, the fan running at 100% is no reason to be concerned, it also happens during the proper firmware update order after updating the motor firmware and gets back to normal as soon as also the base firmware got updated.
- There are different approaches depending on the currently installed motor firmware version.
- It might be possible that you can check which firmware is currently installed on the base.
 - Button combination: Tuning Menu Button + D-Pad/Funky Switch down
 - If working this will show an info screen on the Podium DD display which includes the current motor firmware version.



- This will help deciding which driver to use for forcing a base firmware update but is not mandatory to go forward. Even if you are not able to do this you should follow the further instructions below.

If you don't know the current motor firmware version

(If you know the current version, you can skip this and proceed with the next options)

1. Do one of the methods below, you can start with the driver you already have installed
2. If it didn't recover the base, install the other driver.
 - a. If you did the first try with 442 but it didn't work -> install the older driver which you came from or want to go back to
 - b. If you did it with the older driver but it didn't work -> install driver 442

If Motor Firmware is 3.0.0.2

(Likely happened while downgrading to an older driver)

1. Install driver 442 (because it contains the correct base firmware to match the current motor firmware)
2. Base is turned off
3. Press and hold the power button of the base to turn it on and force a base firmware update.
4. Firmware updater will open, follow the process of flashing the firmware.
5. Base should now be working normally again

In case you want to downgrade to an older driver

6. Install old driver again
7. Do a manual motor firmware update first
8. Do a manual base firmware update after the motor update. In case the base is not detected by the PC you can again use holding the power button for 10seconds to force the base firmware update
9. After this the base will be correctly reverted to the old version

If Motor firmware is 42 or older

(Likely happened while upgrading to the new driver 442)

1. Install the older driver you came from or wanted to go to again
2. Base is turned off
3. Press and hold the power button of the base to turn it on and force a base firmware update.
4. Firmware updater will open, follow the process of flashing the firmware
5. Base should now be working normally again

In case you want to upgrade to driver 442

6. Install driver 442
7. Update the firmware using the green button of the firmware manager, this will perform the update in the correct order.

General tips which might help with different/similar issues

(In case there is no firmware miss-match, and the fan is not running at 100%)

- If the base is not detected and fan running at normal speed.
 - Re-plug USB
 - Re-boot base
 - Try different USB port
 - Open installer of the current driver to run the repair function

- Delete current driver, restart PC, install driver, restart PC
- Clean-up of USB entries in Windows using a tool like “USB Deview”
https://www.nirsoft.net/utils/usb_devices_view.html
- For some it helped to remove registry entries related to the Fanatec driver
- If a firmware update is not working correctly
 - Unplugging (USB) devices/accessories which are not needed at the moment for the update.
 - Trying with different USB (cable). Check if cable sits well and there is no bad contact
 - Check if an anti-virus software might be blocking the process or disable it temporarily
 - Trying a different PC if available
 - Clean-up of USB entries in Windows using a tool like “USB Deview”
https://www.nirsoft.net/utils/usb_devices_view.html

Let us know in the driver section of the forum in case you had an issue and if one of the mentioned steps or another method helped (or not). This way we can find out more about these kinds of issues to be able to prevent them from happening.