EM100Pro

Frequently Asked Questions
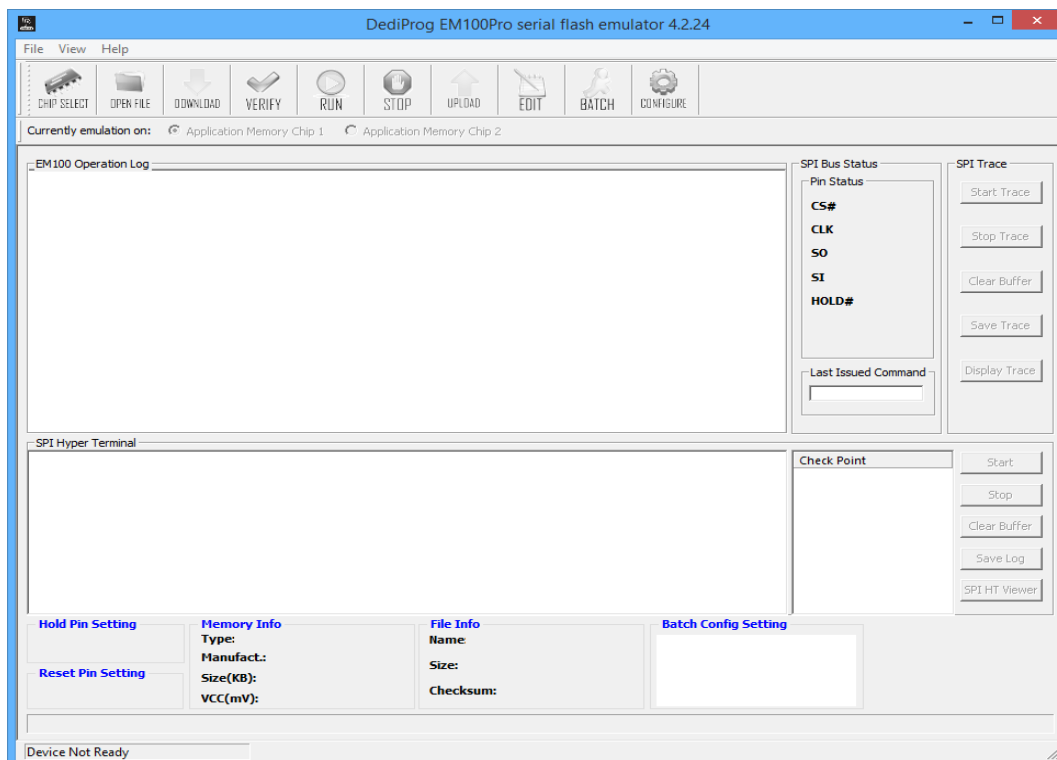
Version 2.0

If EM100Pro does not operate normally, then please check if the software (SW) and the firmware (FW) are both the latest version and have the correct hold pin setting.

1. Check the software version on DediProg Website.
2. HOLD pin setting
   1. If EM100Pro has replaced the SPI Flash on the board, please set to **default low**.
   2. If using QUAD IO to read Data, please set to **Input by default**.
   3. If the board does not have SPI flash, please set to **Floating by default**.
      Note: If using QUAD IO to read, IC must be removed from the board.

If set up correctly and have the appropriate SW/FW version, but EM100Pro still has operation/emulation issues, please refer to the below possible causes:

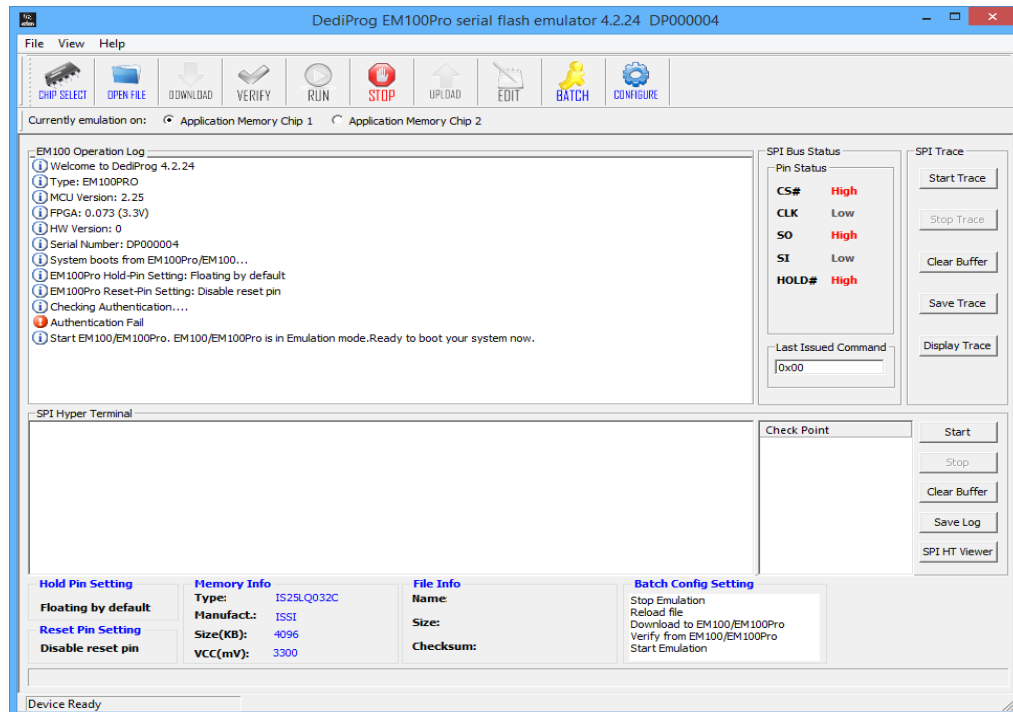1. **All Functions are "Greyed-Out" and disable on software GUI.**

Cause 1: The USB driver was not successfully installed.
Please download the latest driver installation guide and USB driver.

Cause 2: Check the power of EM100Pro. If the status light is not on, please send the device back to DediProg.

2. **Some functions are not available on the software.**

    Cause 1: If the Log window shows "Authentication Fail" notice, that means EM100Pro has hardware problem, please send the device back to DediProg.

    Cause 2: The software and the firmware are the older versions, please check the latest version on DediProg website

        Note: The firmware supports two kinds of voltages: 1.8V and 3.3V.

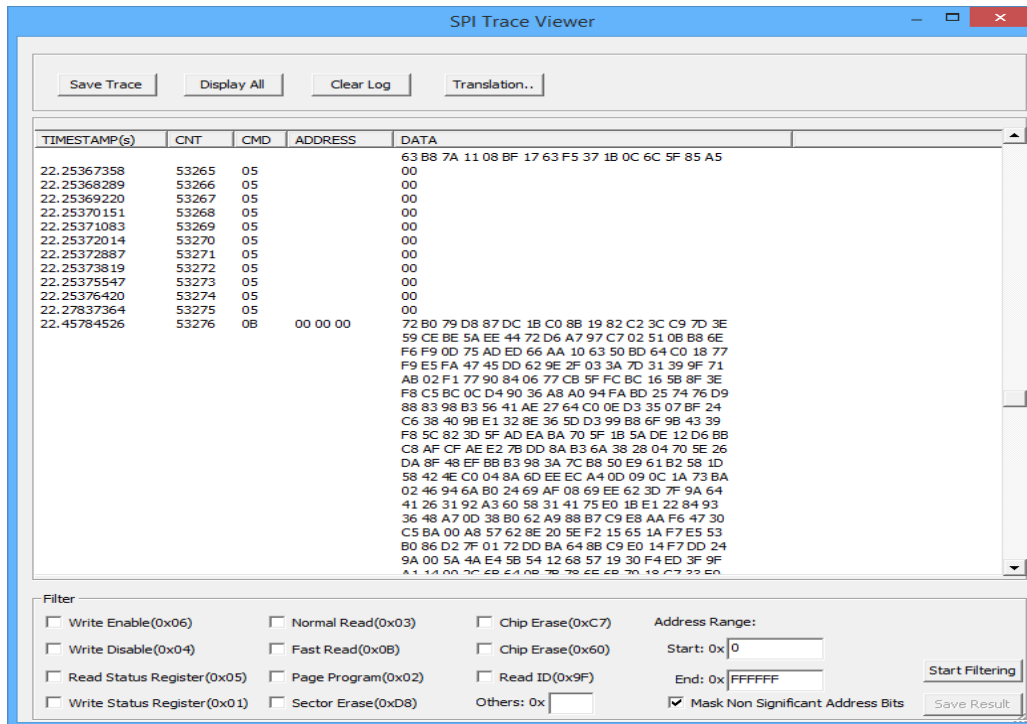3. **Emulation failure:**
    Step 1: Check if the cable head is connected to the board in the correct direction.

    Step 2: Check if the physical flash IC can boot the board or not.

        ■ If it cannot, then please check your BIOS code.

        ■ If it can, then please proceed to the below steps:

        Check EM100Pro Emulate function

        1. If you have DediProg programmers like SF100, SF600 or SF600Plus, then use the programmer to test if the ICs that were emulated by the EM100Pro are programmable.

        2. Check SPI Trace

a) SPI trace has data

Cause 1: High Read/Write frequency causes "bit lost", so try to reduce the read frequency. The highest frequency that supported by "Normal Read" is 33Mhz, so it is recommended to use "Fast Read" instead of "Normal Read."

Cause 2: The board's voltage is incorrect. Use voltage testing tool to check if the board and the IC are having the corresponding voltage.

Cause 3: If the hold pin that designs the serial flash on the circuit board is directly connected to the VCC (Without pull-up resistor), then the hold pin must be set as "floating" or "input" in software configuration.

Cause 4: The command is not supported. Please provide the SPI trace to support@dediprog.com.

b) SPI does not have any data

A1. If the hold pin that designs the serial flash on the circuit board is directly connected to the VCC (Without pull-up resistor), then the hold pin must be set as "floating" or "input" in software configuration.

A2. High Read/Write frequency causes "bit lost", so try to reduce the read frequency. The highest frequency that supported by "Normal Read" is 33Mhz, so it is recommended to use "Fast Read" instead of "Normal Read."

If the above steps cannot solve the issues, please mail the SPI trace to support@dediprog.com

4. Some part of the board can be successful emulated with the same BIOS code.

Please provide the SPI traces that have succeed or failed to support@dediprog.com

Note: Please test it under same conditions. For example: Same BIOS code, model name, cables, and EM100pro…etc.

Please provide the SPI traces that have succeed and failed to DediProg and we will help you solve the problems.

If the above Q&A does not resolve your issues, please provide the following information to support@dediprog.com

1. Programmer Type (EM100Pro/EM100)
2. Full IC part number
3. Software Version
4. Firmware Version (MCU version & FPGA version)
5. Connection Way
6. Platform type
7. Screenshot of the related information

Revision History

Date	Version	Changes
07/14/2015	V1.0	Initial release
11/01/2016	V2.0	Update Image and SPI trace.

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