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I return the device to the retailer and ask for a new one. Can you try again? I recently did an update to my maps and Express errored out a few times before it finally did the update. Can you try again? I recently did an update to my maps and Express errored out a few times before it finally did the update. I tried several times. I even deleted the express install program and started again. Then I tried to use another map install program, but nothing has worked. Every time during the map build/install process, it fails and I get the error. Most interestingly, the north American maps are gone from the device and it won't work. I think I'll take the advice to return the unit for an exchange. I bought it on the internet - we'll see if they will take it back. I was hoping to find a diagnostic program that would help define the problem. I'd return the device to the retailer and ask for a new one.I've come to the same conclusion. I bought the unit on the internet and hope they will take it back. morefum4meI looked at your account and you had some issues that I have since corrected. If you still have the device please try again. If that doesn't work please contact support.Albert I'm getting the exact same error. I can connect to garmin connect, sync my device and download updates. Only when I try and download new the latest Map update for my Edge 1000 does it fall over. I have a top notch gaming laptop. Core i7, 16GB Ram, Win 8.1 64bit and loads of disk space (The machine is brand new). I have trawled through all forums, threads, have deleted temp files, turned off my Norton Firewall, all to no avail. For some reason sometimes it says the download will take 2 hours other times it indicates over 130 hours.Any ideas? jumppilotThe cycle map update is actually downloading three different maps and can total over 7 GB of download data depending on the device. Try the troubleshooting in our FAQ What should I do if I am having problems downloading updates in Garmin Express?If you continue to experience problems, contact Product Support by phone for further assistance.Lisa Hi Lisa, thanks for the reply. I've been through all steps as outlined in the FAQs. I'm still having exactly the same issues. Is there any way I can download the maps separately? FTP? jumppilotI am sorry that you are still having trouble. Unfortunately, the maps can only be downloaded using Garmin Express. If you have already tried those steps, I would recommend contacting product support by phone.Jason I applied 3 actions and managed to solve the problem, after all Garmin recommendations and support pages on the internet proved useless. So I recommend the following, I'm not sure which one of the 3 really solved the problem: 1) format SD card and use 16 kilobytes allocation size for FAT32 (i used a windows 10 machine and 16GB microSD card) 2) stop all your downloads before starting the update 3) stop your antivirus It worked for me. Page 2 This is a 5 year old thread, which I'll now close. What is the format type on the memory card. Thank you, already tried, no result. What were the results of what SUSSAMB suggested earlier? I already tried to uninstole Garmin express and reinstall it, to remove and add device, to start GE as Admin - no results, the error stays same. BTW, other Garmin device updates perfect on the same computer and Garmin Express installation. One last thing to try as some Windows installations seem to struggle with mtp devices, try setting your DS51 to mass storage mode. Failing that see if the cloning method mentioned here works www.poi-factory.com/.../39231 Map and software updates may require the device to download large files. Regular data limits or charges from your Internet service provider apply. Contact your Internet service provider for more information about data limits or charges. You can update the maps and software by connecting your device to a Wi-Fi® network that provides access to the Internet. This allows you to keep your device up to date without connecting it to a computer. Connect the device to a Wi-Fi network (Connecting to a Wi-Fi Network). While connected to a Wi-Fi network, the device checks for available updates. When an update is available, appears on the Settings icon in the main menu. Select . The device checks for available updates. When an update is available, appears below Map or Software. Select an option: To install all available updates, select Install All. To install only map updates, select . Read the licence agreements, and select Accept All to accept the agreements. Using the included USB cable, connect the device to external power, and select Continue (Charging the Device). Keep the device connected to external power and within range of the Wi-Fi network until the update process is complete. TIP: If a map update is interrupted or cancelled before it completes, your device may be missing map data. To repair missing map data, you must update the maps again using either Wi-Fi or Garmin Express™. You can use the Garmin Express™ application to download and install the latest map and software updates for your device. If you do not have the Garmin Express application installed on your computer, go to garmin.com/express and follow the on-screen instructions to install it (Installing Garmin Express). Open the Garmin Express application. Connect your device to your computer using a USB cable. From your Garmin Drive device, select Tap to Connect to Computer. When your Garmin Drive device prompts you to enter file transfer mode, select Continue. In the Garmin Express application, click Add a Device. The Garmin Express application searches for your device and displays the device name and serial number. Click Add Device, and follow the on-screen instructions to add your device to the Garmin Express application. When setup is complete, the Garmin Express application displays the updates available for your device. Select an option: To install all available updates, click Install All. To install a specific update, click View Details, and click Install next to the update you want. The Garmin Express application downloads and installs the updates onto your device. Map updates are very large, and this process may take a long time on slower internet connections. NOTE: If a map update is too large for the internal storage of the device, the software may prompt you to install a microSD® card in your device to add storage space (Installing a Memory Card for Maps and Data). Follow the on-screen instructions during the update process to finish installing updates. For example, during the update process, the Garmin Express application may instruct you to disconnect and reconnect your device. Garmin Express is a useful tool that can help you keep your Garmin device up to date. If you encounter an error message when installing updates on your Garmin device using Garmin Express, there are a few steps you can take to resolve the issue. Garmin Express is a useful tool that can help you keep your Garmin device up to date. However, sometimes you may encounter an error when installing an update. If you're having trouble updating your Garmin device using Garmin Express, don't worry – there are a few steps you can take to troubleshoot the problem. Garmin Express is an application that helps you manage your Garmin devices. It enables you to update maps, register your device, and install free lifetime maps. Garmin Express also notifies you when updates are available for your Garmin device. To use Garmin Express, you need to download and install the application on your computer. Then, connect your Garmin device to your computer using a USB cable. Once the device is connected, Garmin Express will automatically launch and prompt you to install any necessary updates. In some cases, you may encounter an error message when installing updates on your Garmin device using Garmin Express. This error message typically indicates that there is an issue with the update process. If you encounter an error message when installing updates on your Garmin device using Garmin Express, there are a few steps you can take to troubleshoot the issue: 1. Restart your computer and Garmin Express: Sometimes, a simple restart can resolve minor issues that may be causing the error message. 2. Check for updates manually: If the error message persists, you can try checking for updates manually. To do this, connect your Garmin device to your computer and launch Garmin Express. Then, select your device from the list of devices and click on the "Update" button. 3. Try a different USB cable: If your Garmin device is not recognized by Garmin Express, you can try using a different USB cable. 4. Update your computer's operating system: If you are experiencing issues with Garmin Express, it may be due to outdated software on your computer. Make sure to update your computer's operating system to the latest version. 5. Contact Garmin support: If none of the above steps resolve the issue, you can contact Garmin support for further assistance. 1. Check Your Computer's Compatibility: Ensure that your computer meets the minimum system requirements for Garmin Express. 2. Free Up Disk Space: Clear some space on your hard drive to ensure you have enough storage space for the update files. 3. Update Garmin Express: Make sure you have the latest version of Garmin Express installed on your computer. 4. Restart Your Computer: Try restarting your computer before attempting to reinstall the update. 5. Contact Garmin Support: If you're still experiencing issues, contact Garmin Support for further assistance. Garmin Express is an application used to download and install updates for Garmin devices. However, sometimes users encounter errors while installing updates. If you encounter an error while installing updates on Garmin Express, there are a few troubleshooting steps you can take to resolve the issue. 1. Restart your computer: Sometimes, a simple restart can resolve minor issues that may be preventing Garmin Express from installing updates. 2. Check your internet connection: Make sure you have a stable internet connection before attempting to install updates. 3. Verify that Garmin Express is up to date: Make sure you are using the latest version of Garmin Express. You can check for updates by clicking the "Check for Updates" button in the Garmin Express application. 4. Try a different USB port: If you are using a USB cable to connect your Garmin device to your computer, try using a different USB port. 5. Check device compatibility: Make sure the Garmin device you are trying to update is compatible with the latest version of Garmin Express. You can check the compatibility on the Garmin website. 6. Contact Garmin support: If you are still experiencing issues, you can contact Garmin support for further assistance. By following these steps, you should be able to troubleshoot the error when installing Garmin Express. Garmin Express error during update installation can be caused by various factors such as insufficient storage space, outdated software, faulty USB port, or corrupt installation files. Here are some common troubleshooting steps you can try to resolve the issue: 1. Free up storage space: Make sure you have enough storage space on your device to download and install the update. Free up space by removing unnecessary files or transferring data to an external storage device. 2. Update Garmin Express: Make sure you are using the latest version of Garmin Express. Go to the Garmin Express website and download the latest version of the software. 3. Check USB port: Try using a different USB port on your computer or try connecting the Garmin device to a different computer. 4. Restart Garmin Express: Close Garmin Express and restart it. Sometimes, simply restarting the application can resolve the issue. 5. Reinstall Garmin Express: If none of the above steps work, try uninstalling Garmin Express and reinstalling it. 6. Contact Garmin support: If none of the above steps work, contact Garmin support for further assistance. They can help you diagnose and resolve the issue. You can update your Garmin device without using Garmin Express by accessing the Garmin website using a web browser on a computer or mobile device. On a computer, go to www.garmin.com and log in to your account. On a mobile device, download the Garmin Connect app and log in to your account. Once you are logged in, click on the "My Devices" tab and select your device. Click on the "Updates" tab to see if there are any updates available for your device. If there are updates available, click on "Download" to start the update process. Once the update is complete, you can unplug your device and start using it again. If your Garmin device is displaying an error after installing an update using Garmin Express, there are a few troubleshooting steps you can take to resolve the issue. First, try restarting your device. Sometimes, a simple restart can resolve minor software glitches that may be causing the error. If that doesn't work, you can try uninstalling and reinstalling Garmin Express. It's possible that the update process was not completed successfully, and reinstalling Garmin Express by accessing the Garmin website using a web browser on a computer or mobile device. They will be able to help you diagnose the problem and provide guidance on how to resolve it. Remember, it's always a good practice to backup your data before updating your device, just in case something goes wrong and you lose your data. In conclusion, if you are facing the error "Garmin Express There was an error installing the update" while installing updates on your Garmin device or while using the Garmin Express application, then we highly recommend following the troubleshooting methods provided in this article. These solutions have helped many users resolve the error and successfully install the latest updates on their Garmin devices. If you are still facing the issue, contact Garmin's customer support for further guidance. You can use the Garmin Express™ application to download and install the latest map and software updates for your device. If you do not have the Garmin Express application installed on your computer, go to garmin.com/express and follow the on-screen instructions to install it. Open the Garmin Express application. Connect your device to your computer using a mini-USB cable. In the Garmin Express application, click Add a Device. The Garmin Express application searches for your device and displays the device name and serial number. Click Add Device and follow the on-screen instructions to add your device to the Garmin Express application. When setup is complete, the Garmin Express application downloads and installs the updates available for your device. Select an option: To install all available updates, click Install All. To install a specific update, click View Details and click Install next to the update you want. The Garmin Express application downloads and installs the updates onto your device. Map updates are very large, and this process may take a long time on slower internet connections. NOTE: If a map update is too large for the internal storage of the device, the software may prompt you to install a microSD® card in your device to add storage space (Installing a memory card for maps and data). Follow the on-screen instructions during the update process to finish installing updates. For example, during the update process, the Garmin Express application may instruct you to disconnect and reconnect your device. Share — copy and redistribute the material in any medium or format for any purpose, even commercially. Adapt — remix, transform, and build upon the material for any purpose, even commercially. The licensor cannot revoke these freedoms as long as you follow the license terms. Attribution — You must give appropriate credit , provide a link to the license, and indicate if changes were made . You may do so in any reasonable manner, but not in any way that suggests the licensor endorses you or your use. ShareAlike — If you remix, transform, or build upon the material, you must distribute your contributions under the same license as the original. No additional restrictions — You may not apply legal terms or technological measures that legally restrict others from doing anything the license permits. You do not have to comply with the license for elements of the material in the public domain or where your use is permitted by an applicable exception or limitation . No warranties are given. The license may not give you all of the permissions necessary for your intended use. For example, other rights such as publicity, privacy, or moral rights may limit how you use the material. However, the actual time may vary depending on the size of the map update and the speed of your internet connection. To update Garmin maps, you will need to connect your Garmin device to your computer. Once the device is connected, open Garmin Express, which is a program that is used to update Garmin devices. It's a common problem, and it's annoying: your Garmin device says it's updating maps, but the progress bar is stuck on the same point. There are some things you can try to get your maps updating again. Garmin Map Update Stuck? Garmin devices are known for their accuracy and ease of use. However, sometimes users may experience problems while updating their maps. Here are a few steps you can take to resolve these issues: 1. Check Your Internet Connection: Make sure your device is connected to a stable internet connection. If the update fails, try restarting your device and reconnecting to the internet. 2. Update Your Device's Software: Sometimes, a software update may be required before you can update your maps. Check Garmin's website for the latest version of Garmin Express. 3. Clear Your Cache: Clearing the cache on Garmin devices can help resolve issues related to map updates. To do this, go to your device's settings, select "System," then "Cache," and select "Clear Cache." 4. Update Your Maps: If you're still experiencing issues, try updating your maps manually. To do this, connect your Garmin device to your computer, open Garmin Express, and select "Update Maps." 5. Contact Garmin Support: If you're still having trouble, contact Garmin support. They can help you troubleshoot the issue and find a solution. By following these steps, you should be able to resolve any issues you're experiencing with Garmin map updates. 1. Connect your Garmin device to a computer. 2. Visit the Garmin website and download the latest map update for your model. 3. Install the update on your device. 4. Restart your Garmin device. 5. Check the Garmin website for any further updates that may be available for your device. Garmin is a well-known brand in the world of GPS devices. The Garmin devices are known for their accurate navigation and mapping features. However, as the device is used on a regular basis, the maps may become outdated. When this happens, you will need to update the maps on your Garmin device. How long does a Garmin map update take? Garmin map updates take approximately 30 minutes to complete. However, the actual time may vary depending on the size of the map update and the speed of your internet connection. If you have a large map update, it may take longer than 30 minutes to download and install it. How to update Garmin maps To update Garmin maps, you will need to connect your Garmin device to your computer. Once the device is connected, open Garmin Express, which is a program that is used to update Garmin devices. Once Garmin Express is open, it will automatically search for any available updates for your Garmin device. If there are any updates available, they will be displayed on the screen. Click on the "Update" button to install the updates. Once the updates are downloaded and installed, your Garmin device will restart and the updated maps will be available. Note: It is recommended to use a high speed and stable internet connection for the Garmin map update process. To fix a stuck Garmin map update, you can try the following steps: 1. Connect your Garmin device to your computer using the USB cable. 2. Open Garmin Express, which is the software used to update maps and other software on your device. 3. Click the "Help" menu and select "About Garmin Express." 4. Click the "Check for Updates" button, and the latest version of Garmin Express will be installed on your computer. 5. Restart your computer and try updating the map again. 6. If the problem persists, you can try deleting the Garmin folder from your computer's AppData folder. To do this, go to "C:UsersYourUserNameAppDataLocalGarmin" and delete the Garmin folder. 7. Restart your computer and try updating the map again. 8. If the problem persists, you may need to contact Garmin support. These steps should help you follow these easy steps: 1. Connect your Garmin Nuvi GPS to your computer using a USB cable. 2. Visit the Garmin website and download the latest version of the Garmin Express software. 3. Install Garmin Express on your computer and launch the program. 4. Connect your Garmin Nuvi GPS to your computer using the USB cable again. 5. Garmin Express will recognize your GPS and prompt you to update it. Click on the "Update" button. 6. Wait for the update to complete. Note: It is always a good idea to backup your GPS data before updating, just in case something goes wrong. If your Garmin Nuvi GPS is still under warranty, you should contact Garmin's customer support for any assistance. Garmin GPS devices are known for their accurate and reliable navigation, but like all technology, they can become outdated over time. Fortunately, Garmin offers free software updates for most of its devices, and updating your GPS is simple and quick. First, you'll need to connect your Garmin GPS to your computer using a USB cable. Once your GPS is connected, open the Garmin Express application on your computer. Garmin Express will automatically search for any available updates for your GPS. If any updates are available, you'll be able to see them in Garmin Express. Simply select the update you want to install, and follow the on-screen instructions to install it. Garmin Express will automatically download and install the update for you. Once the update is complete, your Garmin GPS will be up to date with the latest maps and software. Remember to keep your GPS updated to ensure that you always have the most accurate and reliable navigation available. In conclusion, if you're experiencing issues with your Garmin GPS updating maps, there are a few troubleshooting steps you can take to try and resolve the issue. First, make sure that your device is fully charged and connected to a Wi-Fi network. Next, try deleting the map update and downloading it again. If that doesn't work, you may need to contact Garmin support for further assistance. Appreciate the reply. I just missed the phone-call window, so email support was requested to the internet. I will try phone again once they open. All the setups listed in the link were tried, and for the error listed, wouldnt really have impact, but with checksum verification at IP layers. So we'll see what tech support has to offer. Hopefully good news. This is a long shot, but in another thread someone had the well-known problem with a corrupt or expired EPO.BIN installed on his watch by Garmin Express 6.7.2.0. I advised him to update to GE 6.8.1.0 and update again. He told me that he got an error when trying to update the watch from 6.8.1.0. A few days later he came back to thread telling me that he had deleted the EPO.BIN on his watch and then updated from GE. He did not describe any other steps taken to get the update working. Neither did he tell me if removing EPO.BIN had been a necessary step in getting the update working. So as I said, it is a long shot, but could the corrupt EPO.BIN somehow cause the update of the watch to fail?It can be easily checked. Just delete the EPO.BIN from the watch (found in the Garmin/RemoteSW folder in my 5X+), and try another update after that. There is not really any risk involved in this since Garmin Connect Mobile will install a new EPO.BIN during sync. Ok. Guess I didnt try this yesterday. But today I was going to plug into Garmin Express again. Just to see if anything different happened.I reproduce the "Failed" to update But then on the Fenix 5x itself, the was was still in the prompt about "Mass Storage" mode. Normally its in "Garmin" mode. I chose yes to the "Mass Storage mode".The watch stayed connected to Express. I then (i tried individually) to install the maps. Each of them installed fully. The Routable bicycle map did take a solid 30 - 45 min.Nowhere have I read this, but I wonder if being in "Garmin [usb] Mode" was the issue.See this thread and if you were in power only mode that would explain your problem. Perhaps yes. But what would Garmin Express connect to the watch ..at all.. if it was in the power mode. Why should/would you able be able to change settings and preferences. Why are you able to do so many things, except the update. If using Garming (Power) Mode is the issue, then Garmin Express should (since it can connect to the watch, sync with the watch, change other things) then perhaps rather than displaying a non-discript error, it should provide a specific error. meannig, alert the user the was is in Garmin mode and needed to be in Mass Storage mode. Hi GentsPlease your help, I just got a Fenix 5X Plus and I am trying to update map "Coverage of Noth and South America" but I just got error message that said: "There was an error installing the update".After that, looking for a solution I have done manual update to "Fenix 5X Plus software version 6.51 Beta", but when I tried to perform map update I just got same error message,Please your help, how I can download / update mentioned map in Fenix 5XPlus.Thanks This is a long shot, but in another thread someone had the well-known problem with a corrupt or expired EPO.BIN installed on his watch by Garmin Express 6.7.2.0. I advised him to update to GE 6.8.1.0 and update again. He told me that he got an error when trying to update the watch from 6.8.1.0. A few days later he came back to thread telling me that he had deleted the EPO.BIN on his watch and then updated from GE. He did not describe any other steps taken to get the update working. Neither did he tell me if removing EPO.BIN had been a necessary step in getting the update working.So as I said, it is a long shot, but could the corrupt EPO.BIN somehow cause the update of the watch to fail?It can be easily checked. Just delete the EPO.BIN from the watch (found in the Garmin/RemoteSW folder in my 5X+), and try another update after that. There is not really any risk involved in this since Garmin Connect Mobile will install a new EPO.BIN during sync. Try the following: 1) format SD card and use 16 kilobytes allocation size for FAT32 (i used a windows 10 machine and 16GB microSD card) 2) stop all your downloads before starting the update 3) stop your antivirus before starting the update One (or more) of the actions above solved the problem for me (not sure which one). Page 2 This discussion has been locked. You can no longer post new replies to this discussion. If you have a question you can start a new discussion These "install failure" topics seem to be closed as soon as they are opened. But all we can do it keep trying.Before any reply from Moderator. YES Garmin support has been contacted. As of yet, still no help, nor resolution. Garmin Fenix 5x - v11.00All standard stuff has been tried. Reboot MachineReboot WatchConnect/Disconnect from USBUninstall / Reinstall Expressand lastly, yes Garmin product support has been contacted (not a shock, but initial contact was not fruitfulOnly thing note tried is a factory default reset on the Fenix 5x. And since I have things saved, that is a drastic effort that I am hesitant to take. ciq.forums.garmin.com/.../1411987.jpg ciq.forums.garmin.com/.../1411988.jpg ciq.forums.garmin.com/.../1411989.jpg ciq.forums.garmin.com/.../1411990.jpg Smartwatches Sports & Fitness Outdoor Recreation Automotive Marine Aviation SALE SALES AND PROMOTIONS Support How can financial brands set themselves apart through visual storytelling? Our experts explain how.Learn MoreThe Motorsport Images Collections captures events from 1895 to today's most recent coverage.Discover The CollectionCurated, compelling, and worth your time. Explore our latest gallery of Editors' Picks.Browse Editors' FavoritesHow can financial brands set themselves apart through visual storytelling? Our experts explain how.Learn MoreThe Motorsport Images Collections captures events from 1895 to today's most recent coverage.Discover The CollectionCurated, compelling, and worth your time. 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