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Cases

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00012391

Gerd Schweitzer

Cannot contact my AVR USB Tool

Command Line Programming

Printable View

Case
00012391

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Case Detail

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/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...

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

Attachments   Attach File

No records to display

Case Comments   Add Comment

Comment

Created By: Atmel Support (2/18/2015 4:32 AM)
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 occuring: 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:

[0AE0:1780][2015-02-18T13:15:19]i001: 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\ISSetupPrerequisites\{D61D4918-
7078-4A56-94E6-EDD3A27DD283}\AtmelUSBInstaller.exe, cmdline: '-burn.unelevated BurnPipe.{B70CC559-0D17-4471-A605-
3C2AF455DB98} {E4703CF0-7FA4-4D59-A74D-56D3F8427110} 464'
[0AE0:1780][2015-02-18T13:15:19]i000: Initializing string variable 'InstallFolder' to value
'[ProgramFilesFolder]Atmel\AtmelUSBInstaller'
[0AE0:1780][2015-02-18T13:15:19]i000: Setting string variable 'WixBundleLog' to value
'C:\Users\gerd\AppData\Local\Temp\Atmel_USB_Driver_Package_20150218131519.log'
[0AE0:1780][2015-02-18T13:15:19]i000: Setting string variable 'WixBundleOriginalSource' to value
'C:\Users\gerd\AppData\Local\Temp\{040094C4-690C-4E54-9231-6777C126B50D}\Disk1\ISSetupPrerequisites\{D61D4918-
7078-4A56-94E6-EDD3A27DD283}\AtmelUSBInstaller.exe'
[0AE0:1780][2015-02-18T13:15:19]i000: Setting string variable 'WixBundleName' to value 'Atmel USB Driver Package'
[0AE0:1780][2015-02-18T13:15:20]i100: Detect begin, 6 packages
[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: AtmelInfInstaller.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)

Created By: <u>Samson Jagadam</u> (2/18/2015 4:00 AM)
[Recipients: Gerd Schweitzer, gerd.schweitzer@gmail.com]

Hi Gerd Schweitzer,

This is a bug in AS6.2 SP2 and SP1 when using production file tab in device programming dialog box and I have already logged it as bug, our internal team will test it and fix it in up coming releases of AS, but we do not have schedule for it.

However, I have tested AS6.2 build 1153(older version), and it does not have this issue
http://www.atmel.com/tools/studioarchive.aspx

Please uninstall the SP2 from your system reading the below FAQ link and install the older version(download from above link full installer 735 MB)

http://atmel.force.com/support/articles/en_US/FAQ/Steps-to-perform-clean-re-installation-of-Atmel-Studio-6/?
q=What+is+AVR+Studio+and+where+to+download+it%3F&l=en_US&fs=RelatedArticle

I hope this should solve the issue

Regards

Samson

Created By: <u>Atmel Support</u> (2/18/2015 1:48 AM)
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 to 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

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)

Created By: Samson Jagadam (2/18/2015 1:07 AM)
[Recipients: Gerd Schweitzer, gerd.schweitzer@gmail.com]

Hi Gerd Schweitzer,

Thank you for contacting Atmel Technical Support Team

1. Please tell me , whether you are using Production file TAB in device programming dialog in Atmel Studio?

2. Which version of Atmel Studio you are using 6.2 SP1 or SP2?

Regards

Samson

Created By: <u>Atmel Support</u> (2/17/2015 11:28 AM)
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 errenous 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

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.
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- 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...

[http://atmel.my.salesforce.com/servlet/servlet.ImageServer?oid=00DG0000000j3Po&esid=018G000000FPWAd]

Created By: <u>Samson Jagadam</u> (2/17/2015 5:03 AM)
[Recipients: Gerd Schweitzer]

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Regards

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