

# Emma User Guide

**SONY**

A faint, light-colored illustration in the bottom right corner of the page. It depicts a mobile phone with a stylized signature or scribble overlaid on it. The phone is shown in a vertical orientation, and the signature is a fluid, cursive-like line that starts from the left and loops around the phone.

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# Getting Started with Emma



Emma is a Sony Mobile application used for updating, customizing and activating phones, tablets, and accessories. These operations are performed in services that are run in Emma.

There is one start mode for devices:

- Flash mode - this is used when "flashing" i.e. updating or customizing a device and for activation of some device models. To set a USB device in flash mode you power it off and then press and hold the Volume Down button (or equivalent) while you connect the device to the USB cable.

For more specific instructions please see the device documentation.

You connect the devices to your computer through different types of connectors (USB cable) depending on the device model and working environment. You need a user name and password to be able to use the application.

## Prerequisites

### Administrator

You must be administrator on your computer to be able to install and run Emma.

### Operating Systems

The following operating systems are supported by Emma:

- Windows 7 SP1 32/64-bit
- Windows 8/8.1 32/64-bit
- Windows 10 32/64-bit

### Other Hardware

Required hardware for using Emma:

- One or more of the following connectors/cables: USB (Micro USB Cable, USB-C Cable).
- A USB Activation Dongle for activation services.

Note: We recommend that the USB cables are connected directly to the computers USB sockets. If a hub is used, it should be a good quality USB 2.0 hub, with external power supply.

### PC Recommendations

Required PC hardware for using Emma.

Requirement	PC	Hardware
Recommended for single flash	2.0 GHz processor	2 GB RAM
Recommended for multiflash	2.5 GHz processor	4 GB RAM

Note: If you do not follow the recommendations Sony Mobile cannot guarantee the functionality.

### Parallel Flashing Recommendations

You can flash up to ten devices at the same time depending on hardware.

### User Types

Depending on what user level you are on you will have different needs on hardware and performance.

User type	Services per day	Example
Low volume	< 1	Single user
Medium volume	< 10	Service center
High volume	> 10	HVC (High Volume Center)

### Network Requirements

Local firewall(s) must allow all traffic to the below addresses.

- [software.sonymobile.com/](http://software.sonymobile.com/)\* port 80 and port 443.
- [cssempla.extranet.sonyericsson.com/](http://cssempla.extranet.sonyericsson.com/)\* port 443.
- CRL (Certificate Revocation List) distribution points:
  - [crl3.digicert.com/](http://crl3.digicert.com/)\* port 80.
  - [crl4.digicert.com/](http://crl4.digicert.com/)\* port 80.

### Internet Bandwidth Recommendations

To guarantee communication with the Emma server a recommended Internet bandwidth has been estimated below. If you do not follow the recommendations Sony Mobile cannot guarantee the functionality.

User type	Recommended Internet Bandwidth
Low volume	1.0 Mbps (available capacity)
Medium volume	4.0 Mbps (available capacity)
High volume	10 Mbps (available capacity)

## Installation

### Installing Emma

Before you can use Emma you need to download and install it on your computer.

1. Go to <https://software.sonymobile.com/> .
2. Click **Download Emma**.
3. In the File Download window, click **Save**.
4. Choose where to save the file.
5. Wait for the download to finish.
6. Browse to where you downloaded Emma.
7. Double click the Emma Setup file. If you see the Internet Explorer - Security window, click **Run**.
8. Read the End User License Agreement, then click **I Agree**.
9. In the Emma Setup window, choose the path where you want Emma to be installed (you should use the default path to simplify support and troubleshooting). Make sure there is no existing Emma installation in the path you choose. Click **Install**.
10. Wait for the installation to finish.
11. In the Emma Setup window, click **Finish**.

**Note:** Additional components may be installed as Emma starts up.

### Uninstalling Emma

If you do not want to have Emma on your computer you can uninstall it.

1. Find Emma in **Add or Remove Programs** or **Programs and Features** (in Control Panel) and select uninstall..
2. In the Emma Uninstall window, click **Yes**.
3. Alternately, go to Emma install path and run uninst.exe

## Start and registration

### Starting Emma

After you have installed Emma you can start the application.

1. In Windows, start from start menu or start screen.
2. Wait for the application to start.
3. The Log in window is shown.

To start using Emma you need to log in. If you are a new user you must first register. If you use a proxy server to access Internet you may need to change your proxy settings.



Emma

User name:

Password:

[New user registration \[Copy URL\]](#)

[Get new password \[Copy URL\]](#)

[Internet options](#)

Note: Login credentials are confidential and must not be shared with others.

Version:2.17.10.201707061547


## Register

You must have Internet access to register as an Emma user.

1. In the Login window, click **New user registration**. This will open a browser window with the new user registration page. If a new window does not open, you can press Copy URL and then paste the link into the browser.
2. In the New User Registration page, enter your information in the fields. There are some mandatory fields that have to be filled out correctly. These are marked with asterisk.
3. Click **Register** (you cannot do this until all mandatory fields are filled out correctly). If something is wrong with the registration an error message is shown. In that case, click **OK** to return to the Login window and if possible start again on step 1.
4. If registration is successful, you will receive an email to verify your email address. To do so, press the link in the email.

You need to contact your Sony Mobile representative in order to activate your account. Please remember to provide your username. You can log in when your account has been activated and your email has been verified. For internal users see the Emma Team site.

### Emma User Registration

<b>Username*</b>	<input type="text" value="Username"/>
<b>First name*</b>	<input type="text" value="First name"/>
<b>Last name*</b>	<input type="text" value="Last name"/>
<b>Email*</b>	<input type="text" value="Email"/>
<b>Company*</b>	<input type="text" value="Company"/>
<b>City</b>	<input type="text" value="City"/>
<b>Zip code</b>	<input type="text" value="Zip code"/>
<b>Country*</b>	<input type="text" value="Select a country"/>
<b>Phone</b>	<input type="text" value="Phone"/>
<b>Password*</b>	<input type="text" value="Password"/>
<b>Confirm password*</b>	<input type="text" value="Confirm password"/>
<b>Spam control*</b>	<input type="checkbox"/> I'm not a robot  <small>Please confirm that you are a human.</small>

## Log in

Emma will first try to log in on the server, but if no server connection is available local log in will be attempted. Local log in will only work if you have logged in on the server before.

1. In the Log in window, enter your user name and password in the fields.
2. Click **Login**.
3. Wait for the application to start. If something is wrong with the log in an error message is shown. Try to follow the suggestions. Click **OK**.

## Forgotten Password

If you forget your password you can apply for a new one to be sent to your e-mail address.

You must be online to get a new password.

1. In the Log in window, click **Get new password**. This will open a browser window with the Get new password page. If a new window does not open, you can press Copy URL and then paste the link into the browser.
2. In the Get new password page, enter your user name and e-mail address.
3. Click **Submit**.
4. An information window tells you that an email with instructions has been sent. If something went wrong an error dialog is shown. Follow the suggestions and start again with step 1.

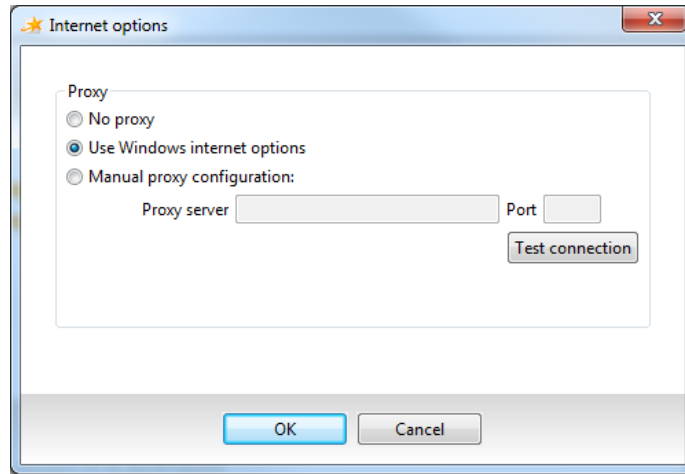
## Changing Password

If you are online and already logged in you can change your password in the Change Password dialog window.

1. Click **Tools > Change Password...** in the Main menu.
2. Enter your old password in **Old Password**.
3. Enter your new password in both **New Password** and **Confirm Password**.
4. Click **OK**.

## Changing the Proxy Settings

If you use a proxy server to access Internet you may need to change your proxy settings.



1. In the Log in window, click **Internet options**.
2. Change the settings to the one that applies to you. If you choose Manual proxy configuration you must enter the proxy servers name and port number in the fields.
3. Click **OK**.

## Network connections

### Working Online/Offline

If you work online it means that Emma communicates with the server and has access to all services. Services that you have used online are stored locally (except for the Activation service and Theft Protection Unlock service) and you may later use them when you work offline.

1. Emma will always be in online mode if Emma can communicate with the server.
2. If the server cannot be reached Emma will be in offline mode but will automatically go online when the communication with the server has been restored.

### Enabling peer-to-peer (P2P)

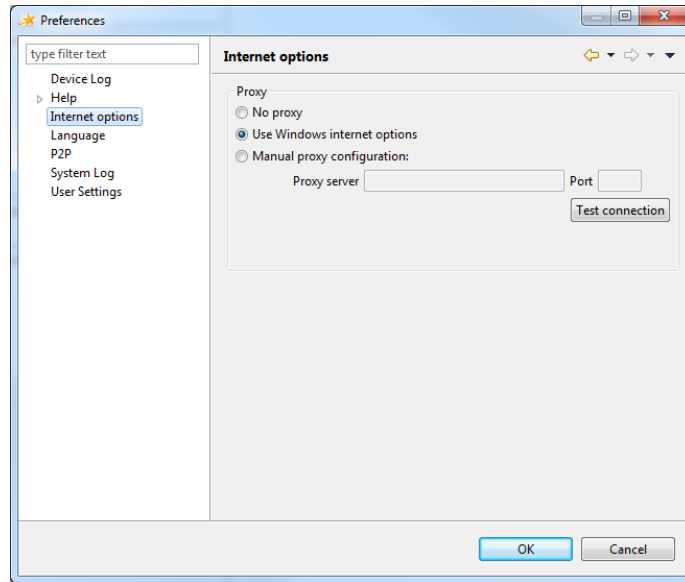
If you want to download files you can get them from a neighboring Emma user, a so called peer, instead of downloading them from the server. A neighbor is a computer behind the same router or firewall.

1. Click **Tools > Preferences** in the Main menu.
2. In the Preferences window, click **P2P** in the menu to the left.
3. Choose **Use Peer-to-peer file sharing to share software files with users in your local network** to share files with your peers.
4. Click **OK**.



## Changing the Proxy Setting

If you use a proxy server to access Internet you may need to change your proxy setting. The default setting, Use Windows internet options, will work for most users.



1. Click **Tools > Preferences** in the Main menu.
2. The “Use Windows internet options” is used by default for user to contact to server, change the settings to the one that applies to you.
3. Click **Test connection** to check if the network is active.
4. Click **OK** if the network is active.

## Help Information

### About Emma

New versions of Emma are released on a regular basis (you do not need to install these since Emma will update automatically). If you need to send in an error report it is important to know what version you are using.

1. Click **Help > About Emma** in the Main menu.
2. In the About Emma window you can see information about the version.

### About the User Guide

The documentation for using Emma is found in this User Guide. Help topics are updated periodically. The User Guide exists as an online help and as a printable document.

- For the online version: Click **Help > Help Contents** in the Main menu, or Click **Help > Search** to search for a specific subject.
- For the printable version: Go to <https://software.sonymobile.com/>.

## Updating Emma

Emma will update to the latest version every time you login and periodically check for updates in the background. You can also manually check for updates.

1. Click **Help > Check for Updates** in the Main menu.

If an update exist, Emma will download the update(s) and restart.

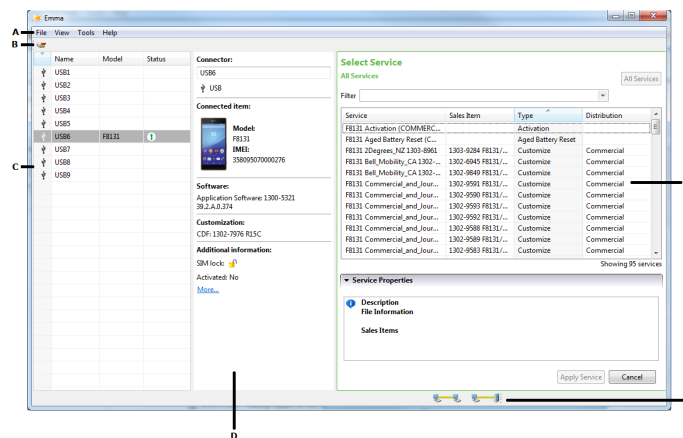
# Understanding the Work Area

## Work Area

The Emma work area consists of a Connector overview frame, a Connector Details frame, a Service Details frame, a Main menu, a Toolbar and a status bar.

Note: If you start Emma for the first time or there are no registered connectors, the Service Details section shows instructions on how to use Emma.

In the picture below the user has registered connectors, selected a service and identified a device.



A. **Main menu:** The content in the Main menu can differ depending on your user permissions.

B. **Toolbar:** Shows a number of shortcuts to some functions.

C. **Connector Overview:** A list of all registered connectors.

D. **Connector Details:** If you click on a connector in Connector Overview, information about it and the connected device is shown here.

E. **Status Bar:** This area contains information about devices being connected and network status (working online/offline and peer-to-peer status).



F. **Service Details:** Either this area shows general instructions on using Emma or a list of available services. When running a service, information about the progress will be shown here.

# Connectors

There are a number of different connectors/cables you can use with Emma: USB.

## Connector Overview

In Connector Overview you can find information about registered connectors and devices that are connected to them.

A	B	C	D
	Name	Model	Status
	USB1	K850i	






A. **Connector Icon:** Shows the type of connector

Icon	Connector Type
	USB

B. **Name:** The connectors name.

C. **Model:** The model of the connected device. It is only shown after identification.

D. **Status:** The status can either be a progress bar or an icon

Icon	Status
	Attention needed
	Service completed successfully
	Service failed
	Service aborted by user
	Progress bar

Note: Connectors can be sorted by clicking one of the column headers. If you click the same header again the sorting order will be reversed.

## Connector Details

If you click on a connector in the Connector Overview, information about it and the connected device (if any) will be shown in the Connector Details area.

**Connector:**


USB1

A USB

---

**Connected item:**

B



**Model:**  
G8141

**IMEI:**  
357838080151782


---

**Software:**  
Application Software: 1306-8499 45.0.A.1.244

---

**Customization:**  
CDF: 1308-5326 R6A

---

**Additional information:**  
SIM lock:   
Activated: No  
[More...](#)

A. **Connector:** Information about the connector, name, type etc.

B. **Connected Item:** Information about the connected device, model, IMEI, Software, Customization and Additional information

## Connecting a Connector

1. Make sure that the battery on the device is fully loaded.
2. Power off the device.
3. Remove and reinsert the battery.
4. Connect the device (or other device) to the connector. Press and hold the Volume Down button (or equivalent) if it is a USB device.
5. Emma will automatically suggest a connector name.
6. In Service Details, a text informs you of the identifying progress.
7. The locally stored services (services that you have downloaded before) that corresponds to this device can be found under Service Details. If locally stored services are empty new ones can be downloaded/updated from the server.
8. You can now flash the device. See [Running a Service](#) on page 17 .

## Deregistering a Connector

If you have no need for a connector you can deregister it. If you are running a service with the connector you cannot deregister it until the service is finished.

1. Choose a USB connector in Connector overview.

2. Click the Deregister Connector icon in the Toolbar.



3. In the Deregister Connector window, click **Yes**.



## Renaming a Connector

You can rename a connector after you have registered it.

1. Choose the connector in Connector Overview.
2. Click in the field with the connector name in Connector Details.
3. Change the name and press ENTER.

## USB

USB cables are used by all devices.

	Micro USB Cable
	USB C Cable

When working with a USB cable you should follow this work order:

1. Connect a device to the USB cable.
2. Connect the USB cable to your computer.
3. Register the USB connector (only needed once per port).
4. Flash the device.

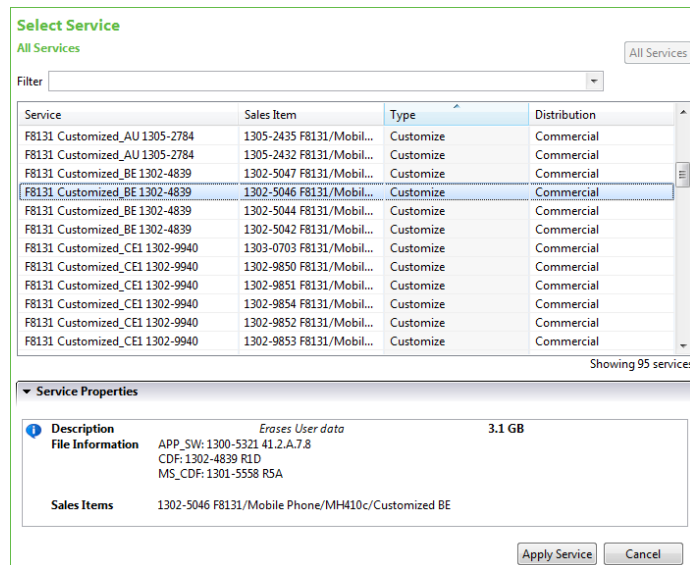
Note: You do not have to install drivers for the USB cable. They are installed automatically by Emma.

# Services

Services is the main function in Emma.

## Service Details

Service Details can show different types of information, progress of identification, the Service list, prompts when running a service, start mode buttons, etc. When identifying, running a service etc. a service log is shown at the bottom of Service Details.



## Service List

The Service list in Service Details shows services that are available locally (that you have used or downloaded before) and match the identified device. When you have made a search, the list shows services that can be downloaded.

## Sorting the Service List

If you sort the service list it is easier to find what you are looking for.

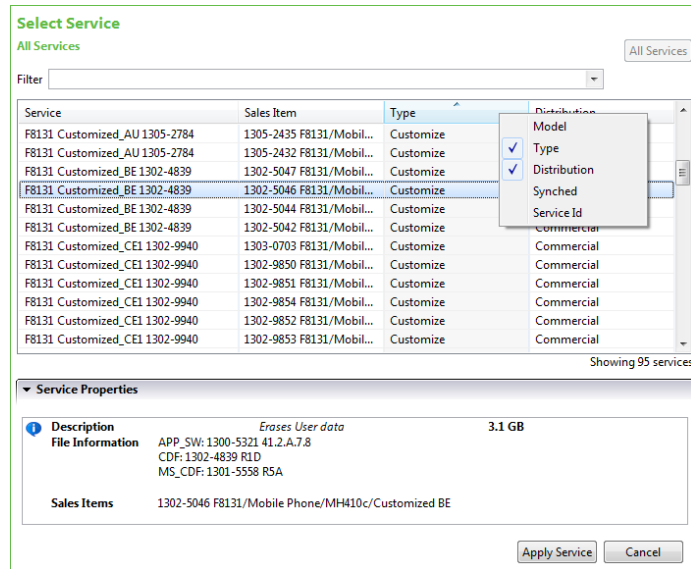
1. Click on one of the column headers to sort the list based on that column. The column is sorted in an ascending order.
2. If you click on the same column header again you get a descending sorting order. The current sorting is indicated by an arrow in the column header.

## Changing Columns in the Service List

You can also choose which columns you want to be present.

1. Right click on the Show or Hide column button under the All Services button.

2. Select which columns you want to be present.



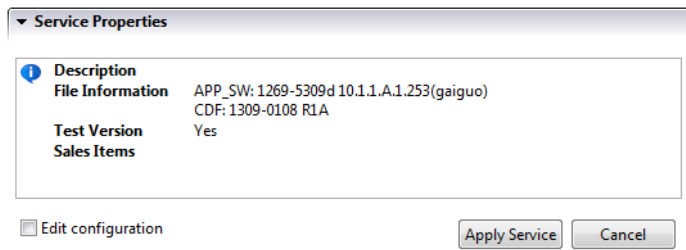
### Filtering the Service List

To make it easier to find a service you can filter the service list.

1. Enter your search terms in the field Filter Results at the top of the service list. (Use space to separate words, filtering is not case sensitive.)
2. The service list is updated as you enter each character.

### Service Information

When you click on a service in the Service list, information about it is shown at the bottom of Service Details under Service Properties.



### Service Types

Services you can use in Emma.

Service	Description	Impact on user data
Customize	Includes a full software flash and will also change customization data. After running this	All user data is erased.



Service	Description	Impact on user data
	service you need to run an activation service to unlock the unit.	
Activation	Unlocks the device (SIMLock). Online service only. <b>Note:</b> USB Activation dongle is required to run this service type.	
Refurbish	Refreshes all customization data and sets the unit to factory default. Pre-loaded content is also refreshed. Includes a full software flash but will not change the customization. Device model and the customization will determine which services are available.	All user data is erased, including user data on built-in "SD card" where applicable.
Software Update Content Erase	Refreshes all customization data and sets the unit to factory default. Pre-loaded content is <b>not</b> refreshed. Includes a full software flash but will not change the customization. Device model and the customization will determine which services are available.	All user data is erased, including user data on built-in "SD card" memory where applicable.
Software Update Content Refresh	Refreshes all customization data and sets the unit to factory default. Includes a full software flash but will not change the customization. Device model and the customization will determine which services are available.	All user data is erased, except data on built-in "SD card" memory where applicable.
Software Update	Updates software. The device model and the language, or the customization decide which services are available.	No user data is erased.

Service	Description	Impact on user data
Boot update	Used to update only the boot in the device.	
Theft Protection Unlock	Unlocks the device (My Xperia™ Anti Theft & Google Kill Switch). Online service only. <b>Note:</b> USB Activation dongle is required to run this service type.	
Embedded Test Software	Used to download the Embedded Test Software (ETS) software into the device.	All user data is erased.
QxDm Enable / Disable	Enables and disables QxDm in the device.	
QxDm And USB Debug Enable Once	Enables QxDm and USB debug mode.	
QxDm And USB Debug Disable	Disables QxDm and USB debug mode.	
Set Bootloader status - Locked	Set Locked status to the boot loader.	
Type Approval Mode Enable / Disable	Enables Type Approval Mode.	
Set HW Color ID	Sets HW color value in the SW.	
Aged Battery Reset	Reset "Aged Battery Value", when a battery has been replaced.	

## Running a Service

Services are chosen from the Service list in Service Details. You need to download a service if it is the first time you are using it.

1. Connect a connector to your computer and a device to the connector, see [Connecting a Connector](#) on page 12 .
2. Wait for the identification to finish.
3. Emma automatically shows local services that match the device and shows them in Service Details. If you do not see the service you want, click **All Services** in Service Details. Emma downloads a list of all matching services.
4. Choose a service from the service list in Service Details.
5. Click **Apply Service** in Service Details.
6. If you have not used the service before, the service will be downloaded automatically, otherwise go to step 8.
7. When the download is finished the service will start to run.
8. When the service is running different prompts will be shown in the Service log in Service Details. Some of these need your attention. If this is the case, an attention icon is shown in Connector Overview. Make your choices if the prompts ask you to.
9. In the message window that tells you that the service was successful, click **Done**.

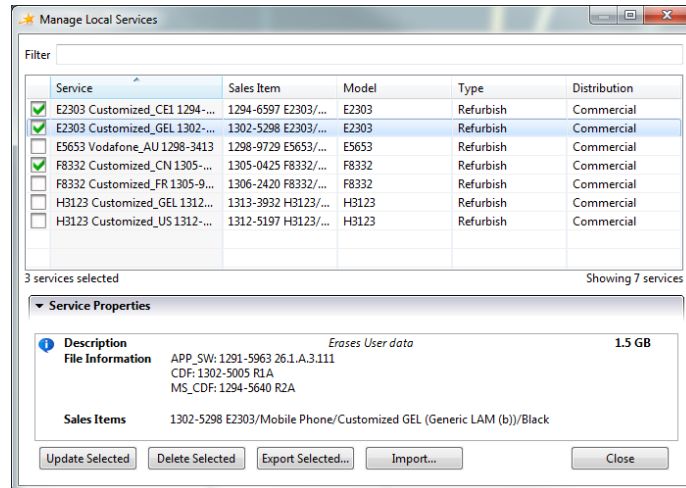
Note: After you have run a service successfully you get the suggestion "Automatically run this service..." in Service details. Mark the checkbox if you want this. This is useful if you want to run the same service on many devices.

## Managing Local Services

Manage the services that you have downloaded to your computer.

## Update/Remove Services

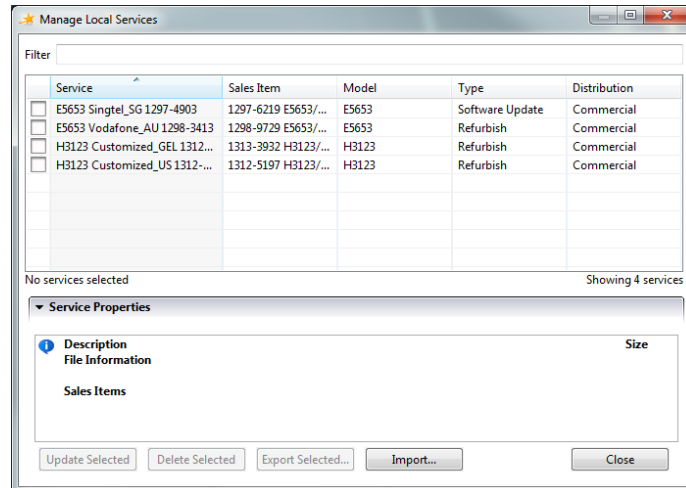
You can update and remove services that you have downloaded to your computer.



1. Click **Tools > Manage Local Services** in the Main menu.
2. In the Manage local services, all services that are stored locally are shown.
3. You can filter the list by entering any number of characters in the field Filter list.
4. Choose a service by clicking in its checkbox. You can choose several services.
5. To update a service, click **Update Selected**. To remove a service, click **Delete Selected**.
6. If you choose to update a service and there is an available update, downloading will start automatically after clicking **Update selected**

## Importing Services

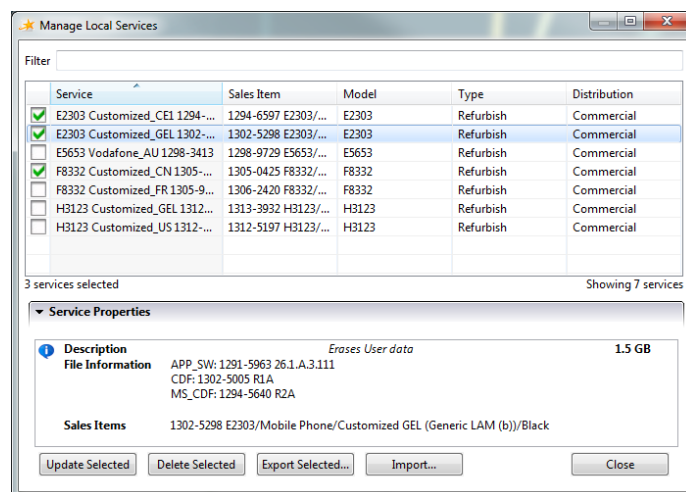
You can import services that you have downloaded and exported to an local service archive (.essa) file



1. Click **Tools > Manage Local Services** in the Main menu.
2. To Import services, click **Import...**
3. Choose an exported file to import. Emma will only accept files that has .eesa as file ending.
4. Click **Open**

## Exporting Services

Exporting services to an Local Service Archive (.essa) file. The Exported Local Service Archive file can later on be used to import these services in Emma.

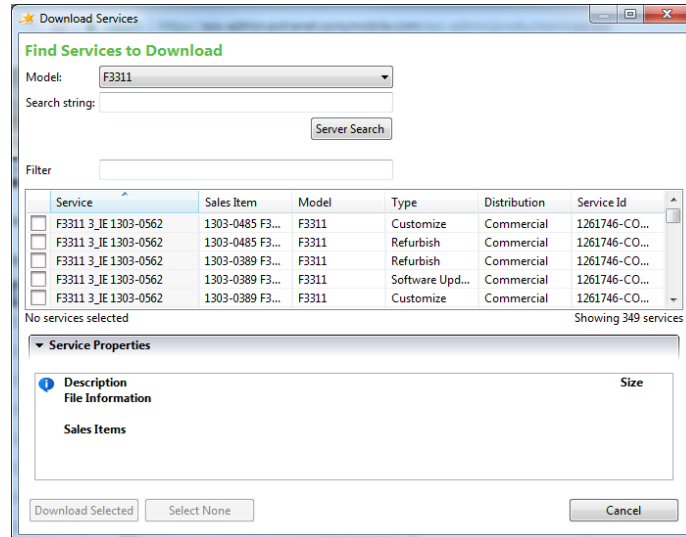


1. Click **Tools > Manage Local Services** in the Main menu.
2. In the Manage local services, all services that are stored locally are shown.
3. You can filter the list by entering any number of characters in the field Filter list.
4. Choose a service by clicking in its checkbox. You can choose several services.
5. To export these service(s), click **Export Selected ...**
6. Choose a folder and a file name for the local service archive (.essa) file.

7. Click **Save**

## Downloading Services

You can download most services to your computer. After a service has been downloaded it is available in the Manage Local Services window.



1. Click **Tools > Download Services** in the Main menu.
2. In the download service windows, use **Model** to search service. Select one model and click **Service search** to start search. All services matching the search are shown in the list. You can filter the list by entering any number of characters in the field **Filter**.
3. Choose the service you want to download. You can choose several services at the same time.
4. Click **Download Selected**.
5. In the Downloading window you can follow the progress.

## Aspects of large files

When a service is downloaded for the first time, Emma will also download all required files, e.g. device software files. For some device models the required files may be very large, up to several GB. In locations with limited bandwidth, download times can be several hours. To mitigate problems that can result from long download times, the Emma user is advised to consider the following alternatives:

1. Download services in advance (see [Downloading Services](#) on page 20 ). A download can be initiated to run off-hours, e.g. over night. The user would then not need to wait for the files to download before the service in question is applied.
2. In an environment where Emma is used on several PCs, make sure the P2P feature is enabled (see [Enabling peer-to-peer \(P2P\)](#) on page 7 ) on all PCs on the local network. When using P2P, Emma running on PC (A) may provide a large file to an Emma instance running on another PC (B) on the same local network. Emma running on B would then not need to download the file from

the Internet. Note however that this works only if Emma running on A has downloaded the file completely.

# Security

You need an USB Activation dongle when you run the Activation service. Service cards are no longer supported by Emma.

## USB Activation dongle

You need a dongle to use the Activation service. If you enter an incorrect password (PIN code) three times, the dongle will stop to function. Please note that the dongle solution requires administrator access on some OS configurations.

## Installing Software for Activation Dongle

You need to install Middleware for the Activation dongle to work. Please uninstall any previous versions of SafeSign or RaakSign before continuing with the installation.

1. Go to <https://software.sonymobile.com/> .
2. Under **Downloads**, click **Activation Dongle Software**.
3. If the File Download window is shown, click **Save**.
4. Choose where to save the file. Click **Save**.
5. In the Download complete window, click **Close**.
6. Extract the file and choose where to save it.
7. Go to the folder where the files were extracted.
8. Double click on the file SafeSign-Identity-Client-3.0.33-user.exe.
9. Follow the instructions to install the Middleware on your computer.

## Getting a New PIN code

If you enter the wrong PIN three times the dongle will be locked.

A popup window will display that the dongle is locked, and you need to contact your local SOMC Customer Service representative in order to have the PIN reset. Forgotten PIN can be retrieved by contacting your local SOMC Customer Service representative.

## Testing the Activation Dongle

By visiting the Dongle test page you can test the activation dongle.

1. Connect Activation Dongle to the computer.
2. Go to <https://cssempla.extranet.sonyericsson.com/> , using Internet Explorer.
3. In the Choose a digital certificate window, click **OK**.
4. In the Enter PIN window, enter your PIN code, click **OK**.
5. If a test page is shown the activation dongle is working properly.

# Tutorials

Below is a list of tutorials that will help you get started using Emma. Before going through the tutorials, it is helpful to know how the work area, connectors and services work.

## Flashing Devices

How to flash devices in Emma.

1. Connect a powered off device to a connector while holding down the Volume Down button (or equivalent) on the device while connecting.
2. Wait for Emma to identify the device. When identification starts you can release the Volume Down button (or equivalent).
3. Emma automatically makes a local search for services. When the identification and search has finished, the list is shown in Service Details.
4. If the service you want is not in the list, click **All Services** in Service Details. Emma downloads a service list to Service Details.
5. Choose a service from the list. Click **Apply Service** in Service Details.
6. If the service requires an USB Activation Dongle, enter the PIN code.
7. Wait for the service to finish.
8. Disconnect the device.

## Customizing Devices

To customize a device use a Customize service.

1. Run a Customization service (gives the device a new customization and locks it).
2. Run an Activation service (unlocks the device).

## Running a Customize Service

1. Connect a connector to your computer.
2. Make sure that the battery is fully charged.
3. Power off the device.
4. If possible, remove and re-insert the battery.
5. Connect the device to the connector/cable while holding down the Volume Down button (or equivalent) on the device when connecting.
6. Wait for the identification to finish.
7. If you see the customization service you want in Service Details go to step 8. Otherwise click **All Services** in Service Details.
8. Click on the customization service you want in the Service Details.
9. Click **Apply service** in Service Details.
10. Wait for the service to finish.
11. Disconnect the device from the connector.
12. Power on the device to make sure it works.
13. After a Customize service has been used an Activation service must be run.



## Running an Activation Service

1. Connect a connector to you computer.
2. Make sure that the battery is fully charged.
3. If possible, remove the battery.
4. Remove the SIM Card.
5. If removed, reinsert the battery.
6. Connect the device to the connector/cable while holding down the Volume Down button (or equivalent) on the device when connecting.
7. Wait for identification to start.
8. If you see the Activation service in Service Details go to step 9. Otherwise click on **All Services** in Service Details.
9. Click on the Customization Activation service in Service Details.
10. Click **Apply** service in Service Details.
11. If it is the first Activation service you are running you must enter the USB activation dongles PIN code (later Activation services will not require the dongle PIN code until Emma is restarted).
12. Wait for the service to finish.
13. Disconnect the device from the connector.
14. Power on the device.
15. Press **\*##SERVICE##\*** on the device to go to the Service menu
16. In the Service menu, go to **Service info > SIM lock** and check that the locks are unlocked. Most locks will be unlocked after the Activation. If the locks are locked and the digits are all zeroes, then the Activation has failed.
17. Power off the device.

## Parallel Flashing of Devices

It is recommended that no more than eight devices be flashed at the same time.

1. Connect the device to the connector.
2. Connect the next device. Repeat for each new device.

# Troubleshooting

## Recommendations for Successful Use of Emma

Batteries:

- Make sure that the battery is fully charged, or use a dummy battery.
- If possible, before running a service, remove the battery from the device and insert it again.

Services:

- Run Emma online to get access to the latest services.

## Log in Problems

What to do if you have problems logging in.

1. The first log in after installation has to be done online (for each user account). Therefore make sure that you are connected to the Internet.
2. If you use a proxy to access Internet you may have to change the proxy settings. In the Login window, click **Internet Options** to open the Proxy Configuration window, see [Changing the Proxy Settings](#) on page 6 .

## Identification Problems

What to do if identification fails.

Problem	Possible cause	Solution
The connector icon is not shown in Connector Overview.	You have not registered the connector or you have deregistered the connector.	Connect a device to the connector. Wait for identification to start. Register the connector.
The connector icon is shown in Connector overview but identification of the device fails.	There is a connection problem.	Disconnect the device, if possible remove and reinsert the battery. Make sure the device is fully charged. Try another USB port and / or another USB cable. Connect the device to the connector.

## Service Problems

What to do if you have problems with the Service list or running a service.

Problem	Possible cause	Solution
In Service Details, the button All Services is greyed out.	You have lost connection to the server, or a server search has been made automatically and is not needed again.	Check your network connection. If problem persists it is still possible to keep working in offline mode.
When you connect a powered off the device starts charging or is turned on.	The device was not powered off, it was powered on and had entered file share mode, or you did not press and hold the Volume Down button (or equivalent).	Disconnect the device. Remove and reinsert the battery (if possible). Connect the device to the connector holding the Volume Down button (or equivalent). On Android devices a hard boot may help. Press and hold the Volume Up button and Power button until the device vibrates three times.

## Activation Dongle Problems

What to do if you have problems using the USB Activation dongle.

Problem	Possible cause	Solution
Activation fails, network problems.	Firewall, proxy.	With the dongle connected to your computer, go to <a href="https://cssem1a.extranet.sonyericsson.com/">https://cssem1a.extranet.sonyericsson.com/</a> using Internet Explorer. You should be asked to enter the Dongle PIN code. A test page should appear. If you need specific SSL proxy settings, click Tools > Preferences in the Main menu.
Activation fails, dongle problems.	No dongle, no dongle driver, no Middleware.	If there was no problems with the network but you are still not prompted with a PIN, make sure that you have installed the Dongle driver and Middleware.
Activation fails, and you have had more than one dongle connected to the computer.	Even if a dongle is removed, Windows keeps information about it. This causes the program to sometimes choose a removed dongle rather than the one plugged in.	Restart your computer or follow the steps below.

1. For Windows 7, click **Start > Run** . For Windows 8 goto start screen.
2. Type `mmc`. Press Enter.

3. In Microsoft Management Console, click **File > Add/Remove Snap-in** in the menu.
4. In the Add/Remove Snap-in window, click **Add**.
5. In the Add Standalone Snap-in window, choose **Certificates** and click **Add**.
6. In the Certificates snap-in window, choose **My user account** and click **Finish**.
7. In the Add Standalone Snap-in window, click **Close**.
8. In the Add/Remove Snap-in window, click **OK**.
9. Under Console Root in the Microsoft Management Console, choose **Certificates - Current User > Personal > Certificate** .
10. This will display the list of dongles that your computer is aware of.
11. Right click on the dongle(s) that you want to remove and choose **Delete**.

## Removing USB Devices

USB devices can be removed either manually or automatically.

### Removing a USB Device

If you for some reason need to remove a USB device you can do that via the Control Panel in Windows. USB devices not currently connected cannot be seen. To show these devices follow steps 1 to 2. Then, to remove them follow steps 3 to 7.

1. At a command prompt, type: `set devmgr_show_nonpresent_devices=1`
2. Press ENTER.
3. In Windows, press **Windows key** and **Pause/Break** and navigate to the System Properties window.
4. In the System Properties window, click the tab **Hardware**.
5. Click **Device manager**.
6. Click **View/Show hidden devices**.
7. Delete the greyed out devices.

# Support

## Support Functions

Where to turn for support support and error handling in Emma.

Support function	Errands
<a href="#">Emma support page</a>	<ul style="list-style-type: none"> <li>• Missing or incorrect software.</li> <li>• When the upgrade/service run in Emma is OK, but there is problem with the device afterwards.</li> <li>• Other problems than listed above</li> <li>• Feedback and questions about Emma</li> </ul>

## Reporting an Error

If it is impossible to fix the problem or if something is obviously wrong you can send in an error report.

1. Close Emma.
2. Disconnect all connectors that you do not use (this is to minimize the size of the log file.)
3. If possible, remove the battery from the device and reinsert it. Make sure that the battery is fully charged.
4. Start Emma.
5. Reproduce the error, run the service on the device until you get the error you want to report.
6. Remove the device.
7. Please note update session ID that is printed in the Service Log.
8. If possible, please also take a screen shot of the issue.
9. Export the log files by selecting Collect logs... in the Help menu
10. Go to <https://software.sonymobile.com/> .
11. Under "Support", click "Make a support request".
12. Here you can find the support function that is suited for you.
13. Describe the fault as detailed as possible, add screenshots and the update session ID.
14. Send in the error report and a copy of the log file.

## Finding the Emma Log File

If you want to send in an error report you must include the Emma log file.

You can export the Emma log files from your installation by selecting Collect logs... in the Help menu in Emma.

## Emma Log Level

The Emma log is used for troubleshooting.

### Setting the Emma log level

You can change how much information you want Emma to record in the log file.

1. Click **Tools > Preferences** in the Main menu.
2. In the Preferences window, click **System Log** in the menu to the left.
3. Choose how much information you want to be saved by the log file.
4. Click **OK**.

### Emma Log Levels

The log file is encrypted and if you want it analysed you must send it to support.

Emma log level	Description
Standard	Almost every activity is logged. This is the setting you should use when you want to send an error report.
Full	Full activity logging. Only use this setting if instructed by Support.

Since the level affects how much information that is recorded, a log level set to Full logging can slow down Emma.