Support Menu

- Frequently Asked Questions
- Knowledge Base
- Manuals
- Technical Notes, Bulletins, and Application Notes
- Discontinued Products
- Downloads
- Contact Technical Support
- Request Repair Authorization

Other Support Options

- Device Support Request
- Algorithm Updates
- FTP Site

Error 6011: Device Insertion Error

Date: 7/6/1995
Part Number: 983-0476-001a

Description:
General Information

The "Device insertion error" message can only be caused by a failure of the continuity check. The continuity check is activated prior to device programming. During the continuity check, the programmer applies low level current to each pin on the device to determine whether it is making good contact with the programming fixture.

After disabling the continuity test, we suggest loading a device rather than programming one. A load operation is less apt to harm the device because no programming voltages are applied.

Probable Cause: Solution

Device inserted improperly:
Ensure that the device is properly justified in the socket.

Faulty device(s):
Check device for bent or damaged leads. Repeat the operation with similar devices from same as well as other manufacturers. If the operation proves successful with similar devices, then the suspect part is likely defective.

Socket is dirty or worn:
Examine the socket for debris and wear. Clean or replace the socket as necessary.

Possible bug in programmer software associated with continuity check:
If this error occurs during an attempt to read the device (via Device/Read device from the main menu), disable the Continuity Checking parameter (remove "X" from [X]) in the General Parameters screen (via Config/General Parameters options from the main menu). If the device is read successfully without insertion errors, try to program the device. If the device programs successfully, you've found a reasonable workaround.

Note: Contact ChipLab Technical Support and report your findings.

Continuity problem with device/programmer interface:
If following the steps described in the previous section causes the device to fail programming, a subtle continuity problem may exist.

Workaround: Refer to your programmer's Device List and note the earliest version the device that is supported by your programmer. Boot your programmer with any previous software version that supports the device and attempt the operation again. If the operation is successful with the earlier software, then you've found a temporary workaround.

Note: Contact ChipLab Technical Support and report your findings.

Back to Document Index

