SF Series

Frequently Asked Questions

Version 1.2

DediProg

I.   Software Startup Error:

Q1. The software cannot be started up after installation. An error message appears "Unable to start because the parallel setting of the application is incorrect. For details, please refer to the application event log file, or use the command row tools sxstrace.exe"

Step 1: Google for **Microsoft Visual C++ 2008 Service Pack 1 MFC redistributable kit. It contains x86 and x64 package files.**

Step 2: Execute the x86 suite vcredist_x86.exe

Step 3: Execute the x64 suite vcredist_x64.exe

Q2. The software cannot be started up after installation. The error message "Order number xxxx cannot be found on the dynamic link library C:\Program Files (x86)\DediProg\SF Programmer\dedipro.exe"

Step 1:Google for **Microsoft Visual C++ 2008 Service Pack 1 MFC redistributable kit. It contains x86 and x64 package files.**

Step 2: Execute the x86 suite vcredist_x86.exe

Step 3: Execute the x64 suite vcredist_x64.exe

II.   Hardware Initialization Failed:

Q1. Software appears a "Hardware Initialization Failed" error message.

Step1: If driver installation failed, please refer to SF Series User Manual: 2.2 USB Installation.

Step2: Confirm the Power LED light is on.

Step3: Confirm the programmer is connected to the PC directly.

Avoid using USB extender.

Avoid using USB Hub and ensure there is enough power.

Change an USB cable.

Q2. LED Lights Error- Lights are not glowing

Step1: Please downgrade the software to an older version.

Step2: Check if the light works properly.

LED lights become normal: It could be a software bug.

LED lights are still not glowing: It could be hardware electronic component issue.

Please send the product back to DediProg.

Q3. LED Lights Error- Lights are glowing at the same time.

Step1: The software is not suitable for the firmware or vice-versa. Please refer to the user manual: SF Firmware Support for Windows and Update Procedure

Step2: It could be hardware electronic component issue, please send the product back to DediProg.

Q4. The programmer has stopped responding since it has been used for too many times.

Step1: Use other programmer to confirm if the programmer is damaged.

Step2: Ensure the voltage value from the programmer output is suitable for standard voltage range.

III. Bottom Board + Socket Adaptor/ BBF

Q1. Cannot Auto-Detect the Chip

1. BBF does not support (1.8V) chip.
2. The chip is not supported yet.
3. Please check the Pin 1 direction
4. Chip did not place properly.
5. Check if the detected voltage is suitable for standard voltage range.
6. When you use SF600/SF600*plus*, please check if the power adaptor is connected.

Q2. The programmer can detect the chip ID, but it does not have related chip.

The chip is not supported yet or it is an incorrect IC.

Q3. The programmer can detect the chip, but not able to program.

- Use the meter or the oscilloscope to ensure the voltage value from the programmer output is suitable for standard voltage range.
- Change the VCC value in Configuration (Config>Miscellaneous Setting>VCC Option)
- Change the SPI clock in Configuration (Config>Miscellaneous Setting>SPI Clock Setting)
- Ensure the chip is not protected by read status register or check if the chip has been set to write disable (Use Engineering Mode or Modify Status register in Configuration to read the register values).

Q4. ERASE is shown succeed, but the Blank Check still shows "Chip is not blank"

ERASE result checks BUSY bit by read status register, so the status will show "passed" as well. Step1: Ensure the chip is not protected by read status register or if the chip has been set to write disable. (Use Engineering Mode or Modify Status Register in Configuration to read the register value).

Step2: Change the SPI clock in Configuration (Config＞Miscellaneous Setting＞SPI Clock Setting).

Step3: Use single IO to program.

Q5. PROGRAM has passed, but shows "Verify Failed".

PROGRAM result is check BUSY bit by read status register, so the status will show "Passed" as well.

> Step1: Ensure the chip is not protected by read status register or if the chip has been set to write disable. (Use Engineering Mode or Modify Status Register in Configuration to read the register value).
>
> Step 2: Change the SPI clock in Configuration (Config＞Miscellaneous Setting＞SPI Clock Setting)
>
> Step 3: Use single IO to program
>
> Step 4: If you are using multiple programmers, please ensure the power is stable. (When using USB hub or SF600/SF600*Plus* and not connected to the AC adaptor)

IV.　ICP Programming Error：

Please confirm if the unsoldered chip works properly or check the above conditions. If it works normally or if you don't have any unsoldered IC, please check the followings:

Q1. The programmer cannot Auto-Detect IC or it can detect the IC but cannot program.

- When you use test clip, please confirm that it is attached properly (Sometimes the amount of the solders may affect the clippers) and the pins are not tilted. Please also be aware of the damages that may occur after the clips have been used for too many times.
- Segregates the SPI signal cable from the programmer power adaptor and make sure it is IC programming voltage when programming. Please refer to document AN0103 /AN0106
- Make sure the power is coming from a single source; either the programmer or the board.
- The electric power can be segregated by diode.
- The SPI signal that connects to the board must be high impedance.

NOTE：If the board is providing the power and the chipset/MCU has reset/enable pin, please connect the board to the IO3 of the programmer. The IO3 will send the LOW level signal to ensure the power only provides to IC programming.

If the above Q&A did not solve your problems, please provide the following information to support@dediprog.com

1. **Programmer Type (SF100/SF600/SF600*Plus*)**
2. **Chip Type**
3. **Software Version**
4. **Firmware Version**
5. **Connection way (socket / ICP cable / test clip / ISP-ADP-Intel-B…etc.)**
6. **Screenshot of the related information**

Revision History

Date	Version	Changes
2016/11/01	V1.0	Initial release
2018/06/12	V1.1	Change "HZ" to "high impedance".
2020/05/15	V1.2	ADD "軟體啟動錯誤"解決辦法

DediProg Technology Co., Ltd

Taiwan Headquarter   TEL: 886-2-2790-7932   FAX: 886-2-2790-7916

4F., No.7, Ln. 143, Xinming Rd., Neihu Dist., Taipei City 114, Taiwan

China Office   TEL: 86-21-5160-0157

Room 518, Building 66, Lane1333,   Xinlong Road, Vanke Hongqiao CBD.Min Hang District, Shanghai, P.R.C. 201101

U. S. Office   TEL: 1-909-274-8860

209 E Baseline RD, Suite E208 #8, Tempe, AZ, 85283, USA

Technical Support: **support@dediprog.com**   Sales Support: **sales@dediprog.com**

Information furnished is believed to be accurate and reliable. However, DediProg assumes no responsibility for the consequences of use of such information or for any infringement of patents or other rights of third parties which may result from its use. Specifications mentioned in this publication are subject to change without notice.

This publication supersedes and replaces all information previously supplied.