岱鐥科技股份有限公司
DediProg Technology Co., Ltd.

EM100Pro Series
Frequently Asked Questions

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If the EM100Pro Series (EM100Pro/EM100Pro-G2/EM100Pro-G3) does not operate normally, please check whether both the software (SW) and the firmware (FW) are the latest versions and have the correct hold pin setting.

**1. Check the software version on DediProg Website**

2. HOLD pin setting

1. If EM100Pro Series 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 Series still has operation/emulation issues, please refer to the below possible causes:

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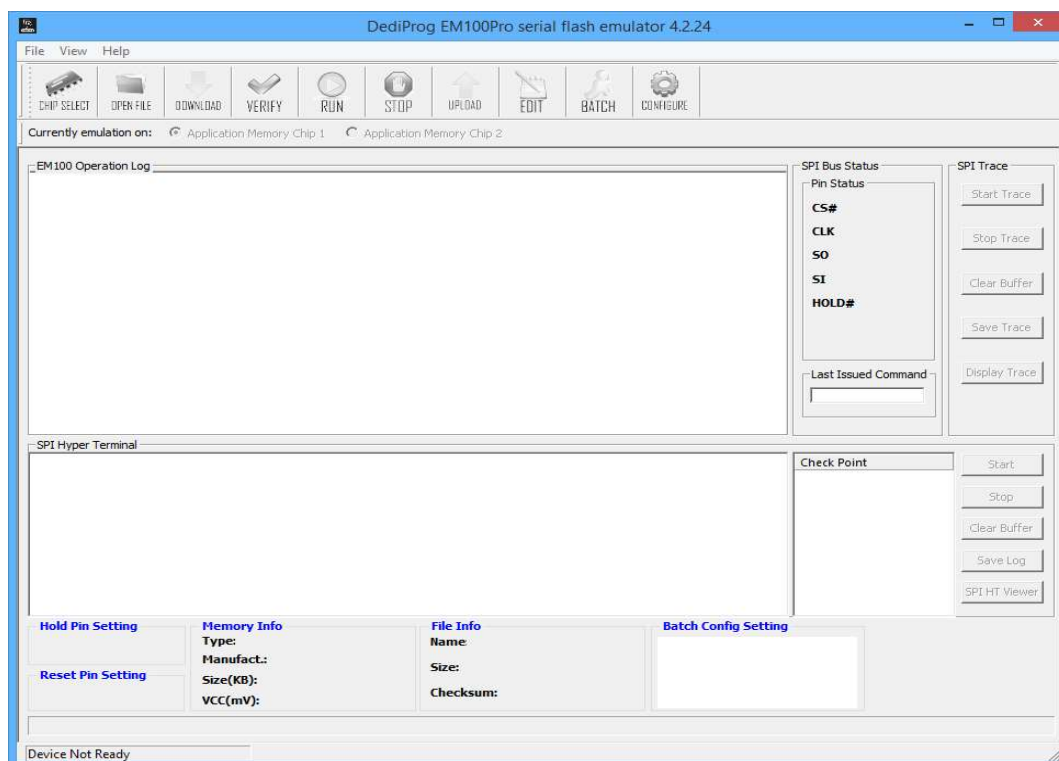

Cause 1: The USB driver was not successfully installed.

Please download the latest driver installation guide and USB driver.

Cause 2: Check the power of EM100Pro Series. 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 Series has hardware problem, please send the device back to DediProg.
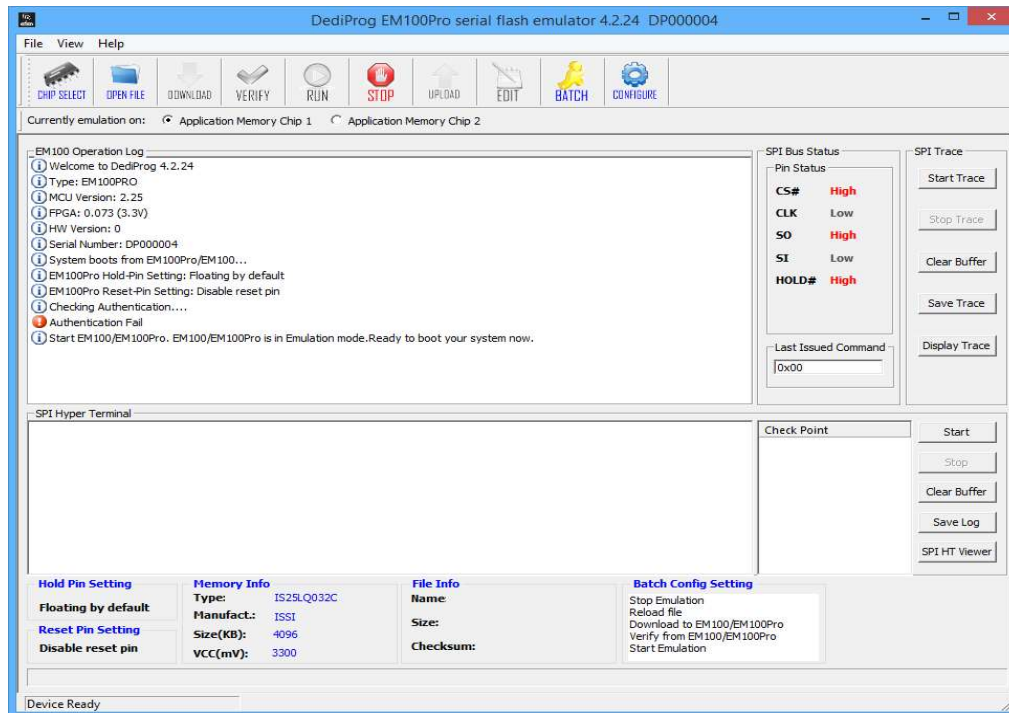
Cause 2: The software and the firmware are the older versions, please check the latest version on DediProg website.

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 Series 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 Series are programmable.

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2. Check SPI Trace
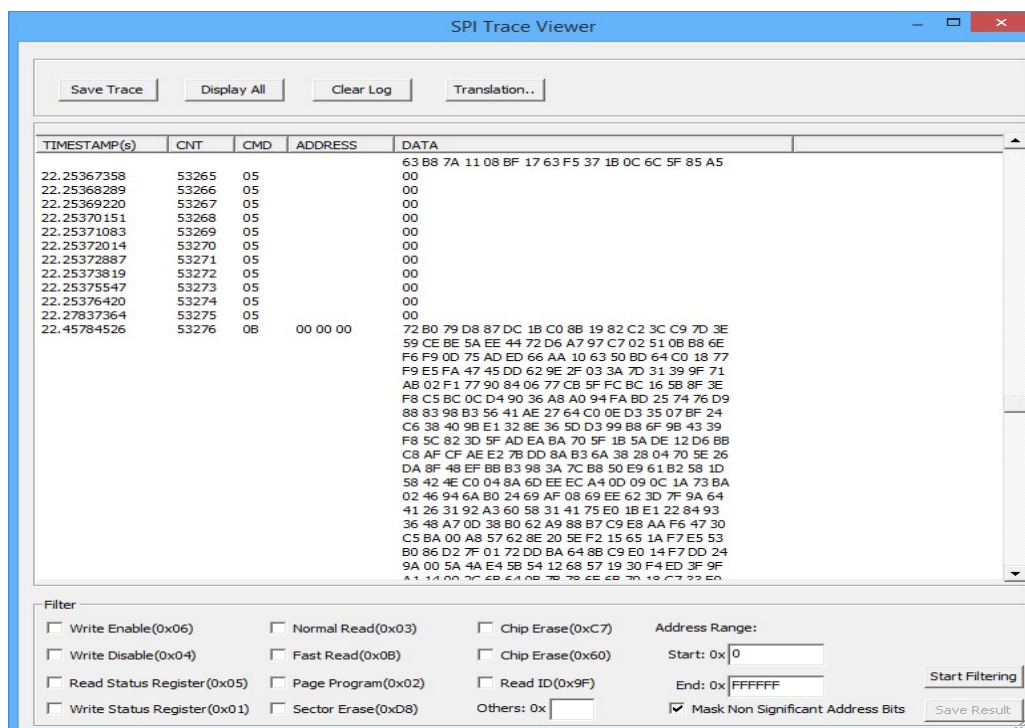
a) SPI trace has data

1. 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."

2. 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.

3. 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.

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

b) SPI does not have any data

1. Cause 1: 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.

2. Cause 2: 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 e-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 succeeded or failed to us at
   support@dediprog.com, and we will help you solve the problems

   Note: Please test it under the same conditions, for example, with the same BIOS code, model name, cables, and EM100Pro Series, etc.

If the above Q&A does not resolve your issues, please provide the following information to
support@dediprog.com
   1. Programmer Type (EM100Pro Series/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

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Revision History

Date	Version	Description
2015/07/14	1.0	First Edition
2016/11/01	1.1	Update Image and SPI trace
2023/07/06	1.2	Add EM100Pro-G3 and modified the FAQ layout