fatal error in debug hardware startup (download of debug driver version 5) Open Discussion

- AA Ahmed Abdelgaber
- **Forum name:** #Other Use Cases

Hello support team,
we have received a new debuggers from Lauterbach and I am getting this error:
fatal error in debug hardware startup (download of debug driver version 5), contact technical support (support@lauterbach.com)

Please help me with the needed actions to make it work.
BTW, older debuggers works on the same setup.

thanks,
Ahmed

Comment (1)

AR **Ahmed Rezgui**
4 months ago

Hello Ahmed,

Thanks for reaching out.

Could you please open a new support ticket where you include:

- The serial number of the debugger that works

- The serial number of the debugger that does not work

- A system information report by selecting the TRACE32 menu 'Help' > 'Support' > 'System Information...', click 'Save to File' and send the resulting text file as an attachment to the support ticket.

Kind regards,

Ahmed