

Dediware FAQ (V1.0)

This document lists out the common questions that user will ask while using Dediware and the programmer, and provides the solutions to troubleshoots the issues effectively. If the user cannot find the solution in this document, please provide the below information to DediProg.

1. Software Version
2. Firmware Version
3. IC Part Number
4. Question Descriptions (For Example. Is it in Engineering Mode or in Production Mode? Are there any extra Option Settings?)
5. Provide the Error Screenshots and Logs of Dediware

For these Programmers: ProgMaster-U4, ProgMaster-U8, ProgMaster-F4, ProgMaster-F8, StarProg-U, StarProg-F, StarProg-A, StarProg-ATE, K110

If you already have the DediProg contact window, please contact them directly. If not, please e-mail to the below e-mail address, and we will assist you as soon as possible.

Sales Department:
sales@dediprogram.com

Technical Support:
support@dediprogram.com

Or leave your information via DediProg Official Website.
<https://www.dediprogram.com/inquiry>



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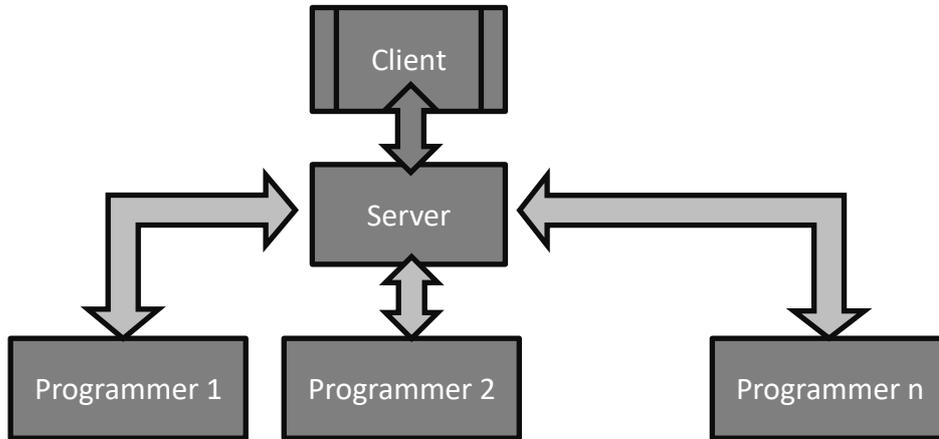
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Basic Description



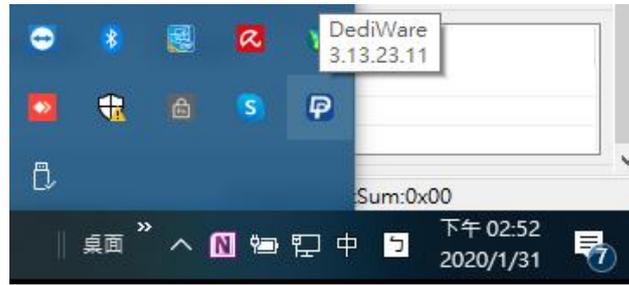
Since Dediware is software formed of Client Server structure, so the Client will connect to the Server when starting the software. Meanwhile, the Server will show at the lower right of the OS. In addition, while the Client and the Server are connecting, it will initialize the programmer and open GUI. The Client's executive file is the GUI, as shown below. The software image is divided into the below segments.

The screenshot shows the Dediware Version 3.13.23.11 interface. It features a top menu bar with 'Advance' and 'Help'. Below the menu are two main modes: 'Engineering Mode' (selected) and 'Production Mode'. The 'Engineering Mode' toolbar includes icons for Select, Load Proj, Load, Buffer, Config, PROJ Save Proj, IC Info, DownProj, ReadID, ReadIC, Blank, Erase, Program, Verify, and Auto Batch. The 'Production Mode' toolbar includes SelectProj, RunProj, and StopProj. The main workspace displays a 'Programmer Recognition Area' with a table for four sites:

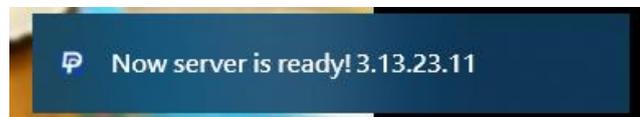
Site #	Passes	Fail
Site #1	Passes: 0	Fail: 0
Site #2	Passes: 0	Fail: 0
Site #3	Passes: 0	Fail: 0
Site #4	Passes: 0	Fail: 0

Below the workspace are four panels: 'ChipInfo' (showing MCU details), 'Production Statistics' (Success: 0, Failure: 0, Total: 0), 'Batch Config Setting' (Start Mode), and 'Check Sum' (Chip, File CheckSum, File Name). A 'Log Window' on the right shows a list of system events, with a green bar indicating a successful IC selection: '14:50:16:Select ic(MCU:10M50DAF484[ALTERA]) success.'

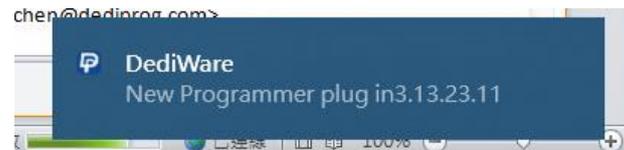
The DP icon at the lower right side of the OS is the Server exe. file of Dediware.



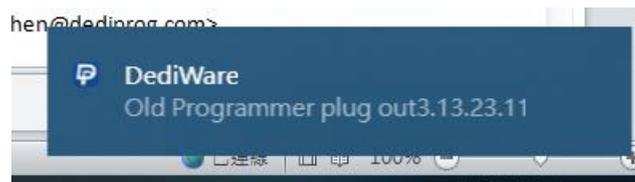
When starting the software for the first time, the Server will appear at the lower right of the OS, as shown below, after it has started, unless it is closed manually or restart the computer, otherwise it will remain open.

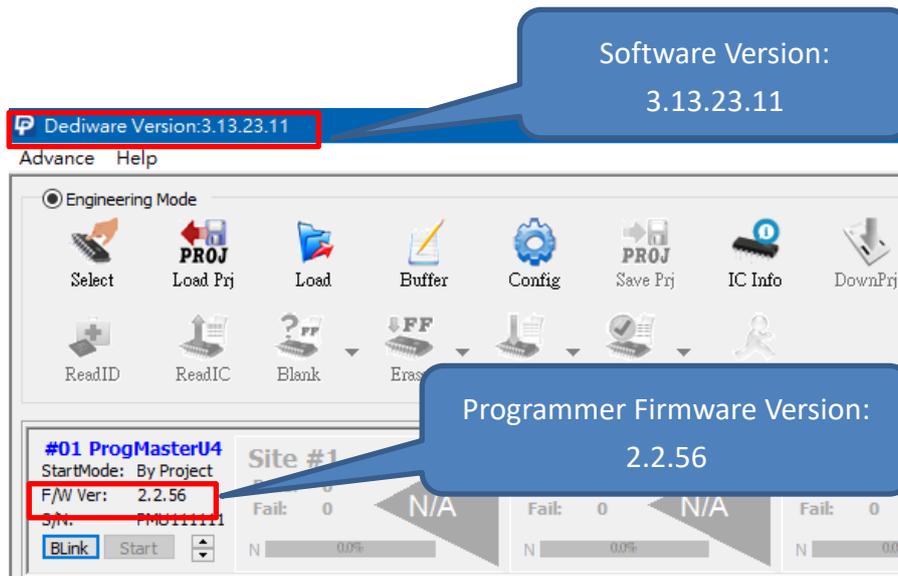


When the Server is ready, the programmer will connect to it after connecting and will show **New Programmer Plug in.**



If the user disconnects the programmer, the Server will show **Old Programmer plug out.**





The programmer hardware is formed of cartridge, base unit and power board.

Frequently Asked Questions

Software Main Structure

Q. What are the OS and computer hardware conditions for Dediware?

Currently, Dediware only supports Windows system, from Win XP to Win10 for OS. If possible, please use the latest OS, since the old versions will be out of service later. As for the computer hardware, the CPU should be dual core/RAM1GB/HD 100GB/USB2.0 or better.

Q. How to define Dediware version?

Take version 3.12.83.16 as an example,

First Number (3): It is constant; the current versions are all begin with 3.

Second Number (12): It represents the code for the new feature; it will only change about once every half or a year.

Third Number (83): It represents the bug fixed code. Once bug issue has been solved, then it will show on this number.

Forth Number (16): Adding IC or new software feature for IC Programming or fixed the bugs.

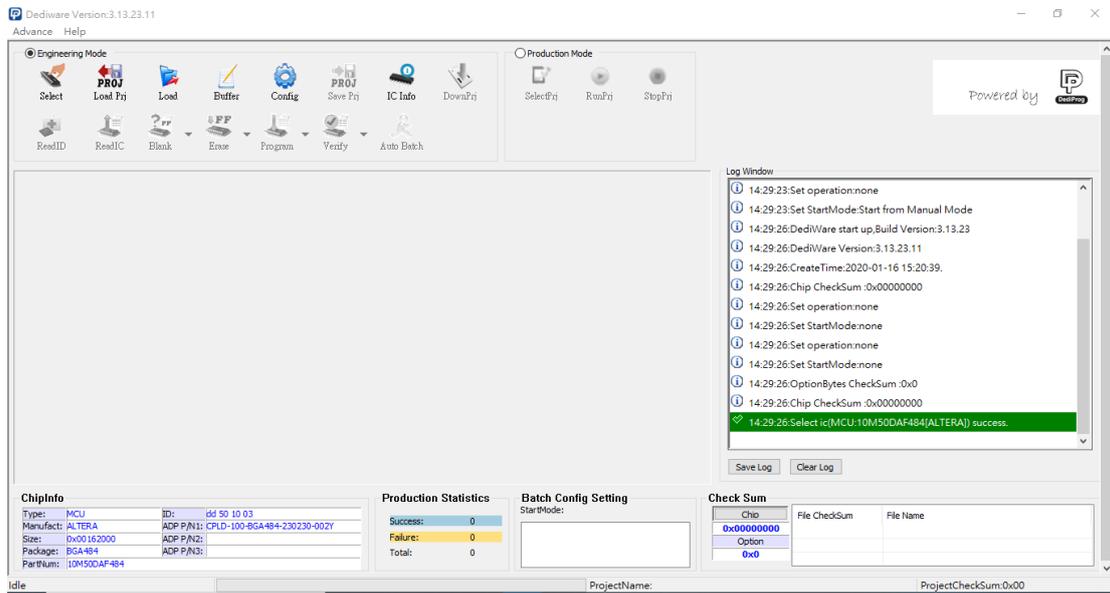
Number Priority: 1st > 2nd > 3rd > 4th

For example,

Compare 3.12.83.2 with 3.12.2.83, the 3.12.83.2 is newer

Compare 3.11.34.86 with 3.12.2.3, the 3.12.2.3 is newer

Q. Why is it not working at all?



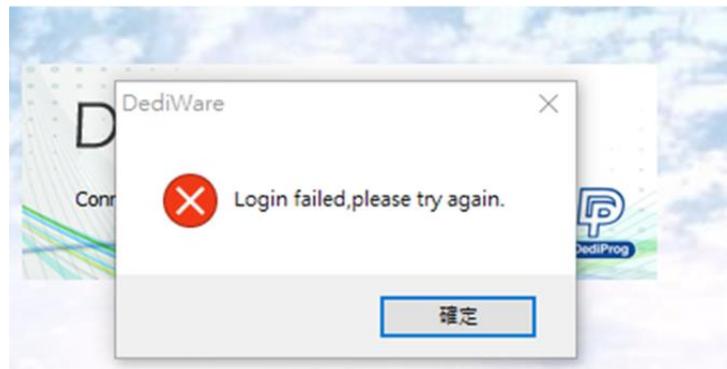
This shows that the programmer is not detected; please refer to the followings.

1. Check if the programmer has been recognized by the Device Manager. If not, then please check the USB Cable and the USB Port connection. Also, check the power light to see if it is on.
2. If the programmer is showing in the Device Manager, but the Dediware still cannot detect it, then power on the programmer again, and check if the Server has shown the **New Programmer plug in** Message. If it has, then it should work normally. If not, then maybe something is wrong with the programmer, please contact with DediProg for further assistance.
3. Try it on the other computer or restart the computer.

Q. Does it have to connect with programmer to create Project File? Can I only use the software to create Projects?

Yes. The Dediware can be opened and can create project without connecting to a computer. However, it is recommended to verify the IC after it has been programmed, and make sure everything works correctly before production.

Q. Why did it show “Login failed”? What does that mean?

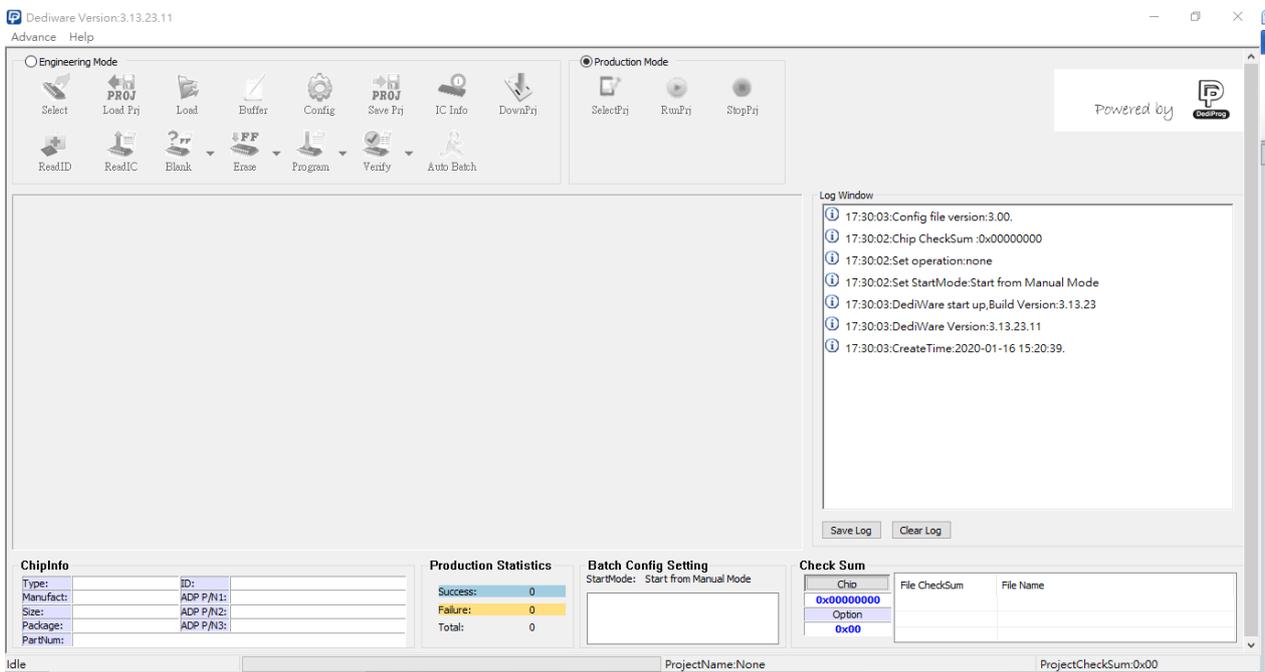


This means the Client Server is not connected properly. Please follow the below steps.

Step 1. Turn off the programmer.

Step 2. Make sure the DediProg software is no longer in the Task Manager. If it is still there, please reject it.

Step 3. Restart Dediware without connecting to the programmer and check if it connects normally. The below figure shows how Client Server looks like when it is connected properly, which will show the version and the Log initialization related information. If it can open correctly, then close the GUI, and keep the Server open.



Step 4. If the software can connect properly, then turn on the programmer and see if it can detect the programmer, and if it shows **New Programmer plug in** message. If yes, then it should work properly. If it did not show that message, but the OS has detected the programmer in the Device Manager, then maybe something is wrong with the programmer firmware. Please follow the below steps to restore to the previous programmer firmware.

Step 1. Turn off the programmer.

Step 2. Long hold the programmer start button for 5 seconds and turn on the programmer.
Step 3. Release the start button after 5 seconds, and then open Dediware after restarting the programmer.

Also, you can try to remove the SD card first before turn it on. There is a possibility that the SD card error caused the programmer not turning on.

If the programmer still cannot connect properly, please contact with DediProg for further assistance.

Q. Why does it stuck here while starting the software?



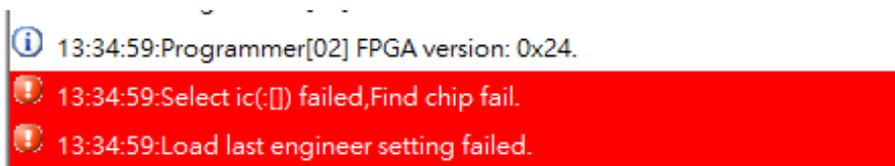
Please contact with DediProg.

Q. Why does it keep showing “Open file fail” while starting the software? How to solve it?



Please contact with DediProg.

Q. What does “Load last engineer setting failed” means when starting up Dediware?



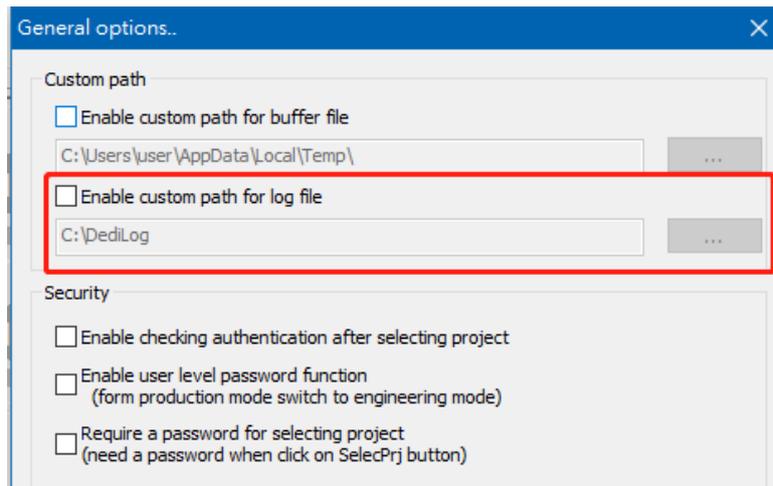
Please ignore it and choose the IC model that you are going to use from the **Select**.

Q. Why can I only use production mode instead of engineering mode?

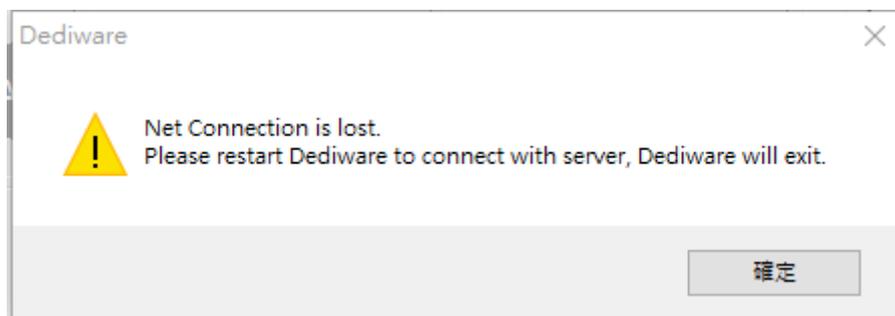
Please contact with DediProg.

Q. Does Dediware keep the Log record? Where does it save to?

Dediware will record all the previous actions in the Log, which will be stored to C:\DediLog as default. If you would like to change the destination path, please go to Advance > General options to change it.



Q. Why is it showing “Net Connection is lost”?

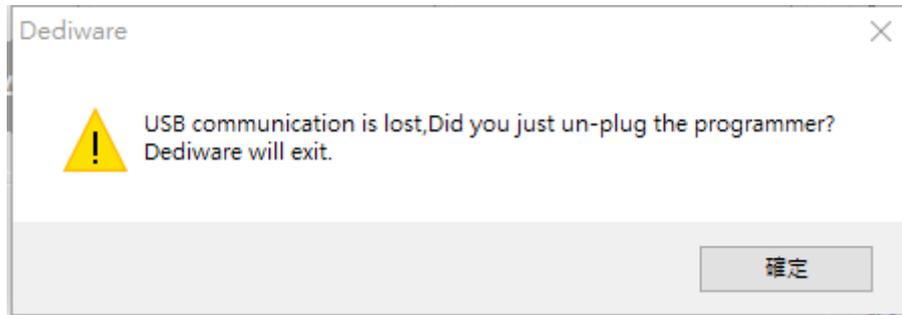


Since Dediware is formed of Client Server, so when this message appeared, it means the Dediware Servers has been rejected. Please pay attention to what has caused it to reject. If it was rejected by man accidentally, then just restarted the software and operate it carefully. If it is caused by other reasons, then please refer to the followings.

- Was it caused by the anti-virus software or other software?
- Was it caused by the OS or internet settings?

Please contact with DediProg for further assistance.

Q. Why is it showing “USB communication is lost”?



This means the programmer USB has been disconnected, please check if the USB cable and the USB port are well connected. If the USB is connected to the computer’s extension card, then please check if it has the latest driver. If there are multiple programmers, the Dediware will also show which the programmer number which has been disconnected, please fix the ones that have issues. If you need further assistance, please contact with DediProg.

Q. Does it support 3rd party integration, like MES?

We provide some solutions for MES or system integration with manual or automation version, please contact with DediProg for more information.

Q. Does it support serial number or unique key for programming integration?

Dediware supports basic serial number/Unique key/multiple sets of serial numbers (Please download the document from the DediProg official website). If you have specific requirement, like integrate with API, please contact with DediProg for further assistance.

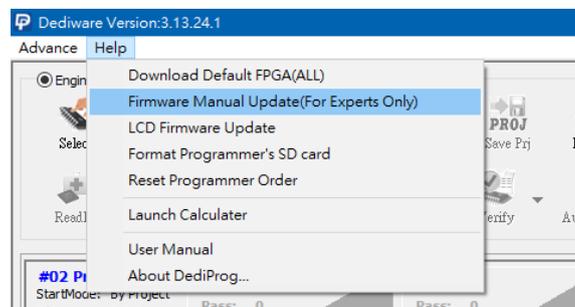
[Application Note-How to use Unique key on dediware](#)

[Programmer Hardware and Firmware](#)

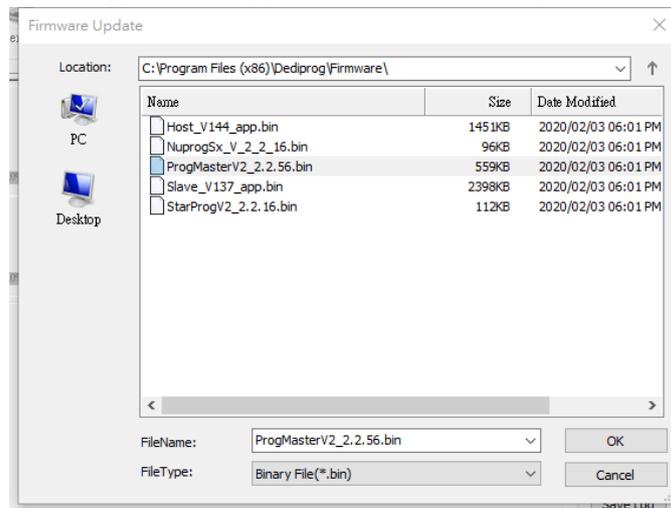
Q. How to update programmer Firmware?

Please follow the below steps.

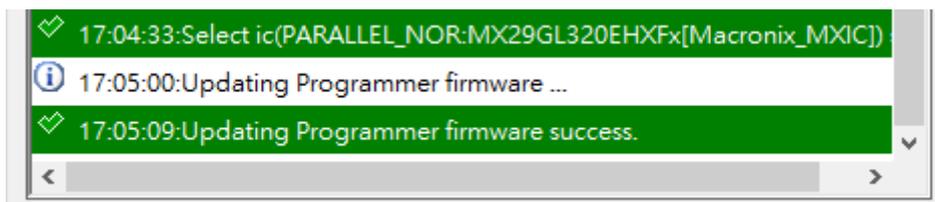
Step 1. Help > Firmware manual update



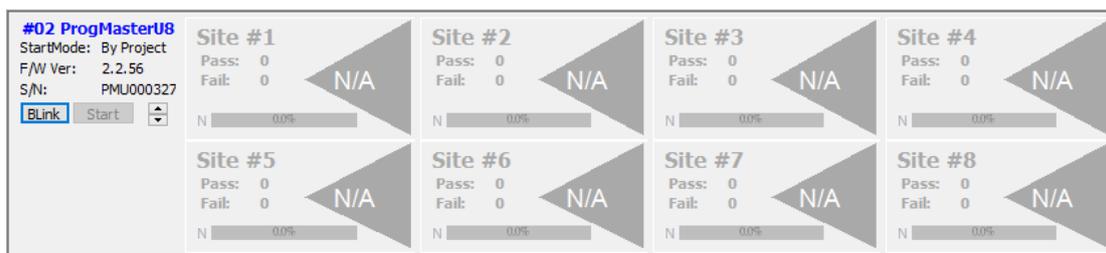
Step 2. Select the programmer firmware (usually you can get it from DediProg or find it in C:\Program Files\Dediprogram\Firmware).



Step 3. After it is updated, it will show that it is finished. Please Restart the programmer.



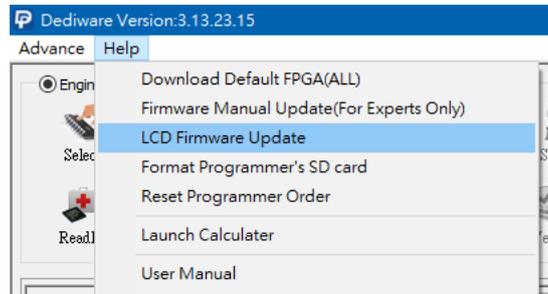
Step 4. Restart Dediware to see if the programmer firmware version is correct.



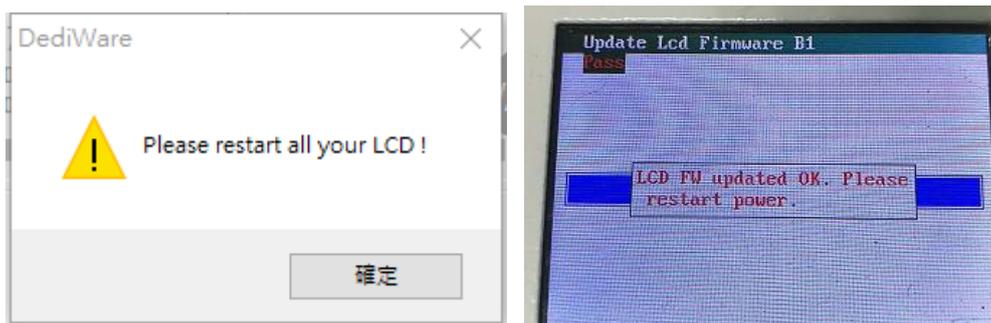
Q. How to update the LCD keypad firmware for the manual programmer that has LCD Keypad?

If you got the LCD firmware file from DediProg, then follow the below steps to update.

Step 1. Help > LCD Firmware Update, and then select the LCD Firmware file.



Step 2. When the Dediware shows updated successfully, it will also show restart power on the LCD monitor.



The first time to restart the power, it will show as the left image. After restart the programmer, it will show as the right image, and then it will work normally.





Q. Why can't I use Stand-alone on ProgMaster-U4/U8

First, check if the USB is connected when the programmer is power on. If so, the main screen on the LCD will show as the left image; otherwise, it will show in the Stand-alone mode as the right image. Therefore, if you want to use Stand-alone mode, please remove the USB, and then restart the power to enter the Stand-alone mode.



If you want to use Dediware while the programmer is in the Stand-alone mode, please connect the USB and restart the programmer to enter the USB Mode. It has to be in USB Mode in order to open Dediware.

If something went wrong, please contact with DediProg for further assistance.

Q. What to do if Dediware does not work properly after updating the programmer firmware?

Something might have gone wrong during updating the firmware, please follow the below steps to restore to the previous programmer firmware.

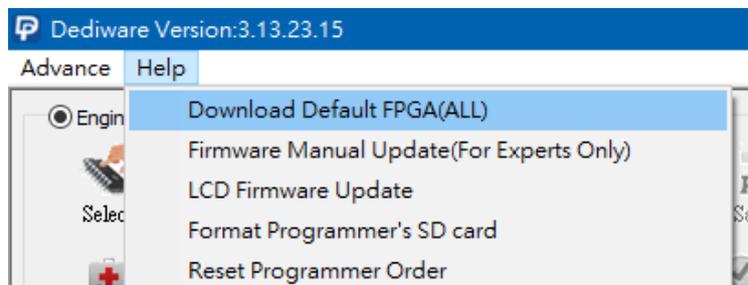
Step 1. Turn off the programmer.

Step 2. Long hold the programmer start button for 5 seconds and turn on the programmer.

Step 3. Release the start button after 5 seconds, and then open the Dediware after restart the programmer.

If the programmer still cannot connect properly, please contact with DediProg for further assistance.

Q. What does Download Default FPGA do?

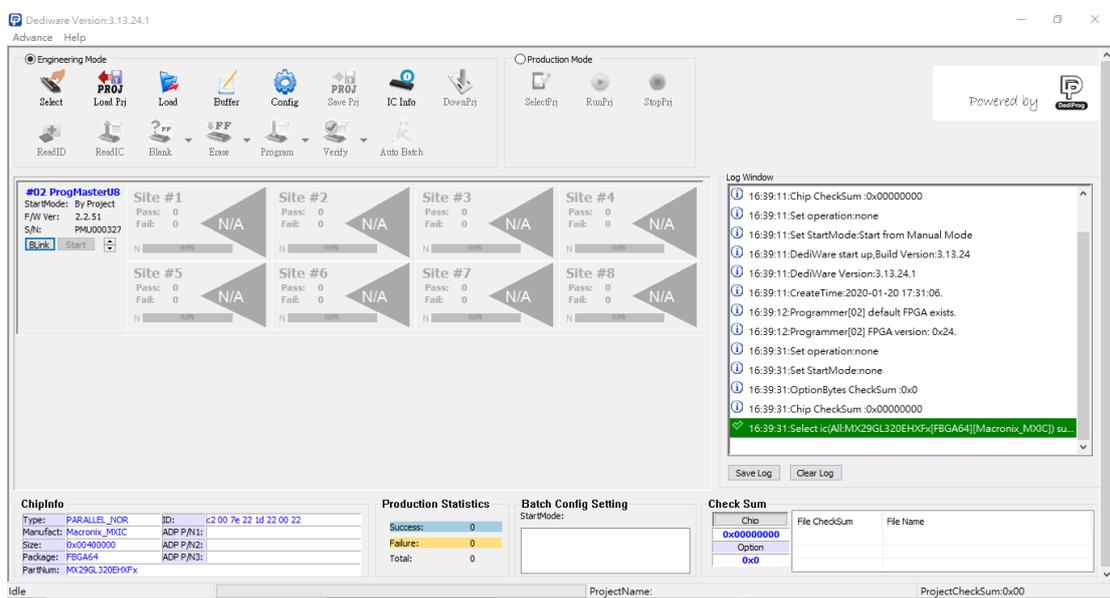


Please ignore this function.

Q. Why is there a SD card in the programmer?

The SD card in the StarProg-U/F or ProgMaster programmers is for storing the Project file (*.dprj) in the production mode. In production mode, when you click on SelectPrj, it will download the project that you are going to use from the computer to the SD card. If you want to change the SD card, please choose Class 10 SDHC industrial memory card, which has better stability and durability.

Q. I have installed the socket adaptors, but the software still doesn't work, why?



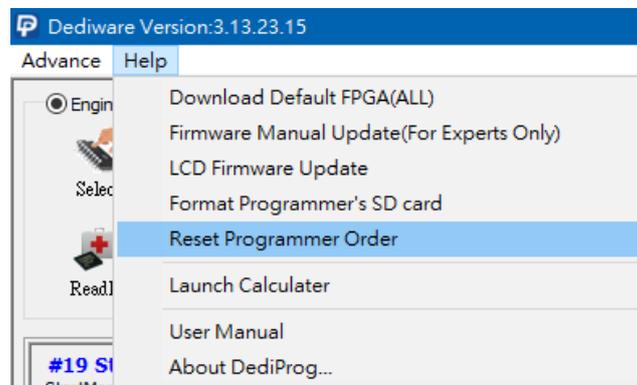
Normally, it means the Dediware could not detect the socket adaptors. Below are the possible reasons.

1. The sockets are too old or it is poor connection.
2. The programmer can detect other sockets, but cannot detect a specific socket; it means that socket might be damaged.
3. Is the programmer firmware too old? If the firmware starts with 2.1.x, then it cannot recognize the new versions of the sockets. Please update the software and firmware, and try again.

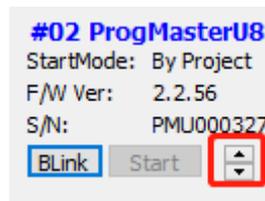
Q. When connecting multiple programmers, do I need to adjust the order whenever starting the software? How to adjust the order?

Take version 3.13.x.x as an example. Dediware will remember each programmer's serial number and the USB order to ensure the programmer order and the serial number are consistent whenever starting the software. Therefore, you only need to adjust the order for the first time, and then you will not need to change it again even if you restart the computer, unless you have changed the programmer.

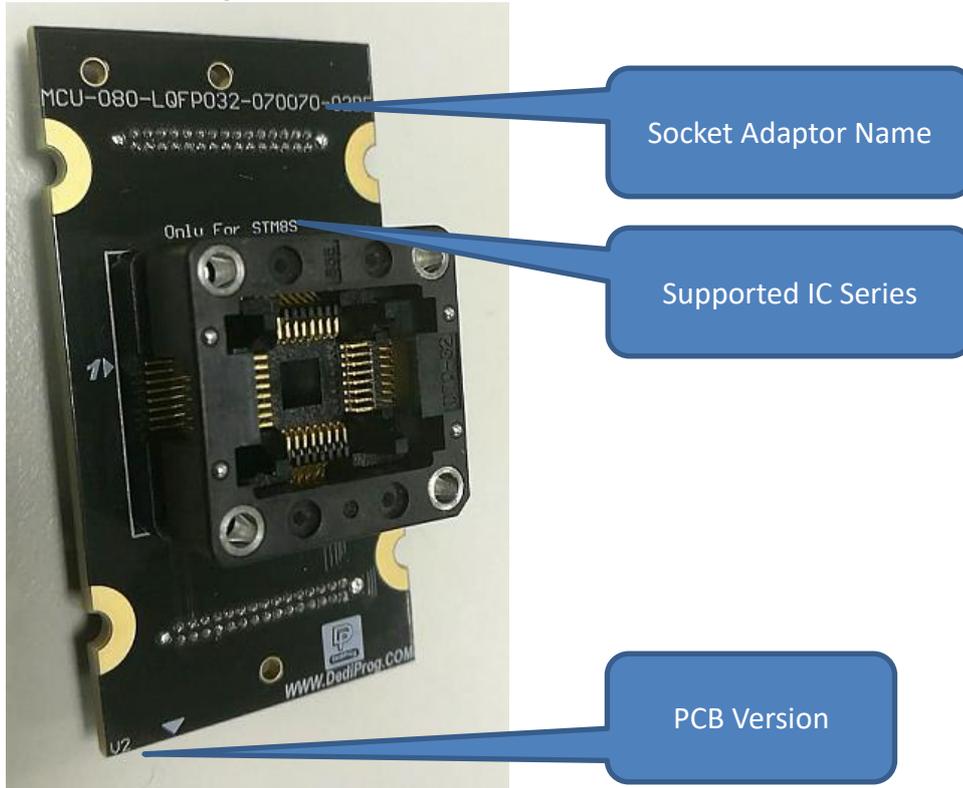
This may happen usually when integrating with the automated programming system, especially when the programmer is required to repair and need to be replaced with other programmer, then please go to Dediware > Help > Reset Programmer Order, and then the programmer will show the original order that was recognized by the OS. Please restart Dediware and adjust the order.



Adjustment Method: Start up all the programmers and wait for Dediware for detection, and then you can use the up and down arrows to adjust the order.



Q. Socket Adaptor



Take socket adaptor MCU-080-LQFP032-070070-02BE as an example
Definition

Frist Number: IC kinds (MCU)

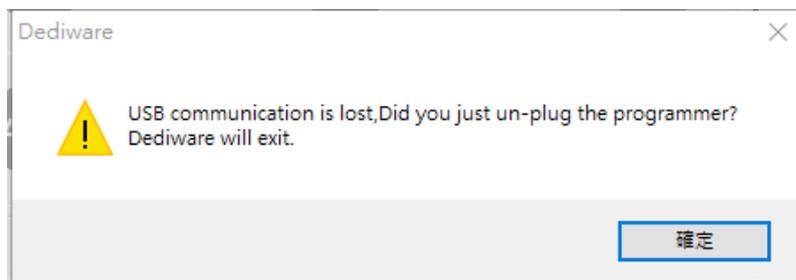
Second Number: Pitch (080)

Third Number: IC Package (LQFP032)

Forth Number: IC Size, unit: mm (070070 means 7x7mm)

Fifth Number: Socket Brand and PCB circuit code (02BE)

Q. Why is it showing “USB communication is lost”?



It means the programmer USB is disconnected, please check the followings:

- Please check if the USB cable is solid or try with other USB cable.
- Please check if the USB port is stable or try with other port.
- If it is using USB extension card, please check if it has the latest driver or try to use it on the embedded USB port on the main board.
- If the USB Port on the programmer is not stable, please contact with DediProg.

Q. Can the programmer detect every pin of the IC?

ICP programmer (StarProg-A/K110) does not have IC Pin detection function. The programmers that can detect the IC pins are the ones that use socket adaptors, like StarProg-U/F and ProgMaster Series. The contact test function in the programmer is supported by most of the ICs, which only detects the pins that are used for programming, and not including testing the other VCC or application pins.

Q. Other than programming the IC, are there any other testing functions for IC?

Currently, our programmer only provide programming related functions, for other testing functions, please contact with DediProg Sales for further evaluation.

[Dediware- Engineering Mode](#)

Q. There are many similar part numbers in the “Select”, what are the differences?

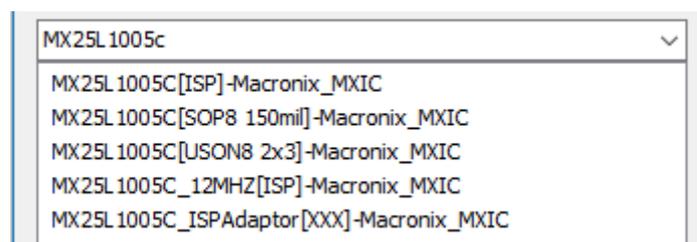
Frist, the naming rule in Dediware is like the followings.

IC Part number [Package] - Manufacturer

IC Part number: The part number will only show the family name, instead of the whole part number, like working temperatures code/packing code, unless if there is a special project. As described above, the MX25L1005C_ISPAdaptor is for a special case that is for a specific user.

Package: Generally, the content in the square brackets is the IC package, like SOP 150mil or USON8, etc. These are for the programmers that use the socket adaptors, like StarProg-U/ProgMaster. And if it shows [ISP], then it means it is for the ISP online programmers, like StarProg-A/StarProg-ATE/K110.

Manufacturer: IC Manufacturer



As the figure above

MX25L1005C [ISP]: This is for StarProg-A/K110

MX25L1005C [SOP8 150mil]: This is for StarProg-U/F or ProgMaster, after choosing it, the IC information will show the socket adaptor for it.

MX25L1005C [USON8 2x3]: This is for StarProg-U/F or ProgMaster, after choosing it, the IC information will show the socket adaptor for it.

MX25L1005C_12MHZ [ISP]: This is for StarProg-A/K110, and the default Clock frequency is 12MHz.

MX25L1005C_ISPAdaptor [XXX]: This is for special case.

Q. Why can I find the part number on the DediProg official website, but cannot find it on the latest Dediware that I downloaded from the website?

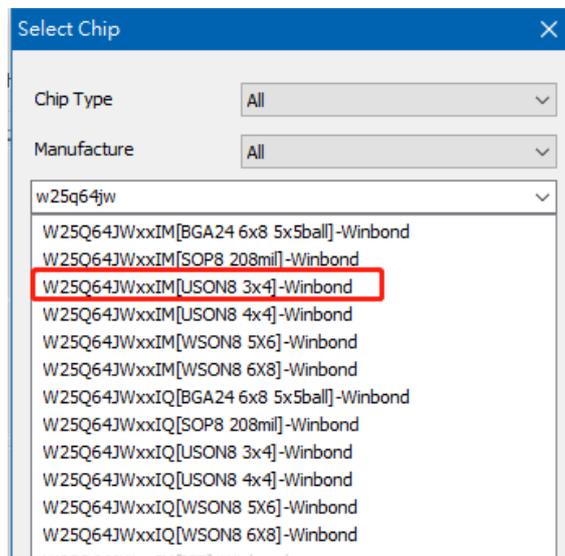
Since the Device database on the DediProg official website is the latest, but Dediware will not be updated to the website that often, so there might be a gap between them. If you cannot find the IC part number, please contact with DediProg to get the latest software.

Q. How to find the IC part number on Dediware or via the Device search on the DediProg official website?

First, use **select** to search the IC part number, copy and paste the full IC part number, and then search by starting delete it from the back. For example, if the complete part number is W25Q64JWUUIIM and that is USON8 4x3 on the Datasheet.

PACKAGE TYPE	DENSITY	PRODUCT NUMBER	TOP SIDE MARKING
SS SOIC-8 208-mil	64M-bit	W25Q64JWSSIM	25Q64JWSIM
UU⁽²⁾ USON-8 4x3mm	64M-bit	W25Q64JWUUIIM	Q64JWUUIIM
XG XSON-8 4x4x0.45-mm	64M-bit	W25Q64JWXGIM	Q64JWXGIM

So, in Dediware, you can see the following part numbers with W25Q64JW.



If you choose W25Q64JWxxIM [USON8 3x4], then it will show the corresponding socket.

ChipInfo			
Type:	SPI_NOR	ID:	ef 80 17
Manufact:	Winbond	ADP P/N 1:	SPI-080-USON008-030040-01BA
Size:	0x00800340	ADP P/N 2:	
Package:	USON8 3x4	ADP P/N 3:	
PartNum:	W25Q64JWxxIM		

Use the Device Search on the DediProg website same as in Dediware.

Q. Sometimes even if I have selected the part number, but it won't show the socket number, why?

ChipInfo			
Type:	MCU	ID:	f7 81
Manufact:	Texas Instruments	ADP P/N1:	
Size:	0x0002020 1	ADP P/N2:	
Package:	BGA80	ADP P/N3:	
PartNum:	MSP430F5239IZQE		

Search Tips ?

IC Part Number Adaptor
Manufacturer Chip Type
Programmer

Pages : 1 / 1

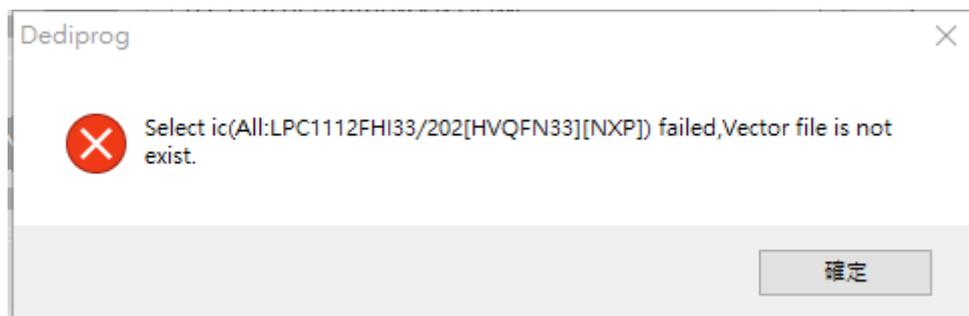
First Page | << | 1 | >> | Last Page

IC Part Number	Manufacturer	Chip Type	Adaptor
MSP430F5239IZQE[BGA80]	Texas Instruments	MCU	Please contact Sales

First Page | << | 1 | >> | Last Page

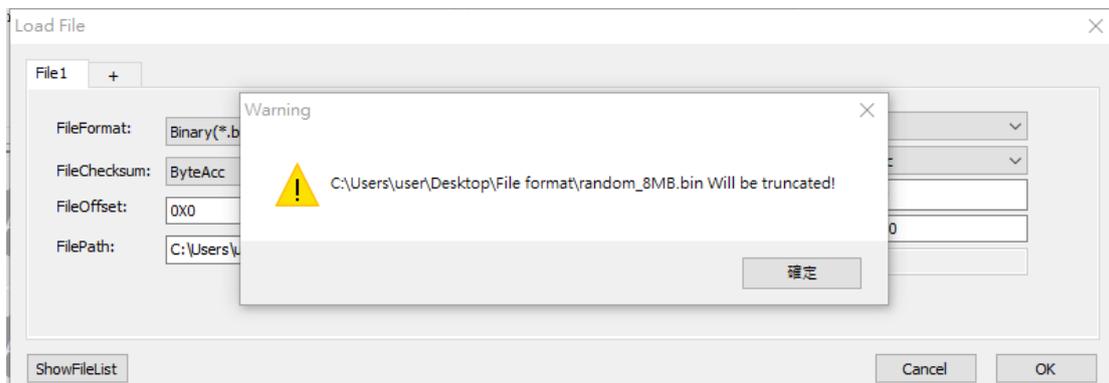
It means the IC part number is already supported by Dediware, but it hasn't had chance to be tested by IC or socket adaptor, so it only has the part number. Please contact with DediProg for further support.

Q. Why is it showing "Vector file is not exist" after choosing the part number?



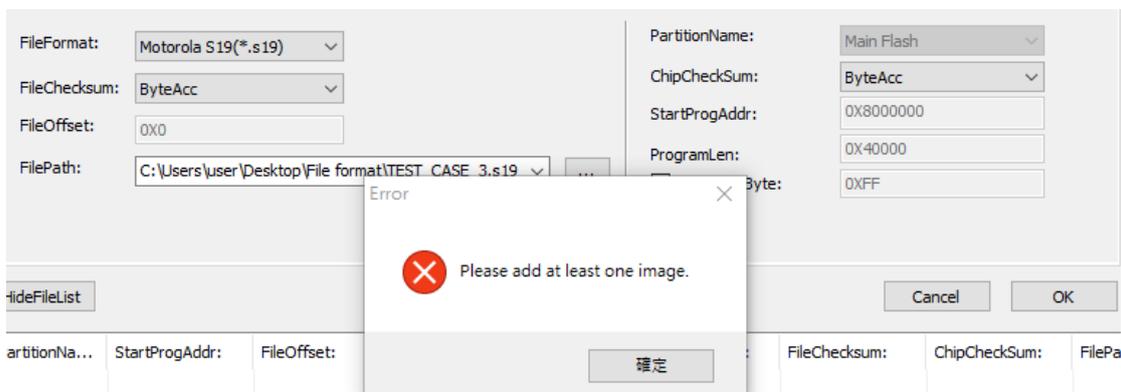
Please report this issue to DediProg.

Q. Why is it showing “Truncated” when loading the file?



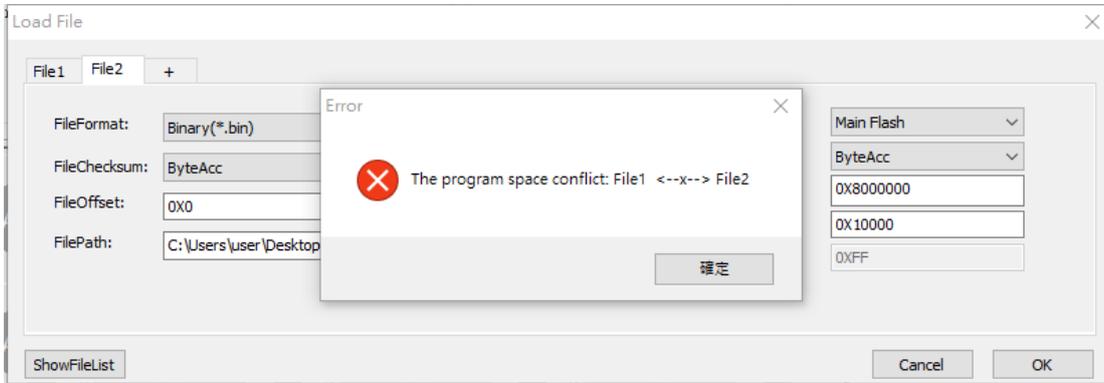
It means the programming file is larger than the Buffer range that we defined for this IC. For example, if the file defined as 8MB, but the maximum capacity of the IC that you are going to program is 4MB. However, if you have confirmed that it won't affect the function even if it exceeds 4MB, then just program it after truncated.

Q. Why is it showing “Please add at least one image” when loading the file?



Usually, the file that can be addressed (S19 or HEX) and what the Dediware has addressed for this IC are not compatible. Please provide the image file and the IC part number to DediProg for analyzing.

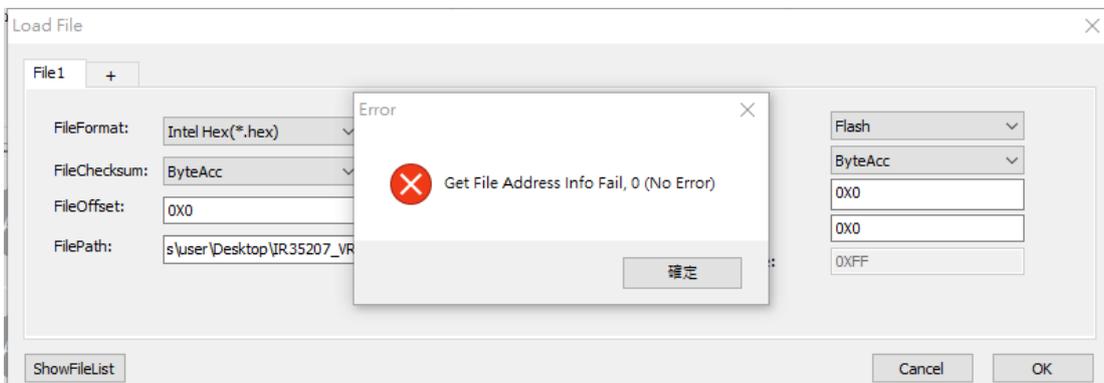
Q. Why is it showing “The program space conflict: File1 ←x→ File2” when loading the file?



This means that the two files, file1 and File2, that you have defined were overlapping while loading to Dediware. Please check the settings and reload it again. If you have any questions, please contact with DediProg.

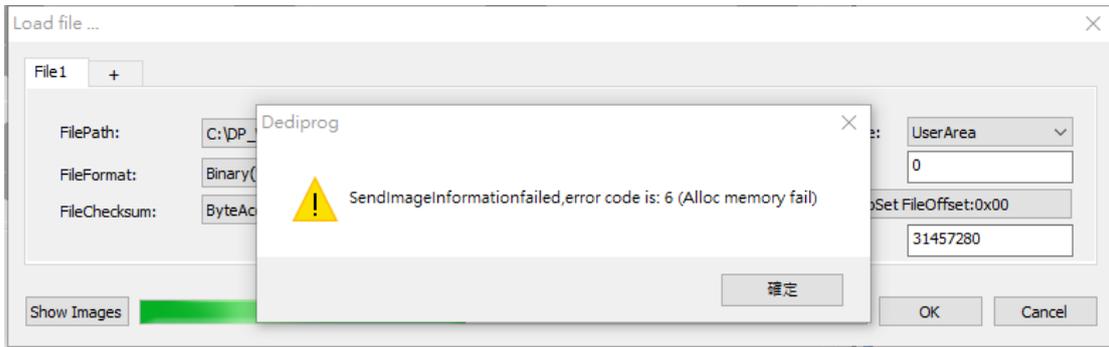
Also, you can cancel one of them by clicking File1 or File2 twice.

Q. Why is it showing “Get File Address info fail” when loading the file?

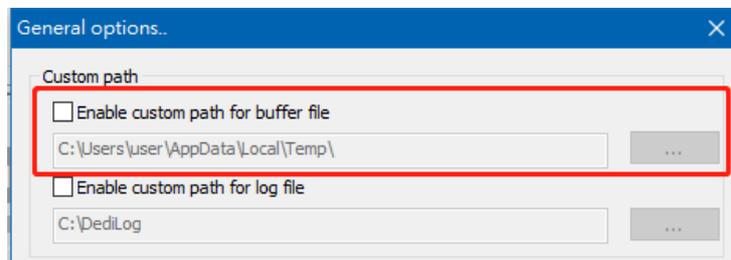


Usually, it means Dediware cannot analyze the file address, especially like the files that can be addressed (HEX or S19). Dediware determine the file by the filename extension, and then will automatically assign the file format for analyzing. If the filename extension is HEX/S19, but the actual content is not, then it will cause errors. Please check if the file format is correct.

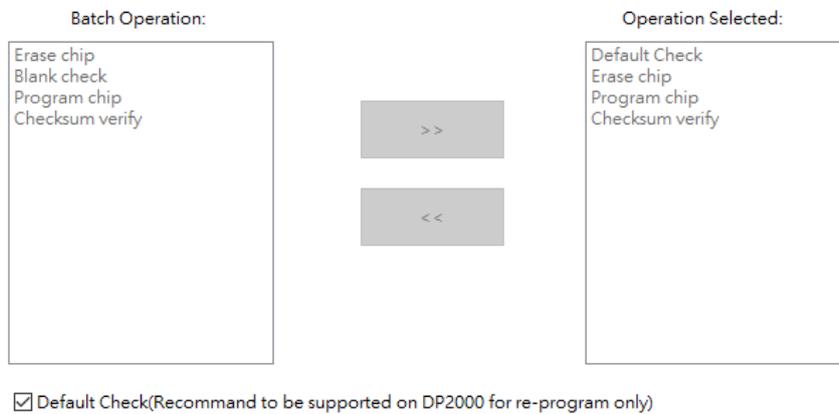
Q. Why is it showing “Alloc memory fail” when loading the file?



It means the Buffer for Dediware is not enough, and is not able to load your file, please go to Advance > General options to change the Buffer destination.

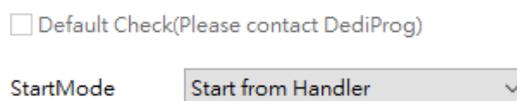


Q. What does Default check do?



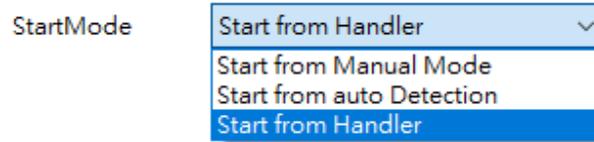
Please contact with DediProg.

Q. The Default check will turn grey when choosing some of the IC part numbers, why?



Please contact with DediProg.

Q. What are the differences and limits between each Start Mode selections?



Dediware provides three kinds of start modes

- Start from Manual Mode: Whenever it has finished programming, you must remove the IC from the socket, and the programmer will automatically turn off the Pass/Error signals, and the IC will be available for programming after you put it in again. If you did not remove the IC after programming, and the Pass/Error lights are still on, then it will not have any programming actions even if you press the Start button.
- Start from auto Detection: Whenever a IC has been placed into a socket; it will begin to program until the Pass/Error light on. At this time, if you remove the IC, the lights will go off, and it will automatically start programming once you put in another IC.
- Start from Handler : You can click the Start on GUI or the start button on the programmer, or start it via API, as long as the programmer receives the start signal, it will start programming.

Auto detection limits include,

- Not supporting high capacity IC, like eMMC, NAND, and the NOR Flash that is larger than 128MB.
- The IC that cannot provide ID on its own or contact test.

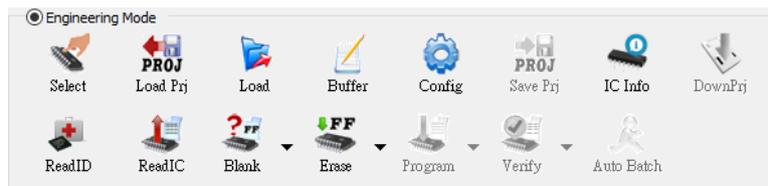
Q. Why are those selections in the Engineering mode sometimes are in grey scale, sometimes are normal?

We had added some foolproof mechanisms in Dediware to prevent operating errors. Please refer to the below steps to operate properly:

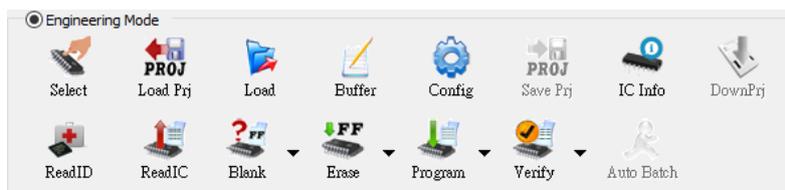
Step 1. When starting up the software, only Select/LoadPrj/Load/Buffer/Config/IC info will be available, but the second row will not, which is because it did not detect the socket sites, please click on the site that you have installed with the sockets, and it should become available.



After install the socket, click on its Site. If Program and Verify are not available, it is because you have not loaded the image file yet. And as for SavePrj and Auto Batch, it is because you have not set up the Batch yet.



Step 2. If you load the image file via Load, then the Program and Verify will become available.



Step 3. Once you have set up the Batch or other related setting in Config, then Save Prj and Auto Batch will turn available. It is recommended to run Auto batch first before saving the Project file (Save Prj).



The DownPrj in the Production Mode is only for StarProg-A and K110 ICP kinds of programmers, which allows you to load the project to the programmer buffer for Stand-alone. Also, some of the IC part numbers cannot be read by Dediware, so the ReadIC will be in grey scale.

Q. How does Dediware calculate the Checksum? What are the calculation methods?

Basically, Dediware uses Byte ACC calculation method as default, which means adding up each Byte for every data. Dediware has several Checksums defined as below:

Chip Checksum: Chip checksum will accumulate the partitions in the IC. There is specific calculation method for some ICs, for example PIC MCU; Dediware will calculate it according to the PIC calculation method.

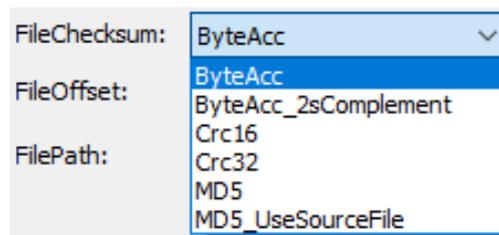
File Checksum: File checksum means the checksum of the file itself. It is the calculation result of Hex/S19 kinds of formats that has turned into Binary.

Option Checksum: This checksum is a checksum verification mechanism that was only designed for the IC that has set up option.

For more information, please refer to the below document:

<https://www.dediprogram.com/download/save/1112.pdf>

We support a few checksum calculation methods (Ver. 3.13.23.x) as listed below. IF you need more calculation methods, please contact with DediProg for evaluation.



Q. Why is the programming function in the Engineering Mode not working? Are there any suggestions?

Please check the followings when using it for the first time.

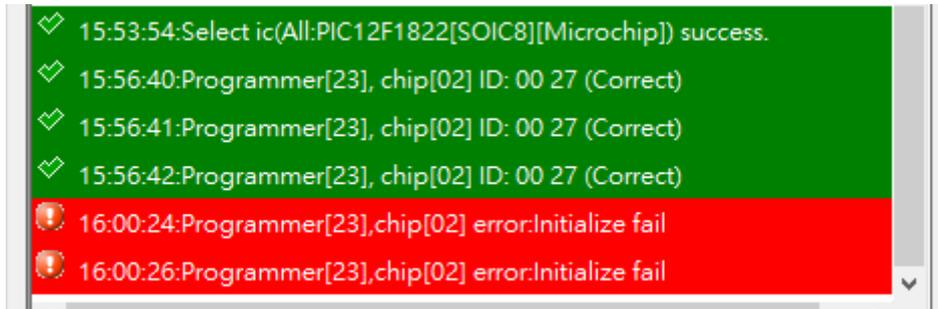
- Choose the correct IC part number
- Use the correct socket adaptor
- Is the IC pin1 in the right direction when insert into the socket.
- If the IC has ID, please use Read ID to check if it can read it or not.

For example, if I choose part number for PIC12F1822 SOIC8, then the chip information will show as below.

ChipInfo			
Type:	MCU	ID:	00 27
Manufact:	Microchip	ADP P/N1:	MCU-0127-SOP008-150mil-01A
Size:	0x00001212	ADP P/N2:	
Package:	SOIC8	ADP P/N3:	
PartNum:	PIC12F1822		

It means the Chip Id is 00 27, and the corresponding adaptor should be MCU-0127-SOP008-150mil-01A. Click Read ID at this time, if it is correct, then it will show as below,

if not, then it will show the red error messages.



```
◇ 15:53:54:Select ic(All:PIC12F1822[SOIC8][Microchip]) success.
◇ 15:56:40:Programmer[23], chip[02] ID: 00 27 (Correct)
◇ 15:56:41:Programmer[23], chip[02] ID: 00 27 (Correct)
◇ 15:56:42:Programmer[23], chip[02] ID: 00 27 (Correct)
❗ 16:00:24:Programmer[23],chip[02] error:Initialize fail
❗ 16:00:26:Programmer[23],chip[02] error:Initialize fail
```

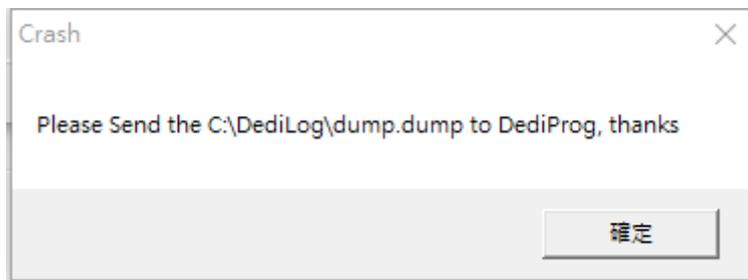
Since Read ID is the most basic communication method between the programmer and the IC. If it cannot successfully read the ID, then please refer to the followings:

- Change IC: If it works after replace with a brand new IC, then it means the original IC is damaged or locked (Some ICs that were locked might not be able to be programmed again, and cannot read the ID as well).
- Change Site: If it works after you change a site, then it means the original site may have poor connections or the IO of the Site is damaged. Like the connector pins are broken or stuck.
- Change Socket Adaptor: If it works after changing the socket adaptor, then the socket might have been damaged, have poor connections, or the PCBA version is incorrect. Please compare the appearance of the abnormal socket with a normal one first.
- Change Programmer: If it works after changing a programmer, then please check if the firmware versions are the same. If they are the same, then some parts of the programmer hardware might be damaged.

If you have checked the above lists, but still having issues, or if something wrong with other functions, please send the below information to DediProg.

1. Software Version
2. Firmware Version
3. IC Part Number, Socket Adaptor Name, and Pictures
4. Problem Descriptions (For example, is it during engineering mode or production mode? Are there any set up for Options?)
5. Screenshots of Dediware errors and the image file.

Q. Why is it showing “dump.dump” while using the software?



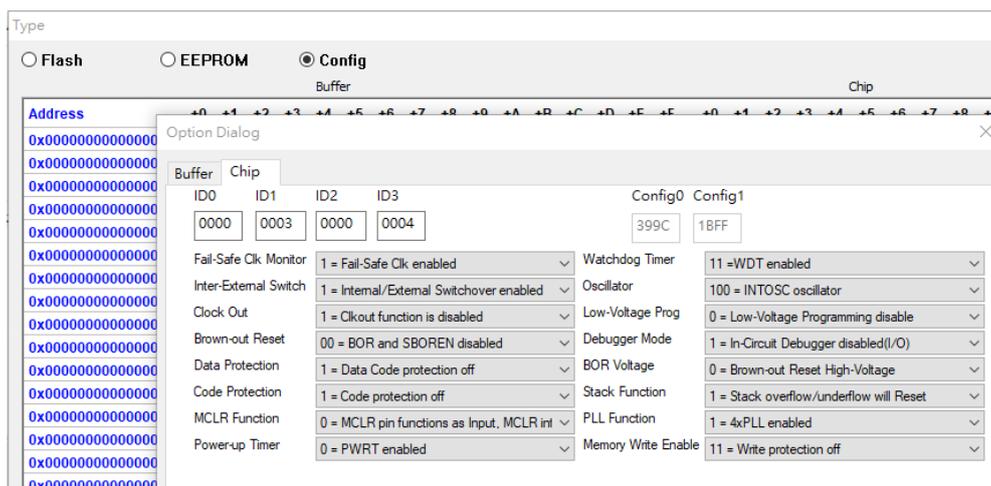
This means the software is abnormal, please provide the below information to DediProg.

1. Software Version
2. Firmware Version
3. IC Part Number, Socket Adaptor Name, and Pictures
4. Problem Descriptions (For example, is it during engineering mode or production mode? Are there any other Options settings?)
5. Screenshots of Dediware errors and the image file.
6. Provide the dump.dump file (Please compressed the file in the Log folder)

Q. How to check if the IC options were set up correctly after programming

Go to Read IC > Option/Config > Chip. The buffer here means the values that were set up in the software, and the chip means the value were read from the IC.

However, not every Option can be read, especially after the IC is locked. Therefore, it still needs to base on the IC character and function to see if it can read the Option. If you are not sure about some special functions, please contact with DediProg.



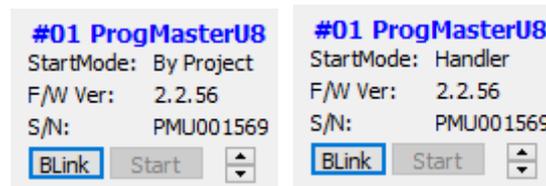
Q. Can the ICP programmers, StarProg-A and K110, support Auto Detect programming?

Only the ProgMaster series and StarProg-U/F support the Start mode, Auto Detection, and Manual Mode in Dediware. ICP programmers, like StarProg-A, StarProg-ATE, and K110, only support Handler Mode.

Q. I have selected Auto Detection for Start Mode, but it still doesn't auto detect, why?

Auto Detection and Manual Mode are detected by the Contact Test or Check ID. If the IC you use cannot support Contact test or Check ID, then it might not support Auto Detection or Manual Mode as well. Please contact with DediProg for further assistance.

Also, if the programmer shows By Project for start mode, then it will start the process base on the Start Mode; if it shows Handler, then it will start with Handler mode forcibly no matter what you have selected for the Start Mode, which is for automated programming system.

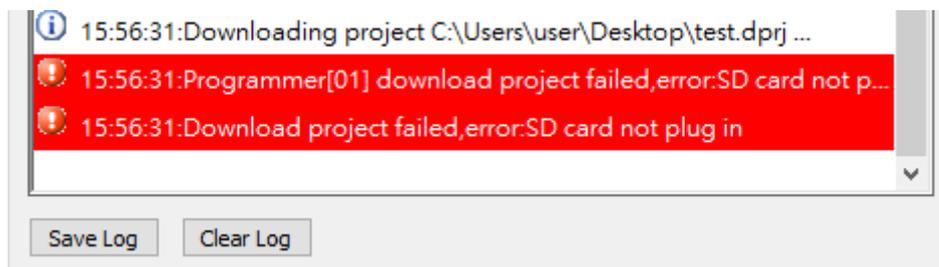


Q. Why is the failure rate so high when programming in SPI Flash Quad Mode?

Please contact with DediProg.

[Dediware Software- Production Mode](#)

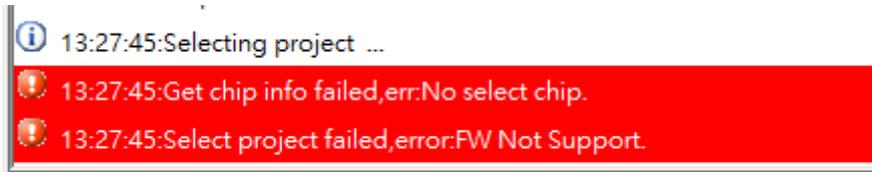
Q. When it shows "SD card not plug in" when I click SelectPrj, how to fix it?



Please follow the below steps

1. First, check if the SD card is installed properly, or does it have poor connection.
2. Try with another SD card.
3. The SD card port might be damaged. Please contact with DediProg.

Q. Why does it say “FW Not Support” when using SelectPrj?



```
i 13:27:45:Selecting project ...  
! 13:27:45:Get chip info failed,err:No select chip.  
! 13:27:45:Select project failed,error:FW Not Support.
```

FW Not Support means the Project that was loaded may be xxxxx [ISP] IC Part Number, since ISP IC Part Numbers are for StarProg-ATE, StarProg-A, and K110, therefore, it is not suitable for StarProg-U and ProgMaster Series Programmers.

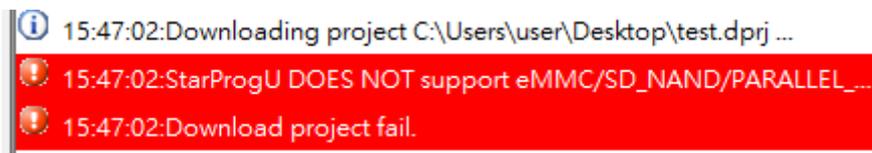
Q. Why does it say “Find chip fail” when using Select Prj?



```
i 13:35:35:Selecting project ...  
! 13:35:35:Get chip info failed,err:No select chip.  
! 13:35:35:Select project failed,error:Find chip fail.
```

Find chip fail means the Project that was loaded could not find the corresponding IC Part Number in the software; it might be because the software that the project was created was newer than the current one.

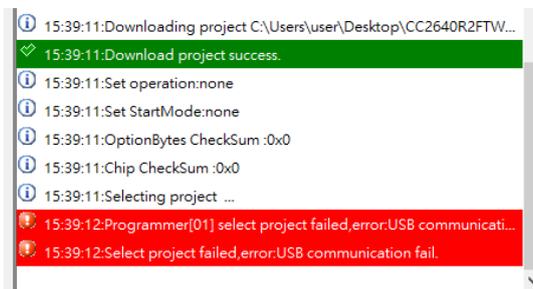
Q. Why is it showing this message while using SelectPrj on StarProg-U/F ?



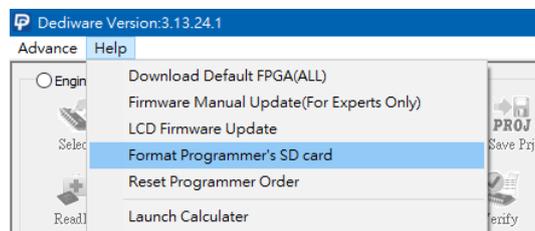
```
i 15:47:02:Downloading project C:\Users\user\Desktop\test.dprj ...  
! 15:47:02:StarProgU DOES NOT support eMMC/SD_NAND/PARALLEL_...  
! 15:47:02:Download project fail.
```

Currently, the StarProg-U/F does not support eMMC/SD NAND/Parallel NAND/Parallel NOR related IC in Production Mode. For these kinds of IC, please use the Auto Batch in the Production to produce.

Q. It shows “USB Communication fail” when using SeletPrj, how to fix it?



Please format SD card via Dediware (Dediware > Help > Format Programmer’s SD card), and please note that it has to be the newer version of software and firmware (it is recommended to use Dediware 3.13.x.x and Firmware 2.2.56 or above).



If it doesn't work after formatting, please try with another SD card.

If it still doesn't work after all, please provide the information to DediProg for further assistance.

⇒ The entire GUI screenshot or provide the software version, firmware version, programmer model name, and IC part number.

⇒ Image file, related programming settings (Batch/Start mode) or Project file.

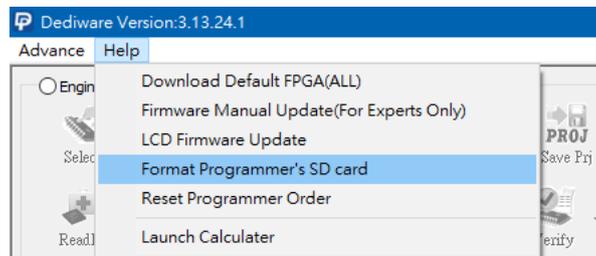
※ Only ProgMaster has SD Format function. If you want to format on StarProg series, please use card reader (File system: FAT32/Allocation; unit size: 4096)

Q. It shows “USB Communication fail” when using RunPrj, how to fix it?



Please try the followings.

- ✓ The old project cannot be used on the new software, please create the project on the new software.
- ✓ Try to format the SD card via Dediware (Dediware > Help > Format Programmer’s SD card), and please note that it has to be the newer version of software and firmware (it is recommended to use Dediware 3.13.x.x and Firmware 2.2.56 or above).



If it doesn’t work, please try with another SD card.

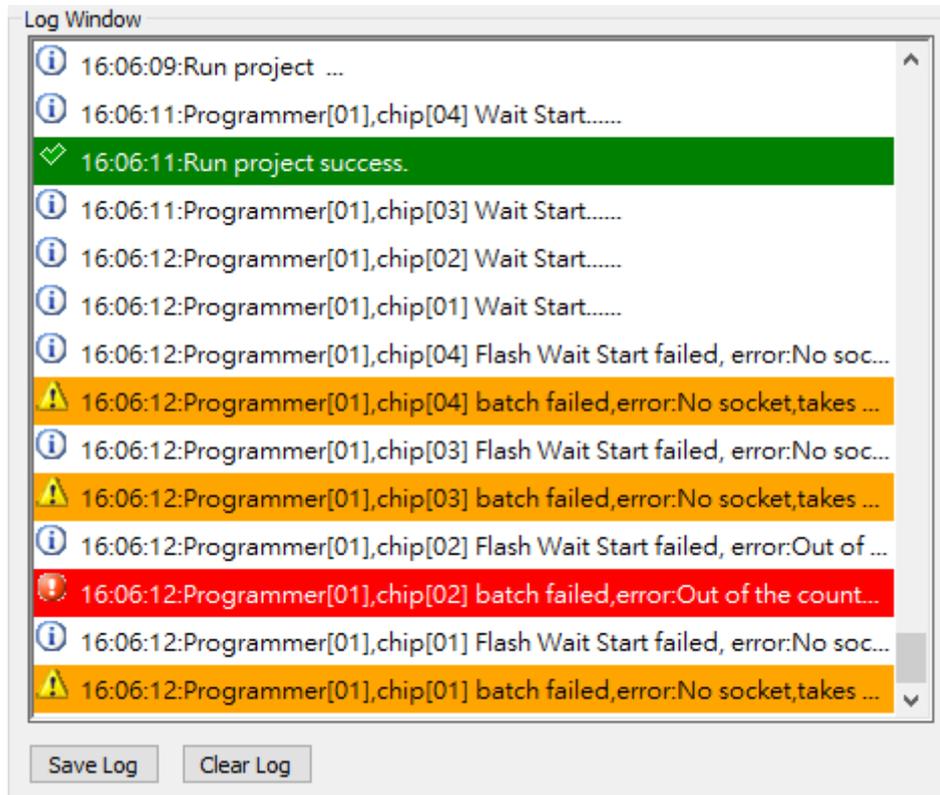
- ✓ Cartridge issue: After switch off the programmer electricity, re-install the programmer cartridge and base unit.
- ✓ Use high capacity IC (eMMC/NAND) on the old version of software might have caused the errors. The latest software has solved this issue, so it is recommended to use 3.13.x.x or above
- ✓ The Project Name is longer than 50 characters. The old versions of Dediware did not have length limits for naming, so the new versions of Dediware might not be able to recognize the name if it is too long.
- ✓ When the Project was created, it was not connected to the programmer. Please try to create the Project again with programmer connected.

If it still doesn’t work after all, please contact with DediProg.

- ⇒ The entire GUI screenshot or provide the software version, firmware version, programmer model name, and IC part number.
- ⇒ Image file, related programming settings (Batch/Start mode) or Project file.

※ Only ProgMaster has SD Format function. If you want to format on StarProg series, please use card reader (File system: FAT32/Allocation; unit size: 4096)

Q. What does “Out of count” mean when using RunPrj?



It means the socket adaptor on the second site of the first programmer has reached the usage count limits, and no longer available to use.

Q. It could program properly in the first few runs in the production mode, but later on, the signal lights (Pass/Busy/Error) on the sites that have installed with the sockets were switched off, and can no longer execute programming, how to fix it?

Please format SD card via Dediware (Dediware > Help > Format Programmer's SD card).

If it still doesn't work after all, please contact with DediProg.

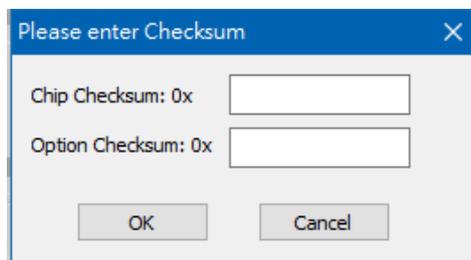
- ⇒ The entire GUI screenshot or provide the software version, firmware version, programmer model name, and IC part number.
- ⇒ Image file, related programming settings (Batch/Start mode) or Project file.

Q. Why is showing this window when I click SelectPrj?



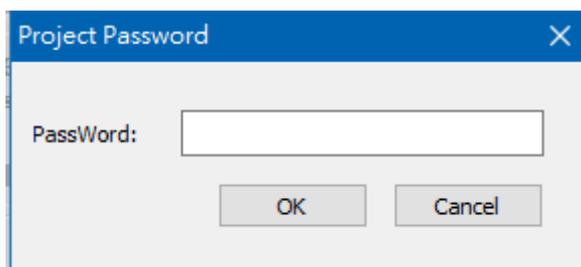
Please contact with DediProg.

Q. Why is showing this window when I click SelectPrj?



Please contact with DediProg.

Q. Why is showing this window when I click SelectPrj?



It means it has set a password when creating this project, please inquire with the production operator, it might be required for production management.

Q. Does ProgMaster programmer support asynchronous programming? Is there any limitation?

Here are the differences between asynchronous programming and concurrent programming

Asynchronous programming: It means the four sites on the ProgMaster-U4 and the 8 sites on the ProgMaster-U8, each site can be programmed individually, which doesn't need to wait until every site to finish in order proceeding to the next step.

Concurrent programming: It means ProgMaster-U4/U8 has to wait until every site to complete programming in order to proceed to the next step.

Due to the hardware limitations, there are two kinds of conditions that can only support concurrent programming; otherwise, it can support asynchronous programming.

Condition 1. A single file range that is larger than 128MB can only supports concurrent programming

Condition 2. There are more than eight partitions in a file, which is likely to happen on NAND.

Mostly, the low capacity EEPROM or MCU can support asynchronous programming, except for some special cases. Since RAM may need to memory paging for high capacity project or if it has too many partitions, therefore, it can only support concurrent programming.

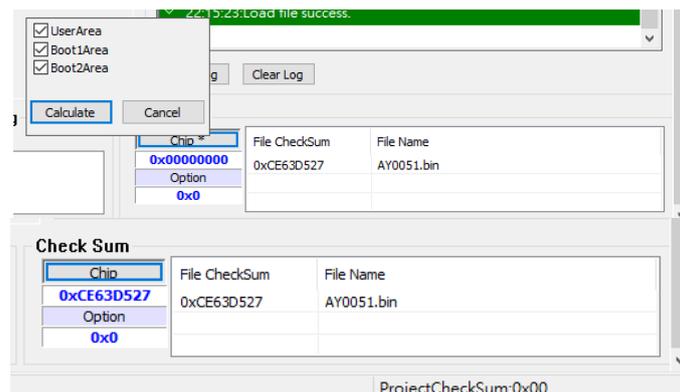
Q. Why does it report unexpected error during production?

```
18:18:22 Programmer[01],chip[02] UserArea Verify success
18:18:22 Programmer[01],chip[02] UserArea Program.....
18:18:22 Programmer[01],chip[03] UserArea Program success
18:18:22 Programmer[01],chip[03] UserArea Verify.....
18:18:22 Programmer[01],chip[04] UserArea Program success
18:18:22 Programmer[01],chip[04] UserArea Verify.....
18:18:22 Programmer[01],chip[01] UserArea Contact failed, error:unexpected error
18:18:22 Programmer[01],chip[01] batch failed,error:unexpected error,takes 10.160s
```

Please Contact with DediProg.

Q. Why do NAND and eMMC have zero chip checksum?

Since eMMC and NAND are high capacity IC, so the default for chip checksum is not to calculate. If you want to calculate it, after loading the file, click the icon of the chip checksum and it will appear a checksum calculation range, after you select it, click Calculate. In addition, you can only set up this function in the engineering mode, not in production mode.





Q. I cannot find the IC part number that I want to program on the DediProg website, what information do I need to provide to DediProg?

Please provide the below information to DediProg sales or FAE team.

- ⇒ Datasheet & Package information
- ⇒ Programming spec
 - Schematic for programming
 - Protocol/Flow chart/Command table/Algorithm
 - Electrical Characteristics
- ⇒ Programming tool of IC manufacturer or technical contact window

Q. Can the software generate production related report?

As for Dediware, every time you click StopPrj in the Production mode, it will create a Project summary report and will be stored in the Log folder for Dediware, as shown below.

名稱	修改日期	類型	大小
uc-log	2019/12/31 下午 05:12	檔案資料夾	
2019-09-23,09-05-15.html	2019/9/23 上午 09:18	Chrome HTML D...	40 KB
2019-09-23,09-18-48.html	2019/9/23 上午 09:20	Chrome HTML D...	4 KB
2019-09-23,09-18-48_sd5000V200_default.dprj.html	2019/9/23 上午 09:18	Chrome HTML D...	7 KB
2019-09-23,09-22-46.html	2019/9/23 上午 09:27	Chrome HTML D...	46 KB
2019-09-23,09-27-53.html	2019/9/23 上午 09:28	Chrome HTML D...	18 KB

The report will look like this.

DediWare Project Summary

Project Report 2019-09-23 09:18:38 ~ 2019-09-23 09:18:48

Project

Name: sd5000V200_default.dprj
 CheckSum: 0xB30FE8CC
 Operations: Z,E,P,V
 BatchMode: FromHandler
 Software Info: -build version:3.13.11 -release version:Dediware Version:3.13.11.8 -config version:3.00 Project Info: -Type:MCU -PartNum:SD5000V200 -Manufact:HUAWEI File
 NotePad: Info: -Chksum:0x3fc77d86 -Path:random1.bin -Chksum:0xff07095f -Path:random_32MB.bin -Chksum:0x3fbc3032 -Path:random_8MB.bin Chip checksum area: -Flash A, Flash B, Flash C,
 PassWord: NO
 Data Pattern Chip Checksum:0x3789EC4, Option Checksum:0x00

FileName	CheckSum
random1.bin	0x3FC77D86
random_32MB.bin	0xFF07095F
random_8MB.bin	0x3FBC3032

IC Information

Partnum: SD5000V200
 Type: MCU
 Manufacturer: HUAWEI
 Package: BGA208
 ID:
 Size: 0x6F800

Overall Statistics

Pass: 1
 Fail: 1
 Total: 2
 FailureRate: 50.00%

Programmer[12], Type:ProgMasterU8, SN:PMU000714 Statistics

SiteIndex	Pass	Failed	Total
Site01	0	0	0
Site02	0	0	0
Site03	1	1	2
Site04	0	0	0

Also, as for automated systems, there will be an automatic production report. Please contact with DediProg Sales for more information.



Command line Questions (StarProg series only)

Q. Can Command Line control multiple programmers? How many programmers can it control? Concurrently or individually?

Currently, the Command Line of Dediware is for executing the project, so you need to create a project file in Dediware GUI prior, and then use Command line to decide which project that you want to program.

Command Line supports programming multiple programmers, the maximum numbers of programmers that have been tested are 16 (Theoretically, it can control 127 pcs at most). The advantage to run a project is that the programmer is running a project that was loaded, so each programmer is a separate individual, which will not affect the entire programming speed, and you will not need to worry if the operator makes mistakes during setting. It supports concurrent programming (all programmers start together) and asynchronous programming (control individually).

```
-d [ --download-prj ] arg    download project file to StarProg embedded SD card.
                             note: download project can NOT work with eMMC, NAND and parallel NOR flash
-r [ --run-prj ]           run the project file which exist in StarProg embedded SD card.
                             note: run project can NOT work with eMMC, NAND and parallel NOR flash
-R [ --run-prj-only ]     run the project file which exist in StarProg embedded SD card without start project.
                             note: run project can NOT work with eMMC, NAND and parallel NOR flash
-s [ --start-prj ]       start the project which has been run.
-T [ --stop-prj ]       stop current project.
```

Use Command line the way as the Production mode in Dediware.

If you want all programmers to program concurrently, please follow the below steps.

- Step 1. run-d "Complete Project path"
- Step 2. run-r
- Step 3. **run-r** to program again and **run-T** to stop.

If you want all programmers to program asynchronous, please follow the below steps.

- Step 1. run-d "Complete Project path"
- Step 2. run-r
- Step 3. Run -s - device n (n: the assigned programmer)
- Step 4. If you want to program another programmer, return to step 3, and if you want to stop, then **run-T**.

For detail information, please download the Command Line User Manual from DediProg Official website.

Q. Can Command Line program different kinds of ICs or files at the same time?

Same as Dediware GUI, it can only program the same kind of IC and file.

Q. Where can I get the programming result of Command Line?

Dediware command line will store the result in C:\DediLog; file name is dwcmd-yyyy-mm-dd.log (For example: dwcmd-2019-10-16.log)

Other questions

Q. Why is IC unbooted on the board after programming?

Please refer to the following

1. Did data have offset changes?
2. Are there any other options need to set up for the IC? (For example, MCU Option or eMMC extCSD)
3. Does IC need to program serial number or unique key (calibration value) at a specific address?
4. Check if the image file is correct and loaded correctly. Also, Dediware recognizes the file by the filename extension. Therefore, if it is different than the file content, then it may cause error. For example, if the file name is xxx.bin, but the content is in Hex file format, then Dediware will load the data with Binary method.
5. If it is NAND Flash, please check if something wrong with BBM or ECC.

Here are the common file formats (Able to use text editor to open, like NotePad)

Intel Hex (*.hex/*.h16/*.h20...)

```
:104000000202020202020303030303030404040482
:10401000040405050505050606060606070748
:104020000707070808080809090909090A0A
:104030000A0A0A0A0A0202020202020303030334
:1040400003030304040404040505050505052C
:104050000606060606060707070707080808F4
.....
```

Motorola S(*.s19/*.s28/*.s37/*.mhx/*.mot/*.srec...)

```
S00F00004D63416C6C616E2E737265637D
S3150800000B022002041000008490000084D00000801
S315080000105100000855000008590000080000000BB
S315080000200000000000000000000005D0000085D
S31508000030610000080000000065000008690000086B
S31508000040004880476D000008FFF7FEBFFF7FEBFB8
S31508000050FFF7FEBFFF7FEBFFF7FEBFFF7FEBFC6
S31508000060FFF7FEBFFF7FEBFFF7FEBF1CB533481D
.....
```

If you have a booted IC and it was unprotected, then you can use Read IC in Dediware to compare the booted IC and the unbooted IC to find out the differentiation and it will be easier to find out why it is unbooted.



Revision History

Date	Version	Changes
2020.2.13	1.0	Initial version release

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