"Unable to write to node" Error Message

Problem

The following error message was encountered after downgrading a HotPort 7020 or HotPort 7010 node from the manufacture's firmware version of 7.16.5.0 to 7.6.0.0.

Reason

Hardware in the 7020 and 7010 mesh nodes was updated circa 2013, requiring compatible firmware that is identified by an N in the firmware version number (example; 7.x(N).x.x).

If you attempt to upload older versions of firmware such as 7.x(T).x.x into a mesh node with newer hardware, you will encounter the "Unable to write to node" error message.

Solution

Only use a 7.x(N).x.x firmware version when downgrading your HotPort 7010 or 7020 mesh node. 7.x(N).x.x firmware version are compatible with BOTH old and new hardware.

If you have an older version of firmware on your system, like 7.6.0.0, and you do not know if this version is an "N" or "T" version, then do not use this version during your firmware downgrade. Contact the Firetide Support team for the correct firmware version. Note: HotPort mesh nodes need to be under warranty to be eligible to receive HotPort firmware from Firetide.

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