

What to do if the FM device shows old program number instead of new configured one?

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Introduction


In this situation, the program number saving to the device depends on the software date in the [LV-CAN200](#), [ALL-CAN300](#), [CAN-CONTROL](#), and [FMB140](#).

Troubleshooting

On this page, you will find the steps on how to identify the possible cause of this issue.

How to check if the program number that you are trying to set is newer than the software date in the CAN device or not

- In the wiring scheme, check from which date the program number: 
- Check the software date in the CAN device:
 - using SMS/GPRS command [lvcangetinfo](#): send the command **lvcangetinfo** to the device with the connected CAN device and in the response, you will find the software date.
 - **For example:** you receive a response to the command: Prog:12668
SWDate:210809 BootVev:20 HWVer:245 SWVer:52 Opt:38 ST:0
Protocol:4 ID:0xC4C29F5C73C5C4D5D82B4972561R15
 - The bolded **SWDate** could be understood as:
 - **21** - year (2021)
 - **01** - month
 - **05** - day

- using [FOTA WEB](#) (excluding FMx6 series devices): search the FM device in **FOTA WEB**, [Devices](#) section to which the current CAN device is connected. When you click on the line with device IMEI, at the bottom of the page you will see device details together with connected CAN device details.
 - **For example:** In the illustration below you will see a marked parameter named **Software Date**. The value of it you would need to understand in the same way as described in the example of command **lvcangetinfo**: 
- Compare the CAN device software date and program number creation date in the wiring scheme. If the CAN device software date is older than the program number creation date, then you will not be able to save the program number to the CAN devices and need to do an update of its software date. Otherwise, you will be able to save the program number to the CAN devices.

If you are trying to save a program number that was added later than the software date which is inside LV-CAN200

- When you send the command **lvcansetprog XXXXX**, you will receive a response with the old program number.
- When you send the command **setparam 45002:XXXXX**, you will receive a response with the program number that you tried to set but it will not be saved in the device memory.

Note: XXXXX means the program number that you try to set in the CAN device.

Solution

How to update the CAN adapter software date:

- using [FOTA WEB](#) (excluding **FMx6** series devices): all steps of how to do an update of CAN adapter software date you will find [HERE](#).
- using **Bootloader** (for [LV-CAN200](#), [ALL-CAN300](#), and [CAN-CONTROL](#)): you need to have a bootloader cable and software tool to do an update of CAN software date physically.
 - **Note:** if you do not have a bootloader cable or software tool, please contact the **Sales Manager** and he/she will help you to handle it.