

Case: 00012391

Note Time displayed is in (UTC-08:00) Pacific Time (US & Canada) Timezone.

Case Information

Case Summary AVR Dragon reconnect problem on Windows8-64

Description I am using Studio 6.2/Dragon/ISP. All has been working perfectly on Windows7 64bit. After upgrading to Windows8/64bit, following issue:  
 - first connect to Dragon via Device Programming in Studio works fine. Can do all I want with Dragon/programming/fusing etc  
 - after closing Device Programming windows, however, Dragon stays "busy". So next time connecting fails with error report "Dragon busy".  
 - disconnect/reconnect USB cable to Dragon cures the problem  
 - dissable/re-enable AVR Dragon in windows device manager cures the problem.

Obviously this last thing is done on Win7 automatically, but not on Win8.  
 Using CL Tool atprogram shows identical problem.  
 Using JTAG interface shows identical problem

This is very annoying... things HAVE BEEN perfect...

Case Number 00012391 Contact Name Gerd Schweitzer  
 Additional CC Contact Phone 123456  
 Related Case Contact Email gerd8@gerd-schweitzer.de  
 Status Closed

Product

Product ATmega1284P Product Rev  
 Product Category Microcontrollers Peripheral Name  
 Product Family AVR 8- and 32-bit MCUs Please specify other module  
 Product Sub-family megaAVR MCUs

Development Environment

Board and Kit Compiler GCC  
 Programmer/Debugger AVR Dragon Compiler Version latest  
 IDE Atmel Studio 6 Embedded RTOS

System Information

Created By Gerd Schweitzer, 2/16/2015 11:23 PM Last Modified By Samson Jagadam, 3/4/2015 4:45 AM

Contact Information

Contact Owner System Support  
 Name Gerd Schweitzer  
 Job Function University, Professor

System Information

Created By System Support, 2/16/2015 10:47 PM Last Modified By System Support, 2/16/2015 10:47 PM  
 Custom Links [Google Search](#) [Google Maps](#) [Yahoo! Weather](#)

Case Comments

2/18/2015 4:32 AM

2/18/2015 4:00 AM

User Atmel Support

From: Gerd Schweitzer <gerd.schweitzer@gmail.com>  
 To: support@atmel.com  
 Hi Samson,

following your advice I rolled back my AtmelStudio installation to 1153.  
 Problem occurring: I cannot install the USB driver included in that package, because its certificate has timed out (see log file at the end of my mail).

As a workaround I just tried to install the latest drivers instead (the ones I got updating to SP2...)  
 Result: this IS WORKING, my problem seems to be gone.

So summary: AS build 1153 together with latest USB drivers fixes the issue.

Thank you very much for your prompt efforts and help.  
 Gerd

logfile:

```
[0AEO:1780][2015-02-18T13:15:19]001: Burn v3.8.1128.0, Windows v6.3 (Build 9600: Service Pack 0), path:
C:\Users\gerd\AppData\Local\Temp\{040094C4-690C-4E54-9231-6777C126B50D}\Disk1\SSetupPrerequisites\{D61D4918-
7078-4A56-94E6-EDD3A27DD283}\AtmelUSBInstaller.exe, cmdline: '-burn.unelevated BurnPipe.{B70CC559-0D17-4471-
A605-3C2AF455DB98} {E4703CF0-7FA4-4D59-A74D-56D3F8427110} 464'
[0AEO:1780][2015-02-18T13:15:19]000: Initializing string variable 'InstallFolder' to value
'[ProgramFilesFolder]Atmel\AtmelUSBInstaller'
[0AEO:1780][2015-02-18T13:15:19]000: Setting string variable 'WixBundleLog' to value
'C:\Users\gerd\AppData\Local\Temp\Atmel_USB_Driver_Package_20150218131519.log'
[0AEO:1780][2015-02-18T13:15:19]000: Setting string variable 'WixBundleOriginalSource' to value
'C:\Users\gerd\AppData\Local\Temp\{040094C4-690C-4E54-9231-6777C126B50D}\Disk1\SSetupPrerequisites\{D61D4918-
7078-4A56-94E6-EDD3A27DD283}\AtmelUSBInstaller.exe'
[0AEO:1780][2015-02-18T13:15:19]000: Setting string variable 'WixBundleName' to value 'Atmel USB Driver Package'
[0AEO:1780][2015-02-18T13:15:20]100: Detect begin, 6 packages
```

Comment

User Samson Jagadam

[Recipients: Gerd Schweitzer, gerd.scl  
 Hi Gerd Schweitzer,  
 This is a bug in AS6.2 SP2 and SP1 wh programming dialog box and I have alr it and fix it in up coming releases of AS  
 However, I have tested AS6.2 build 11! http://www.atmel.com/tools/studioarch  
 Please uninstall the SP2 from your sys older version(download from above lin  
 http://atmel.force.com/support/articles installation-of-Atmel-Studio-6/? q=What+is+AVR+Studio+and+where+to  
 I hope this should solve the issue  
 Regards  
 Samson

2/18/2015 1:07 AM

User Samson Jagadam

[Recipients: Gerd Schweitzer, gerd.scl  
 Hi Gerd Schweitzer,

[0AE0:1780][2015-02-18T13:15:20]w120: Detected partially cached package: JungoUSBInstaller.msi, invalid payload: JungoUSBInstaller.msi, reason: 0x80070570  
[0AE0:1780][2015-02-18T13:15:20]i101: Detected package: JungoUSBInstaller.msi, state: Absent, cached: Partial  
[0AE0:1780][2015-02-18T13:15:20]i101: Detected package: SeggerUSBInstaller.msi, state: Absent, cached: None  
[0AE0:1780][2015-02-18T13:15:20]i101: Detected package: LibUSBInstaller.msi, state: Absent, cached: None  
[0AE0:1780][2015-02-18T13:15:20]i101: Detected package: WinUSBInstaller.msi, state: Absent, cached: None  
[0AE0:1780][2015-02-18T13:15:20]i101: Detected package: AtmelInfnstaller.msi, state: Absent, cached: None  
[0AE0:1780][2015-02-18T13:15:20]i101: Detected package: InstallUSBDrivers.exe, state: Absent, cached: None  
[0AE0:1780][2015-02-18T13:15:20]i199: Detect complete, result: 0x0  
[0AE0:1BF0][2015-02-18T13:15:23]i000: Setting numeric variable 'EulaAcceptCheckbox' to value 1  
[0AE0:1780][2015-02-18T13:15:23]i200: Plan begin, 6 packages, action: Install  
[0AE0:1780][2015-02-18T13:15:23]i000: Setting string variable 'WixBundleRollbackLog\_JungoUSBInstaller.msi' to value 'C:\Users\gerd\AppData\Local\Temp\Atmel\_USB\_Driver\_Package\_20150218131519\_0\_JungoUSBInstaller.msi\_rollback.log'  
[0AE0:1780][2015-02-18T13:15:23]i000: Setting string variable 'WixBundleLog\_JungoUSBInstaller.msi' to value 'C:\Users\gerd\AppData\Local\Temp\Atmel\_USB\_Driver\_Package\_20150218131519\_0\_JungoUSBInstaller.msi.log'  
[0AE0:1780][2015-02-18T13:15:23]i000: Setting string variable 'WixBundleRollbackLog\_SeggerUSBInstaller.msi' to value 'C:\Users\gerd\AppData\Local\Temp\Atmel\_USB\_Driver\_Package\_20150218131519\_1\_SeggerUSBInstaller.msi\_rollback.log'  
[0AE0:1780][2015-02-18T13:15:23]i000: Setting string variable 'WixBundleLog\_SeggerUSBInstaller.msi' to value 'C:\Users\gerd\AppData\Local\Temp\Atmel\_USB\_Driver\_Package\_20150218131519\_1\_SeggerUSBInstaller.msi.log'  
[0AE0:1780][2015-02-18T13:15:23]i000: Setting string variable 'WixBundleRollbackLog\_LibUSBInstaller.msi' to value 'C:\Users\gerd\AppData\Local\Temp\Atmel\_USB\_Driver\_Package\_20150218131519\_2\_LibUSBInstaller.msi\_rollback.log'  
[0AE0:1780][2015-02-18T13:15:23]i000: Se... (truncated, see original email for full text)

Thank you for contacting Atmel Techn  
Comment 1. Please tell me , whether you are usir  
dialog in Atmel Studio?  
2. Which version of Atmel Studio you a  
Regards  
Samson  
2/17/2015 5:03 AM  
User Samson Jagadam  
[Recipients: Gerd Schweitzer]  
Hi Gerd Schweitzer,  
Thank you for contacting Atmel Techn  
Please uninstall the Atmel USB driver  
control panel, disconnect all programm  
drivers by downloading from link below  
Comment https://gallery.atmel.com/Products/Del  
Regards  
Samson

2/18/2015 1:48 AM

User Atmel Support

From: Gerd Schweitzer <gerd.schweitzer@gmail.com>  
To: support@atmel.com  
Hi Samson,

ref 1:

Yes, normally I do the device programming via the "Production File" TAB in the Device Programming Menu  
Additionally, I just tried to do it via the "Memories" TAB - result: identical behaviour including the problem.

ref 2:

this is the output of the "Help--About" Window copied via clipboard:

-----

Atmel Studio 6 (Version: 6.2.1548 - Service Pack 2)  
© 2014 Atmel Corp.  
All rights reserved.

OS Version: Microsoft Windows NT 6.2.9200.0  
Platform: Win32NT

Installed Packages: Shell VSIX manifest - 6.2  
Shell VSIX manifest  
Version: 6.2  
Package GUID: 5aa6ea3e-da7b-48c1-9b2a-cab2329d32ac  
Company: Atmel Corporation

Installed Packages: Atmel ARM GNU Toolchain - 4.8.4.1443  
ARM Toolchain  
Version: ARM\_Toolchain\_Version:4.8.4.371 GCC\_VERSION:4.8.4  
Package GUID: D83C9208-1D2D-4665-9760-EB9EE264CF8F  
Company: Atmel  
HelpUrl:  
Release Description: ARM Toolchain

CMSIS  
Version: 4.2.0  
Package GUID: D83C9208-1D2D-4665-9760-EB9EE264CF8F  
Company: Atmel  
HelpUrl:  
Release Description: ARM Support File Version

Installed Packages: AVR macro Assembler - 2.1.57.1175  
AVR Assembler  
Version: 2.1.57.16  
Package GUID: 03CB4AE1-80EA-40C7-B561-98CC87EA539C  
Company: Atmel  
HelpUrl:  
Release Description: AVR Assembler For 8-Bit Devices

Installed Packages: Atmel AVR (32 bit) GNU Toolchain - 3.4.2.1067  
AVR Toolchain 32  
Version: AVR32\_Toolchain\_Version:3.4.2.435 GCC\_VERSION:4.4.7  
Package GUID: DB6D383F-C5D9-4E7E-BBF9-F37C6EEB59FD  
Company: Atmel  
HelpUrl:  
Release Description: AVR Toolchain For 32-Bit Devices

Installed Packages: Atmel AVR (8 bit) GNU Toolchain - 3.4.5.1061  
AVR Toolchain 8 Bit  
Version: AVR8\_Toolchain\_Version:3.4.5.1522 GCC\_VERSION:4.8.1  
Package GUID: 2C7AA7CF-94C6-463C-81DA-4AA03B613C3B  
Company: Atmel  
HelpUrl:  
Release Description: AVR Toolchain For 8-Bit Devices

Installed Packages: Atmel Gallery - 1.3.1  
Atmel Gallery  
Version: 1.3.1  
Package GUID: AtmelStudioExtensionManager  
Company: Atmel

Comment

Installed Packages: Atmel Kits - 1.7.315  
Atmel Kits  
Version: 1.7.315  
Package GUID: B624D6C6-CB86-4887-A57F-327D248085A9  
Company: Atmel

Installed Packages: Atmel Software Framework - 3.21.0.1353  
ASF  
Version: 3.21.0  
Package GUID: 1E567EA3-6E83-4C11-8734-684F4581B25D  
Company: Atmel  
HelpUrl: <http://asf.atmel.com/3.21.0>  
Release Description: ASF - 3.21.0 Release

ASF  
Version: 3.20.1  
Package GUID: 1E567EA3-6E83-4C11-8734-684F4581B25D  
Company: Atmel  
HelpUrl: <http://asf.atmel.com/3.20.1>  
Release Description: ASF - 3.20.1 Release

ASF  
Version: 3.19.0  
Package GUID: 1E567EA3-6E83-4C11-8734-684F4581B25D  
Company: Atmel  
HelpUrl: <http://asf.atmel.com/3.19.0>  
Release Description: ASF - 3.19.0 Release

ASF  
Version: 3.18.1  
Package GUID: 1E567EA3-6E83-4C11-8734-684F4581B25D  
Company: Atmel  
HelpUrl: <http://asf.atmel.com/3.18.1>  
Release Description: ASF - 3.18.1 Release

ASF  
Version: 3.18.0  
Package GUID: 1E567EA3-6E83-4C11-8734-684F4581B25D  
Company: Atmel  
HelpUrl: <http://asf.atmel.com/3.18.0>  
Release Description: ASF - 3.18.0 Release

ASF  
Version: 3.17.0  
Package GUID: 1E567EA3-6E83-4C11-8734-684F4581B25D  
Company: Atmel  
HelpUrl: <http://asf.atmel.com/3.17.0>  
Release Description: ASF - 3.17.0 Release

ASF  
Version: 3.16.0  
Package GUID: 1E567EA3-6E83-4C11-8734-684F4581B25D  
Company: Atmel  
HelpUrl: <http://asf.atmel.com/3.16.0>  
Release Description: ASF - 3.16.0 Release

ASF  
Version: 3.15.0  
Package GUID: 1E567EA3-6E83-4C11-8734-684F4581B25D  
Company: Atmel  
HelpUrl: <http://asf.atmel.com/3.15.0>  
Release Description: ASF - 3.15.0 Release

ASF  
Version: 3.14.0  
Package GUID: 1E567EA3-6E83-4C11-8734-684F4581B25D  
Company: Atmel  
HelpUrl: <http://asf.atmel.com/3.14.0>  
Release Description: ASF - 3.14.0 Release

ASF  
Version: 3.13.1  
Package GUID: 1E567EA3-6E83-4C11-8734-684F4581B25D  
Company: Atmel  
HelpUrl: <http://asf.atmel.com/3.13.1>  
Release Description: ASF - 3.13.1 Release

ASF  
Version: 3.12.1  
Package ... (truncated, see original email for full text)

2/17/2015 11:28 AM

User Atmel Support

From: Gerd Schweitzer <gerd.schweitzer@gmail.com>  
To: support@atmel.com  
Hi Samson,

tx for your quick response.

I followed your advice, downloaded the latest drivers and replaced the old ones.

However, the problem remains unsolved: the erroneous behaviour stays identical.  
All issues are as described in my initial ticket.

So I would need further help.

Tia  
Gerd

2015-02-17 14:03 GMT+01:00 Atmel Support <support@atmel.com<mailto:support@atmel.com>>:

Please respond above this email, avoid inline comments

Commented by Samson Jagadam (Atmel)  
2015-02-17 13:03:04 GMT  
[Recipients: Gerd Schweitzer]

Hi Gerd Schweitzer,

Thank you for contacting Atmel Technical Support Team

Please uninstall the Atmel USB driver package from "Add or Remove programs" from control panel, disconnect all programming tools from USB and re install the latest USB drivers by downloading from link below and check whether the issue resolves

<https://gallery.atmel.com/Products/Details/c2b640ce-1a06-4dfe-9f36-5f3f60908131>

Regards

Comment Samson

-----  
Status: In Progress

Case history:

-----  
2015-02-16 11:23:13 PM PST [Gerd Schweitzer]  
-----

I am using Studio 6.2/Dragon/ISP. All has been working perfectly on Windows7 64bit.

After upgrading to Windows8/64bit, following issue:

- first connect to Dragon via Device Programming in Studio works fine. Can do all I want with Dragon/progamming/fusing etc
- after closing Device Programming windows, however, Dragon stays "busy". So next time connecting fails with error report "Dragon busy".
- disconnect/reconnect USB cable to Dragon cures the problem
- dissable/re-enable AVR Dragon in windows device manager cures the problem.

Obviously this last thing is done on Win7 automatically, but not on Win8.

Using CLTool atprogram shows identical problem.

Using JTAG interface shows identical problem

This is very annoying... things HAVE BEEN perfect...

-----  
Atmel Design Support<<http://www.atmel.com/design-support>> | Atmel Communities<<http://www.atmel.com/design-support/community/community.aspx>> | Atmel Sales and Distributors<<http://www.atmel.com/about/contact/distributors/default.aspx?contactType=Distributor>>  
Technical Support Disclaimer<<http://www.atmel.com/about/technical-support-disclaimer.aspx>>  
Case reference id [ ref:\_00DG0j3Po\_500G0eYVye:ref ]  
IMPORTANT: Do not modify the subject of this email.

[<http://atmel.my.salesforce.com/servlet/servlet.ImageServer?oid=00DG000000j3Po&esid=018G000000FPWAjd>]

2/16/2015 11:23 PM

User Gerd Schweitzer

I am using Studio 6.2/Dragon/ISP. All has been working perfectly on Windows7 64bit.

After upgrading to Windows8/64bit, following issue:

- first connect to Dragon via Device Programming in Studio works fine. Can do all I want with Dragon/progamming/fusing etc
- after closing Device Programming windows, however, Dragon stays "busy". So next time connecting fails with error report "Dragon busy".
- disconnect/reconnect USB cable to Dragon cures the problem
- dissable/re-enable AVR Dragon in windows device manager cures the problem.

Comment

Obviously this last thing is done on Win7 automatically, but not on Win8.

Using CLTool atprogram shows identical problem.

Using JTAG interface shows identical problem

This is very annoying... things HAVE BEEN perfect...