Chapter 11 Troubleshooting

This chapter describes various error contents expected in system operation and their causes to make diagnoses on and take action against. Tables in Section 11.1 below show the case the module is in abnormal operation. The troubleshooting will be guided in Section 11.2 according to each error code of the tables.

11.1 Abnormal operations

[Table 11.1] Hardware and system error (Refer to Appendix ' LED indication during abnormal operation ')

Error code	Error indication	Error contents
ERR-1	Error code (1-11) of LED converted into decimal value.	Hardware error
ERR-2	Error code (5, 7) of LED converted into decimal value.	System

[Table 11.2] Communication command operation abnormal (Refer to Appendix 'LED indication during abnormal operation')

Error code	Error indication	Error contents
ERR-3	Error contact of GMWIN function block command for user-defined communi-cation becomes On, and status value is not 0.	User-defined function block error becomes On, or NDR of communication command dose not become 1.

[Table 11.3] Error during RX monitor operation of frame editor

Error code	Error indication	Error contents
ERR-4	[No received data] message occurs from the beginning during requesting of RX monitor start	Incorrect frame definition by frame editor, or disagreement between communication command and frame, or incorrectly connected cable.
ERR-5	Monitor data is not correctly received during RX monitor operation	Bad cable connection, or disagreement of basic parameters between communication stations.

[Table 11.4] Error during TX monitor operation of frame editor

Error code	Error indication	Error contents
ERR-6	[No sent data] message occurs from the beginning during requesting of TX moni-tor start	Incorrect frame definition by frame editor, or disagreement between communication command and frame, or incorrectly connected cable. (Bad connection with communication module) CPU or communication module error
ERR-7	Monitor data is not correctly received during TX monitor operation	• Bad cable connection. • Disagreement of basic parameters between PC and communication module.

[Table 11.5] NAK transmission during slave communication in dedicated mode

Error code	Error indication	Error contents
ERR-8	NAK frame is sent to as response to request frame of other station. (NAK LED(4,12) of Cnet I/F module flashes)	• Protocol disagreement of dedicated communication frame. • Bad cable connection. • Disagreement of communication basic parameters

[Table 11.6] No response during slave communication in dedicated mode

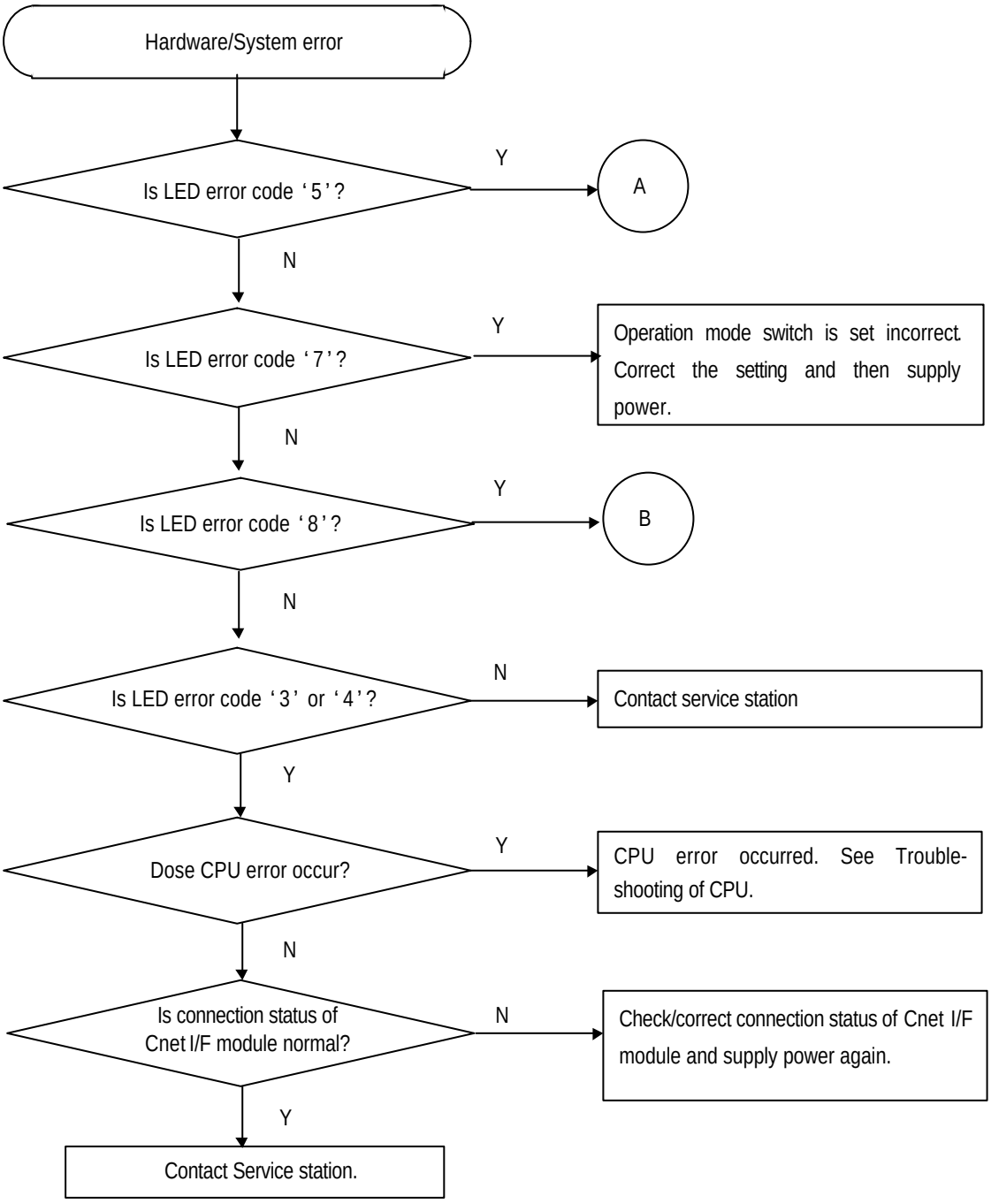
Error code	Error indication	Error contents
ERR-9	No response is sent to request frame of other station.	• Incorrectly specified station No. of frame editor. • Bad cable connection.

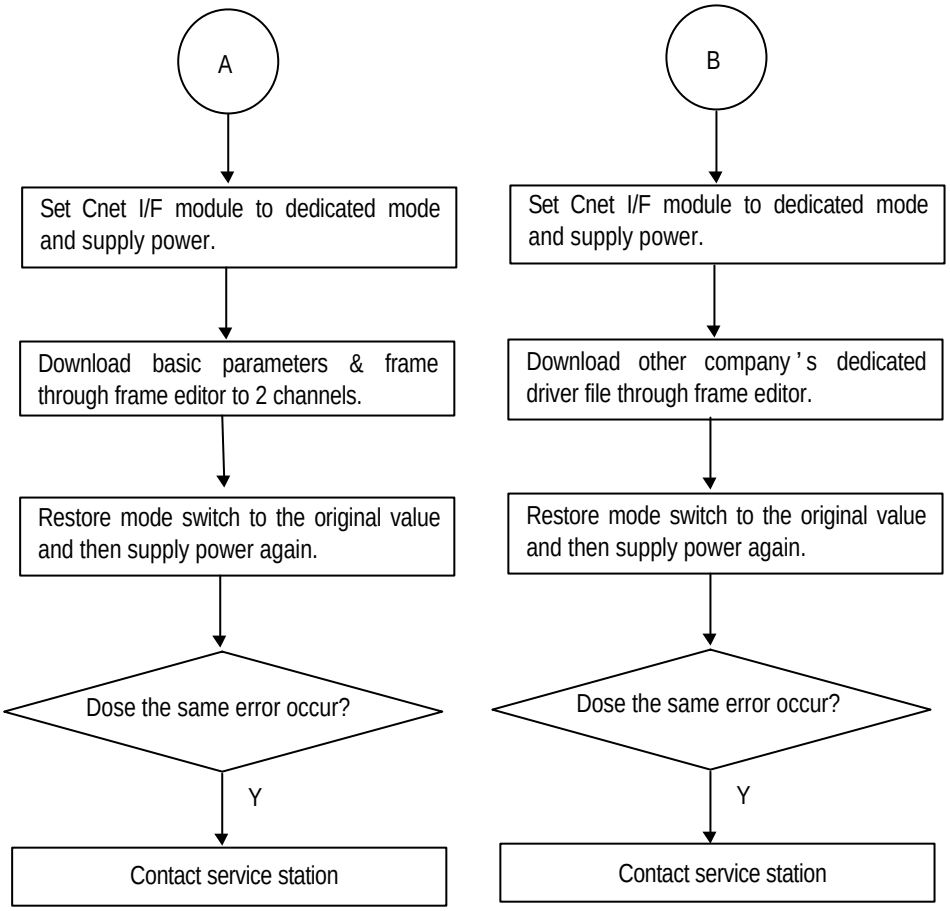
[Table 11.7] GMWIN connection error

Error code	Error indication	Error contents
ERR-10	Modem connection and initialization are not performed.	• Operation mode setting error in Cnet I/F module. • Disagreeable initialization command of modem. • Bad connection with cable and telephone line.

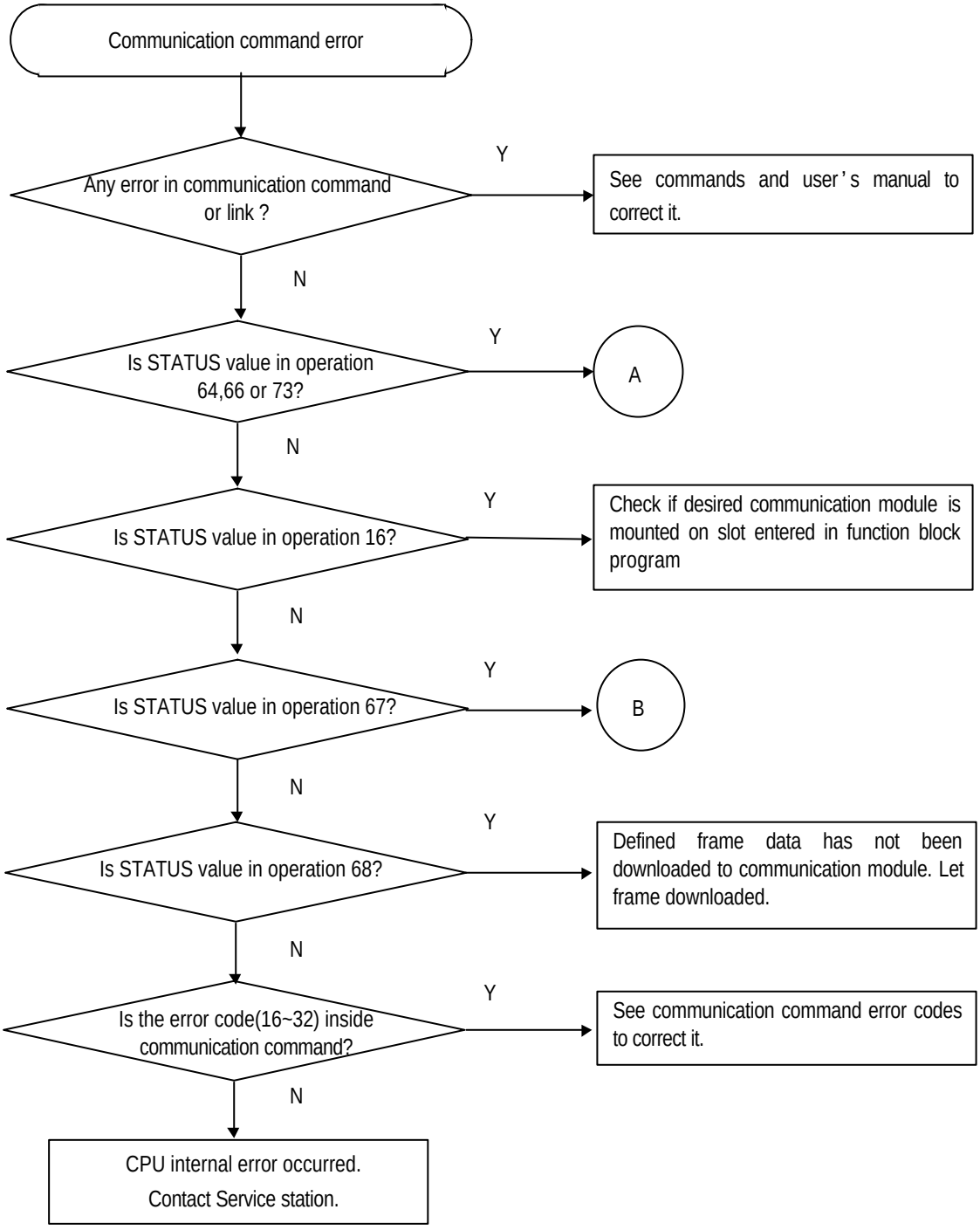
11.2 Troubleshooting by each error code

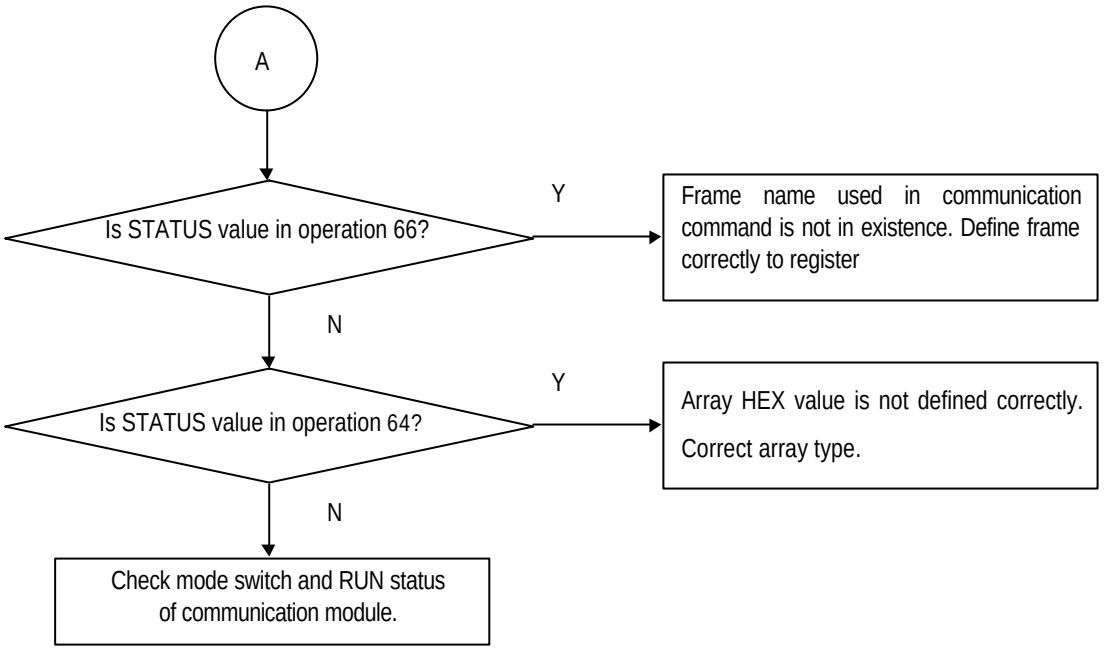
11.2.1 Error code ERR-1, ERR-2 : Hardware & System error

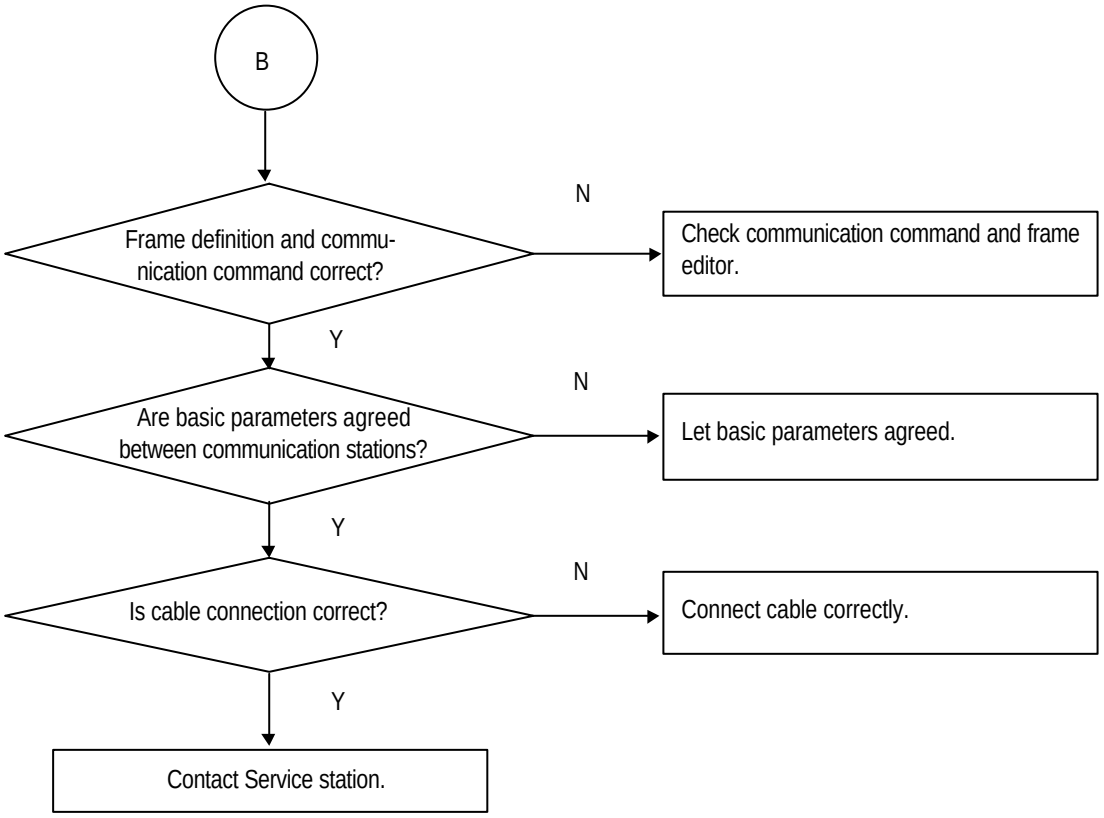



A
Set Cnet I/F module to dedicated mode and supply power.
Download basic parameters & frame through frame editor to 2 channels.
Restore mode switch to the original value and then supply power again.
Dose the same error occur?
Y
Contact service station
B
Set Cnet I/F module to dedicated mode and supply power.
Download other company's dedicated driver file through frame editor.
Restore mode switch to the original value and then supply power again.
Dose the same error occur?
Y
Contact service station

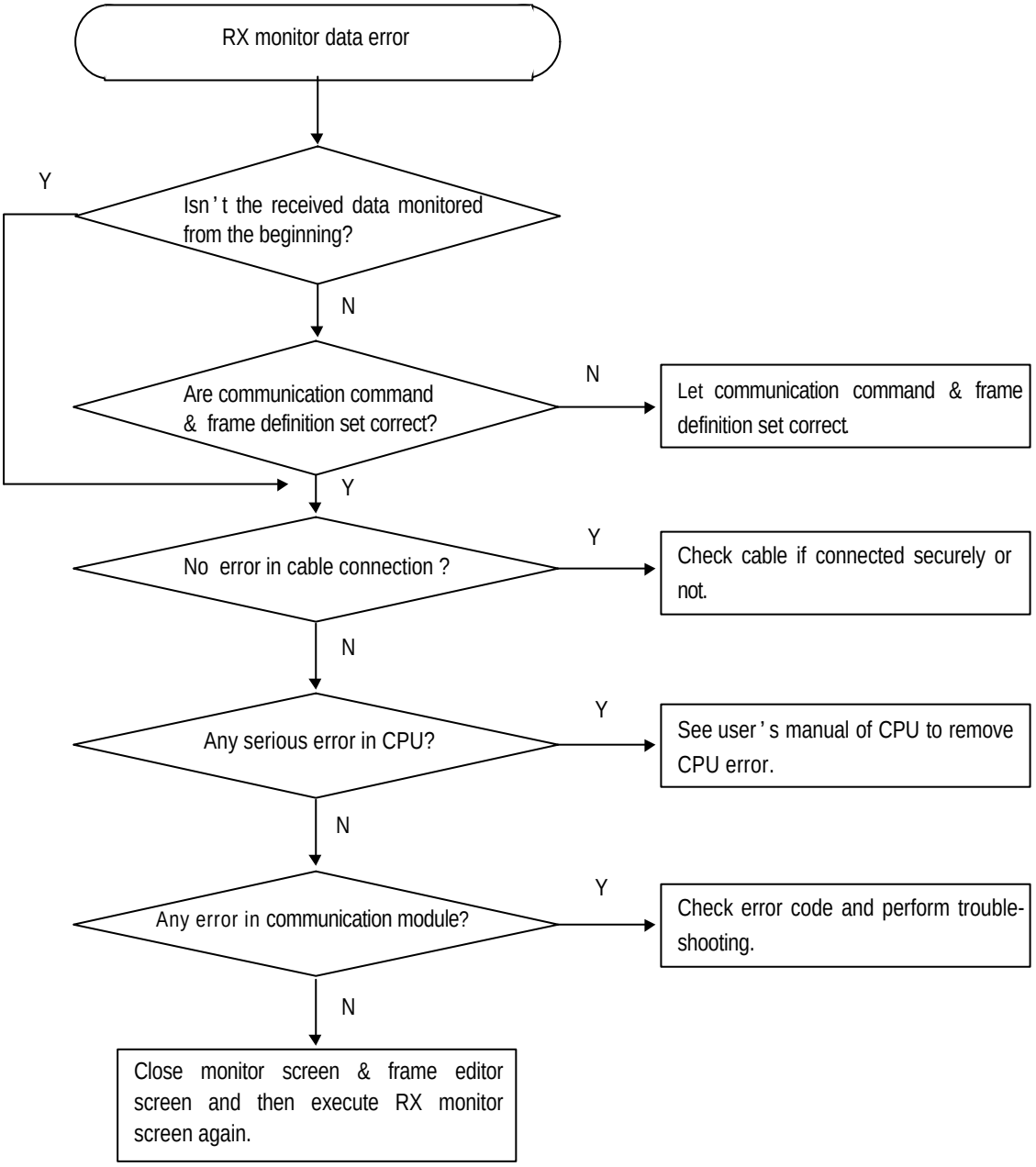
11.2.2 Error code ERR-3 : Communication command error



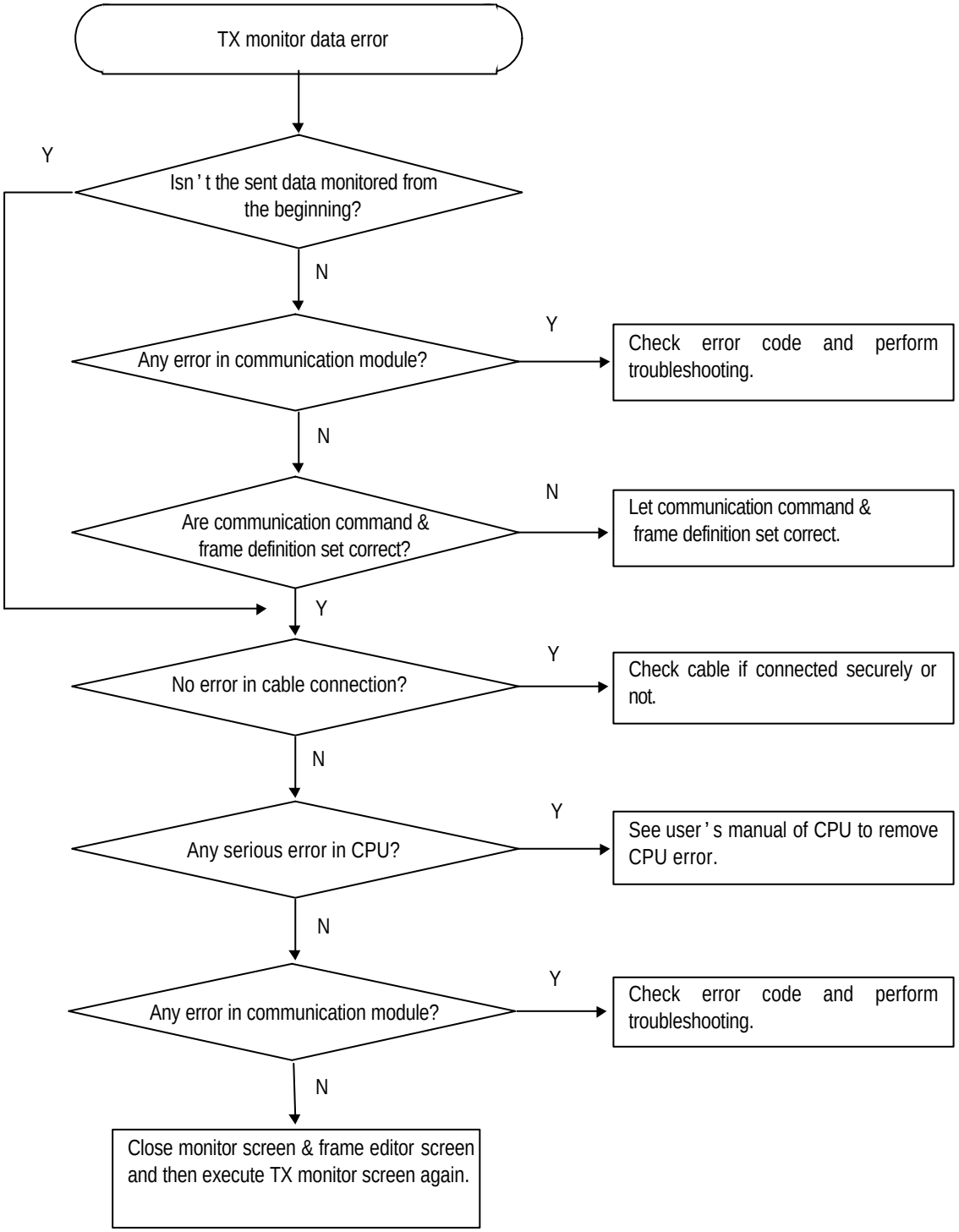

A
Is STATUS value in operation 66?
Y
Frame name used in communication command is not in existence. Define frame correctly to register
N
Is STATUS value in operation 64?
Y
Array HEX value is not defined correctly.
Correct array type.
N
Check mode switch and RUN status of communication module.


B
Frame definition and commu-nication command correct?
N
Check communication command and frame editor.
Y
Are basic parameters agreed between communication stations?
N
Let basic parameters agreed.
Y
Is cable connection correct?
N
Connect cable correctly.
Y
Contact Service station.

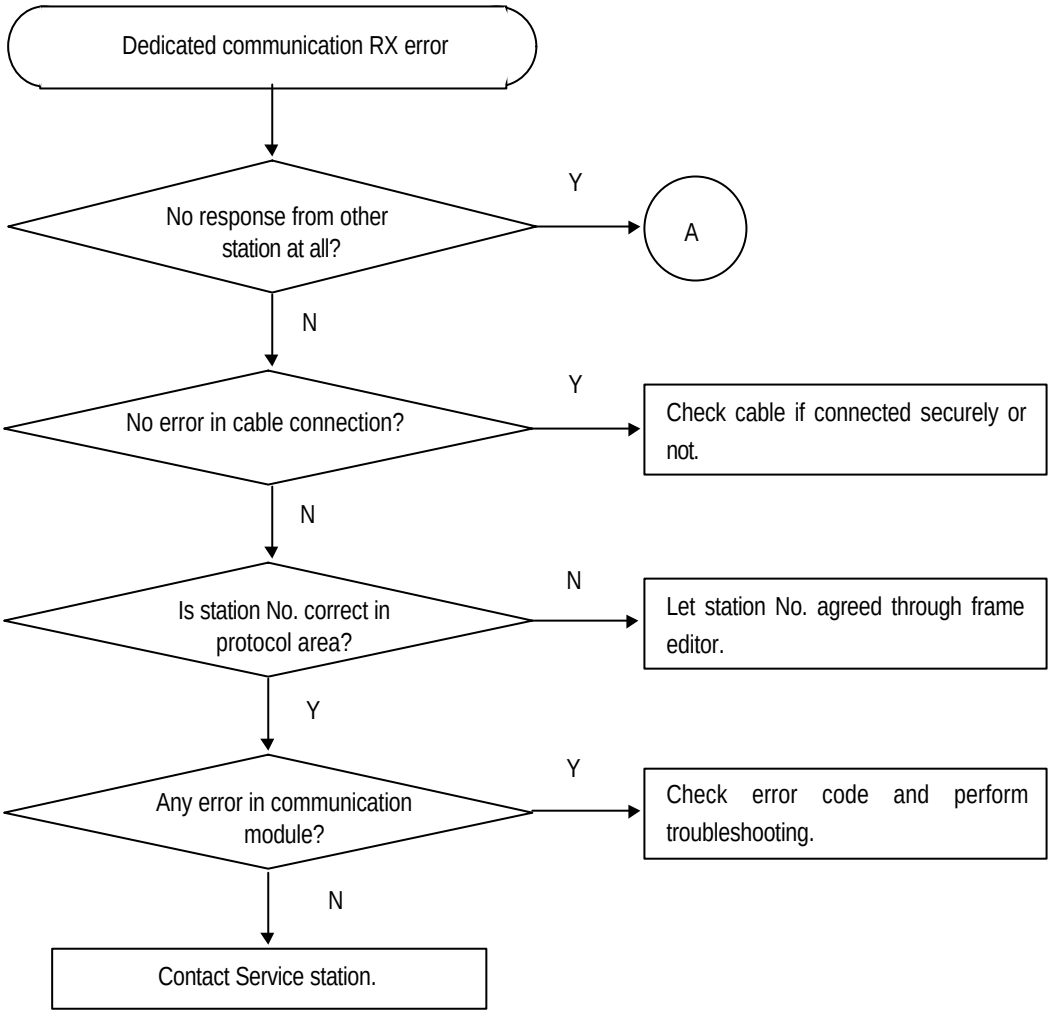
11.2.3 Error code ERR-4, ERR-5 : Receive monitor data error

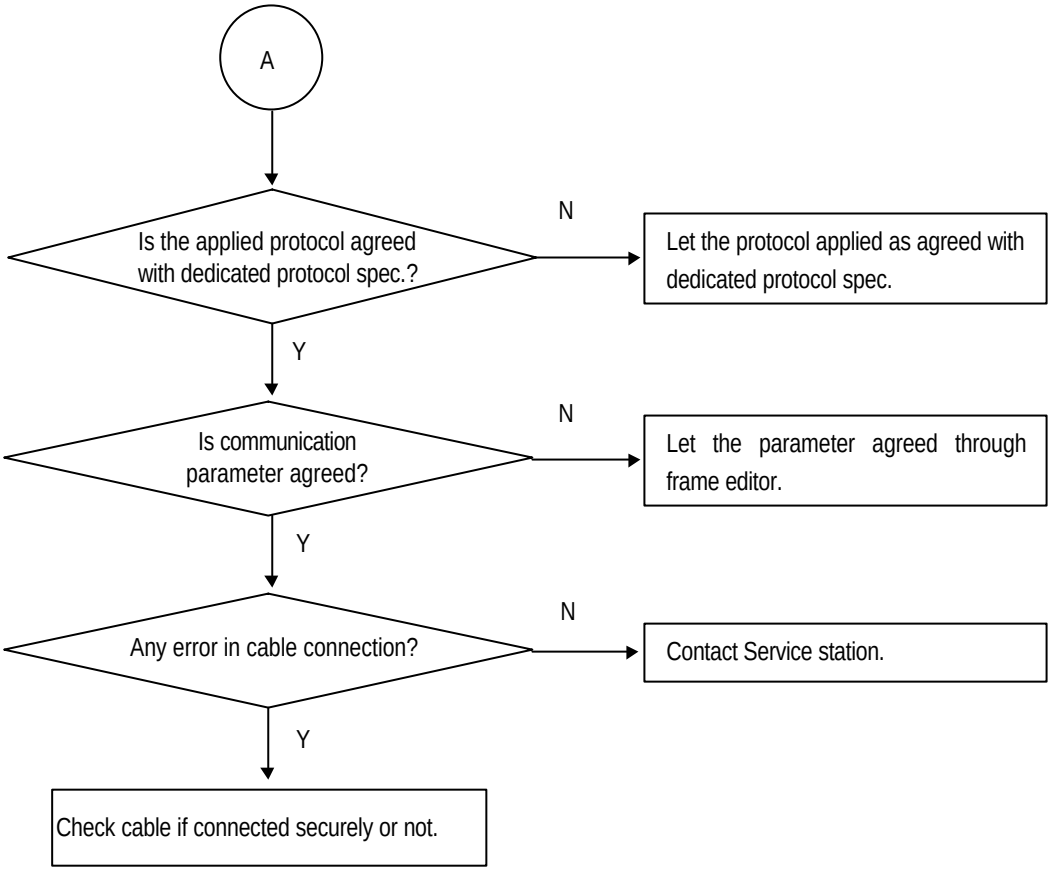
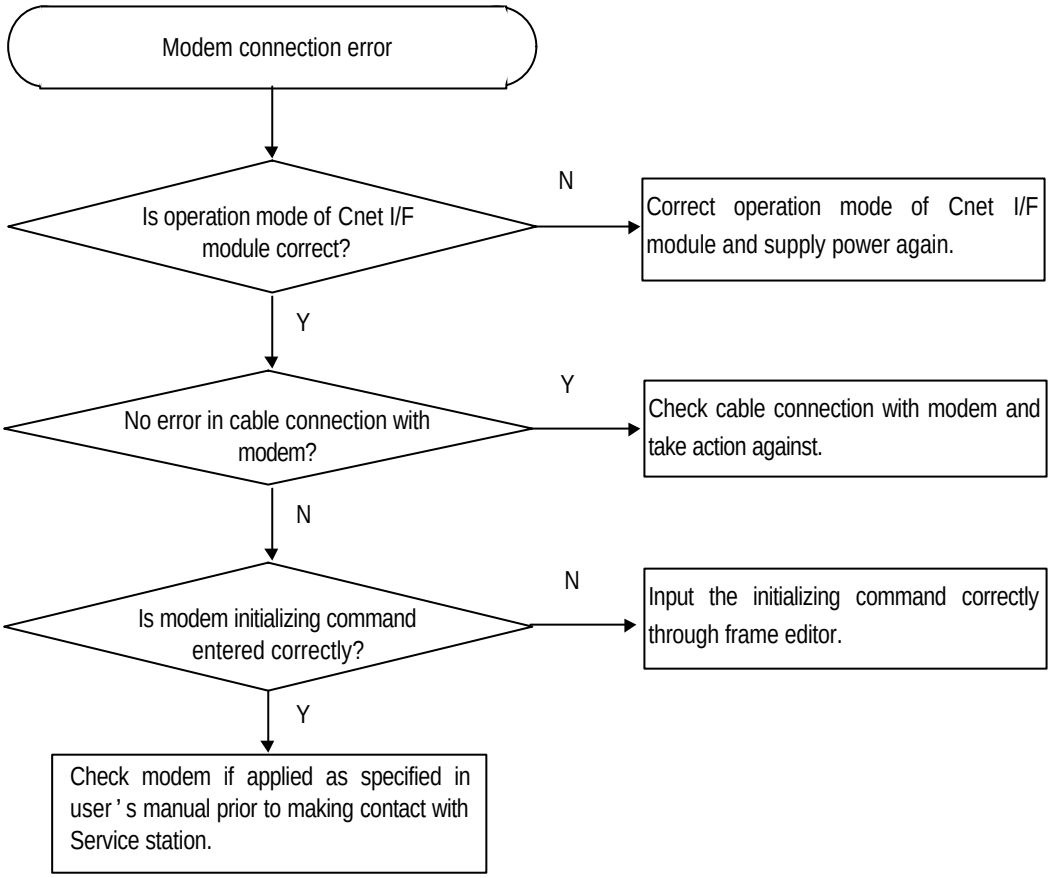


11.2.4 Error code ERR-6, ERR-7 : Transmission monitor data error



11.2.5 Error code ERR-8, ERR-9 : Error on dedicated communication




A
Is the applied protocol agreed with dedicated protocol spec.?
N
Let the protocol applied as agreed with dedicated protocol spec.
Y
Is communication parameter agreed?
N
Let the parameter agreed through frame editor.
Y
Any error in cable connection?
N
Contact Service station.
Y
Check cable if connected securely or not.

11.2.6 Error code ERR-10 : Error on GMWIN connection