

Support Checklist

Support Checklist

Please check all hints from the UDE Manual and UDE Manual Appendix first. To run UDE® Universal Debug Engine 2024 at least the following minimum system configuration is required:

	Minimum	Recommended
CPU	Intel or AMD x86_64 (64-bit) processor	Intel Core i7™ or AMD R7 processor
RAM	4 GByte	8 GByte
Free disk space	2 GByte HDD	8 GByte SSD
Display	SXGA	WUXGA
Operating System	Windows®10 64-bit or Windows®11 64-bit	Windows®10 64-bit or Windows®11 64-bit

Verify that all components are delivered originally by PLS. Note, these components have a label:



1. What is the serial number of the UAD2pro/UAD2next/UAD3+?
2. Which error message do you get?
 - Can't connect Universal Access Device! Proceed with question 3.
 - Target port or adapter not connected! Proceed with question 9.
 - No JTAG client found! Proceed with question 11.
3. Is the LED on the back side of the UAD2pro/UAD2next/UAD3+ blinking?
 - Yes: Proceed with question 6.
 - No: Proceed with question 4.
4. Is the UAD2pro/UAD2next/UAD3+ connected with the delivered 12V/18V power supply?
 - Yes: Proceed with question 5.
 - No: Please plug in power supply! Proceed with question 3.
5. Is the LED blinking when the power supply is replaced by different ones?
 - Yes: The power supply has to be repaired! Please, contact support@pls-mc.com.
 - No: The UAD2pro/UAD2next/UAD3+ has to be repaired! Please, contact support@pls-mc.com.
6. Which interface is used to communicate to the computer?
 - USB/IEEE1394: Proceed with question 7.
 - Ethernet: Connect the UAD2pro/UAD2next/UAD3+ using USB. Proceed with question 7.
7. Is the UAD2pro/UAD2next/UAD3+ visible in the Windows Device Manager?
 - Yes: Please contact support@pls-mc.com.
 - No: Proceed with question 8.

Support Checklist

8. Is USB working on the computer, is the USB communication cable installed correctly and is the driver for the UAD2pro/UAD2next/UAD3+ correctly installed (there must be no question mark in the Device Manager)?
 Yes: The UAD2pro/UAD2next/UAD3+ has to be repaired! Contact support@pls-mc.com.
 No: Please contact support@pls-mc.com.
9. Is the Target Adapter and cable connected to the UAD2pro/UAD2next/Debug Pod?
If using an UAD3+: Is the Debug Pod and cable plugged to UAD3+?
 Yes: Proceed with question 10.
 No: Connect Adapter / Pod / Cable. See further hints in the UDE Manual Appendix.
10. Remove the 40pin cable from Target Adapter and from UAD2pro/UAD2next/Debug Pod. Check the connector of the Target Adapter and the connector of the UAD2pro/UAD2next/Pod. Are there any bend or broken pins?
 Yes: The Target Adapter and/or UAD2pro/UAD2next/UAD3+ Debug Pod has to be repaired! Please contact support@pls-mc.com.
 No: Proceed with question 12.
11. In case of an UAD3+ is used, check if a suitable Extender Pod/Debug Pod configuration is loaded. Note following message in the Message view of UDE®: 'Wrong type of JTAG engine or JTAG engine too old!' See further hints in the UDE Manual Appendix in chapter 'Extender Pod Configuration'.
 Yes: Proceed with question 12.
 No: Follow the hints about 'Extender Pod Configuration'. Proceed with question 11.
12. Is the connection working when the UAD2pro/UAD2next/UAD3+ and step-by-step the JTAG Extender/Debug Pod/Debug Adapter and cables are replaced by different ones (if replacement is available)?
 Yes: Proceed with question 13.
 No: Please contact support@pls-mc.com.
13. In which of the following cases does the connection work?
 If the UAD2/UAD3 is replaced: The UAD2pro/UAD2next/UAD3+ has to be repaired.
 If the JTAG Extender is replaced: The JTAG Extender has to be repaired.
 If the Debug Adapter is replaced: The Debug Adapter has to be repaired.
 If the Debug Pod is replaced: The Debug Pod has to be repaired.
 If the cables are replaced: The cables have to be repaired.
For all of these cases, please complete the form below and send it to support@pls-mc.com.

Support Checklist

Repair case (* fields a mandatory)

Customer name*

Serial number of Universal
Access Device*

Delivery date

Maintenance expiration
date

Adapter serial number*

Short error description*

(Please send beside the
form also pictures, if
available.)

Hardware setup for
debugging/measurement*

RMA number (will be
assigned by PLS)

PLS comments (will be
filled by PLS)