

# TOUCH PANEL RUNTIME ERRORS



## APPENDIX

# B

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### In this Section...

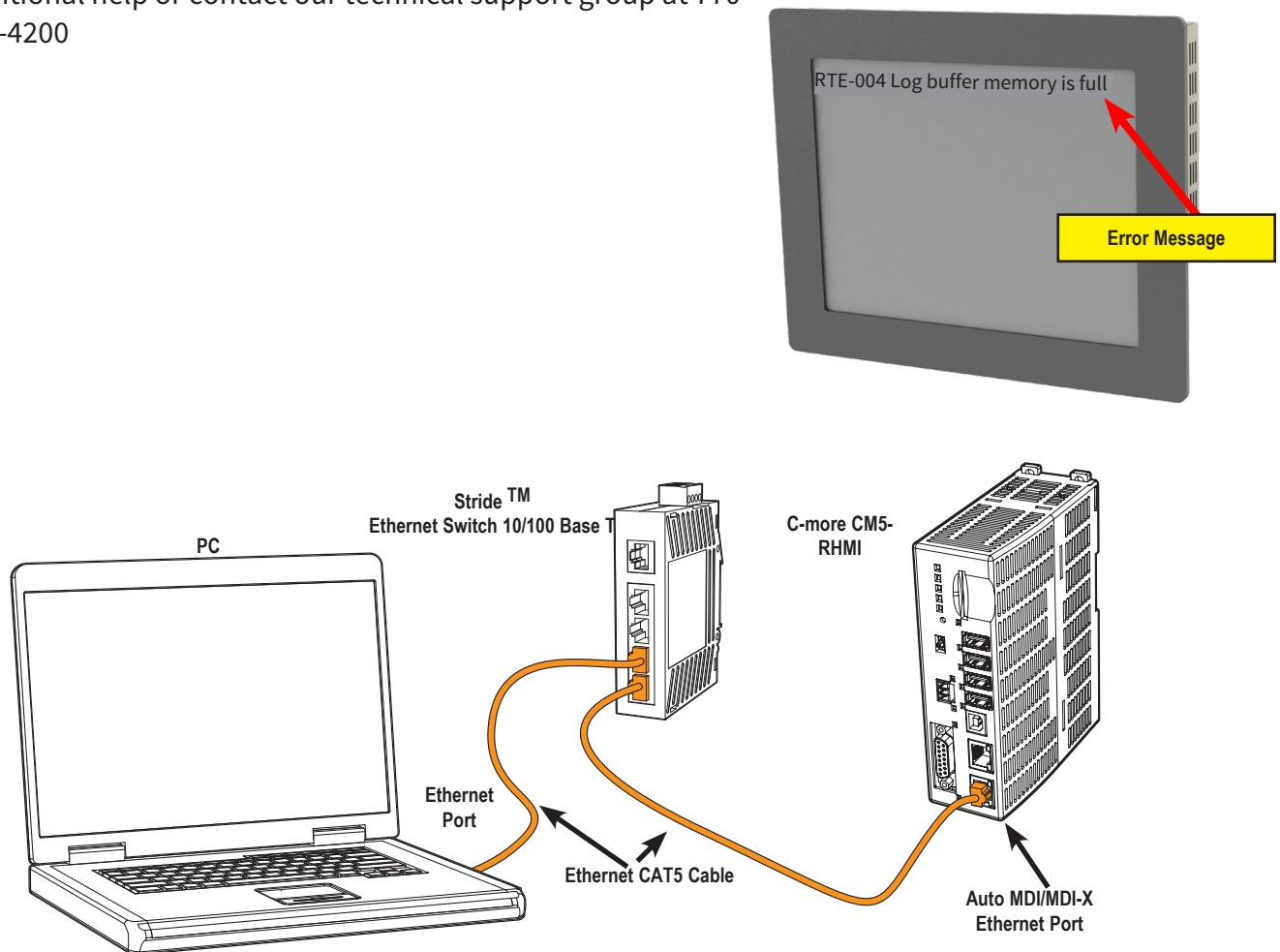
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## Introduction

The **C-more** touch panels have diagnostics built-in to the operating system that monitor various runtime functions that will display an error message on the panel's display indicating that a particular error has occurred and what the error represents. The Error Message(s) is displayed in the upper left area of the display screen. The Runtime Errors are also logged into the panel's Error log under the Information tab in the panel's System Setup Screens. The Error Log Code, for example RTE-004, identifies the error on the System Screen - Error tab and in the error log. See Chapter 5: System Setup Screens for additional details. The tables that follow show the possible Runtime Errors.

The user can include in their touch panel project the use of this diagnostic information by using the system tag name SYS ERR ERRORCODE to control displayed screens, operator messages, etc., and also communicate error information to the PLC or controlling device. If a runtime error occurs, the SYS ERR ERRORCODE system tag will contain the numeric value shown under the Tag Code Error Value. For example, if the panel project is configured to log to USB and no USB flash drive is installed in the panel, the panel will display "RTE-004 Log buffer memory is full" and the SYS ERR ERRORCODE system tag will contain the value 2004. The value of the last runtime error detected will remain in the SYS ERR ERRORCODE.

If you have difficulty determining the cause of the error, refer to **Chapter 8: Troubleshooting** for additional help or contact our technical support group at 770-844-4200



## Runtime Errors

The following table includes all of the error codes and error messages that the panel will display if the listed cause is detected. All of these errors involve problems that could result with the panel communicating with the connected PLC. Be aware that not all of the panel errors are used with each type of PLC that can be connected to the panel.

No.	Error Log Code	Error Message Located at upper left of screen	Error Message Tag	Tag Error Code Value	System Screen Info > Error	Cause
<b>Log Error</b>						
1	RTE-001	Log Failed. Not enough Memory Space in %Device%	SYS ERR ERRORCODE	2001	MM/DD/YY HH/MM/SS Error Code RTE-001	The size of the destination memory is not large enough to store the data.
2	RTE-002	Log Failed. %Device% cannot be found	SYS ERR ERRORCODE	2002	MM/DD/YY HH/MM/SS Error Code RTE-002	No device available or the device is defective.
3	RTE-003	Log Failed. Can not write file - %file%	SYS ERR ERRORCODE	2003	MM/DD/YY HH/MM/SS Error Code RTE-003	Logging the data has failed due to a problem such as the memory write protect is enabled.
4	RTE-004	Log cache memory is full	SYS ERR ERRORCODE	2004	MM/DD/YY HH/MM/SS Error Code RTE-004	The data log buffer in the SRAM memory is full.
<b>Screen Capture</b>						
1	RTE-011	Capture Failed. Not enough Memory Space in %Device%	SYS ERR ERRORCODE	2011	MM/DD/YY HH/MM/SS Error Code RTE-011	The size of the destination memory is not large enough to store the data.
2	RTE-012	Capture Failed. %Device% cannot be found	SYS ERR ERRORCODE	2012	MM/DD/YY HH/MM/SS Error Code RTE-012	No device available or the device is defective.
3	RTE-013	Capture Failed. Can not write file - %file%	SYS ERR ERRORCODE	2013	MM/DD/YY HH/MM/SS Error Code RTE-013	Logging the data has failed due to a problem such as the memory write protect is enabled.
Table continued						

## Runtime Errors (cont'd)

No.	Error Log Code	Error Message Located at upper left of screen	Error Message Tag	Tag Error Code Value	System Screen Info > Error	Cause
<b>Handshake</b>						
1	RTE-021	Handshake Timeout Error	SYS ERR ERRORCODE	2021	MM/DD/YY HH/MM/SS Error Code RTE-021	A communications timeout occurred when either a Recipe or Numeric Entry Object, in which Notification and Handshake signals are used, failed to complete the responses.
<b>e-mail</b>						
1	RTE-041	E-mail Connection Error %Address%	SYS ERR ERRORCODE	2041	MM/DD/YY HH/MM/SS Error Code RTE-041	An incorrect SMTP address has been entered into the Panel Network dialog screen.
2	RTE-042	Send E-mail Error %Address%	SYS ERR ERRORCODE	2042	MM/DD/YY HH/MM/SS Error Code RTE-042	An incorrect email address has been entered into the Address Book.
3	RTE-043	Email Failed: The file cannot be attached	SYS ERR ERRORCODE	2043	MM/DD/YY HH/MM/SS Error Code RTE-043	—
<b>Send FTP</b>						
1	RTE-051	FTP Connection Error %Address%&%ID%	SYS ERR ERRORCODE	2051	MM/DD/YY HH/MM/SS Error Code RTE-051	An incorrect FTP Service has been assigned into the Panel Network dialog screen.
2	RTE-052	Send FTP Error %Address%&%ID%	SYS ERR ERRORCODE	2052	MM/DD/YY HH/MM/SS Error Code RTE-052	Permission to write to the FTP folder has not been authorized. The FTP site may require a user ID and password.
3	RTE-053	FTP Failed: The file cannot be copied	SYS ERR ERRORCODE	2053	MM/DD/YY HH/MM/SS Error Code RTE-053	—
<b>Receive FTP</b>						
1	RTE-061	Receive FTP Error	SYS ERR ERRORCODE	2061	MM/DD/YY HH/MM/SS Error Code RTE-061	—
2	RTE-062	FTP Server stopped due to excessive connections from %Address%	SYS ERR ERRORCODE	2062	MM/DD/YY HH:MM:SS Error Code RTE-062	The listed IP Address has attempted unsuccessfully to connect to the FTP Server in what appears to be a Denial of Service attack.
<b>Receive HTTP</b>						
1	RTE-071	Receive HTTP Error	SYS ERR ERRORCODE	2071	MM/DD/YY HH/MM/SS Error Code RTE-071	—
<b>Sound</b>						
1	RTE-081	Sound Failed. Not enough Memory	SYS ERR ERRORCODE	2081	MM/DD/YY HH/MM/SS Error Code RTE-081	The sound file failed to play due to insufficient memory.
Table continued						

## Runtime Errors (cont'd)

No.	Error Log Code	Error Message Located at upper left of screen	Error Message Tag	Tag Error Code Value	System Screen Info > Error	Cause
<b>Conflict</b>						
1	RTE-091	IP Address Conflict - Correct IP Address and Power Cycle	SYS ERR ERRORCODE	2091	MM/DD/YY HH/MM/SS Error Code RTE-091	Conflict of IP Address
<b>Multiple Recipe</b>						
1	RTE-101	Record doesn't exist	SYS ERR ERRORCODE	2101	MM/DD/YY HH/MM/SS Error Code RTE-101	The recipe file or data doesn't exist.
2	RTE-102	File cannot open	SYS ERR ERRORCODE	2102	MM/DD/YY HH/MM/SS Error Code RTE-102	The recipe file cannot be opened.
3	RTE-103	Wrong Data - Row Column	SYS ERR ERRORCODE	2103	MM/DD/YY HH/MM/SS Error Code RTE-103	Abnormality is found in the numeric character data of the recipe file.
4	RTE-104	Wrong Tag - Row Column	SYS ERR ERRORCODE	2104	MM/DD/YY HH/MM/SS Error Code RTE-104	Abnormality is found in the Tag data of the recipe file.
5	RTE-105	Recipe - Index (%Row%) error	SYS ERR ERRORCODE	2105	MM/DD/YY HH/MM/SS Error Code RTE-105	Recipe was operated by the record number outside the range.
6	RTE-106	Not enough buffer memory	SYS ERR ERRORCODE	2106	MM/DD/YY HH/MM/SS Error Code RTE-106	Memory allocation error
7	RTE-107	File cannot write	SYS ERR ERRORCODE	2107	MM/DD/YY HH/MM/SS Error Code RTE-107	There was an error trying to write the recipe file.
8	RTE-108	Wrong file format	SYS ERR ERRORCODE	2108	MM/DD/YY HH/MM/SS Error Code RTE-108	The recipe file format is incorrect.
9	RTE-109	Not enough Memory Space in %Device%	SYS ERR ERRORCODE	2109	MM/DD/YY HH/MM/SS Error Code RTE-109	Insufficient storage space on media.
Table continued						

## Runtime Errors (cont'd)

No.	Error Log Code	Error Message Located at upper left of screen	Error Message Tag	Tag Error Code Value	System Screen Info > Error	Cause
<b>Action</b>						
1	RTE-121	Action Overflows	SYS ERR ERRORCODE	2121	MM/DD/YY HH/MM/SS Error Code RTE-121	The number of actions executed in the event exceeded the maximum number.
<b>SD Ejection</b>						
1	RTE-130	SD1 has been removed from the panel and the panel has stopped. To restart the panel, insert the SD1 card and press Reboot.	SYS ERR ERRORCODE	2130	MM/DD/YY HH/MM/SS Error Code RTE-130	The project is on SD1 and the SD1 was removed.
2	RTE-131	The panel has detected a Project file in SD1 and in the Panel Built-in-Flash. Only one location can contain a project. See Help File topic Project Storage/Boot Location	SYS ERR ERRORCODE	2131	MM/DD/YY HH/MM/SS Error Code RTE-130	—
<b>SRAM Error</b>						
1	RTE-500	SRAM Checksum Error	SYS ERR ERRORCODE	2500	MM/DD/YY HH/MM/SS Error Code RTE-500	Memory in Panel has been Corrupted by Power Loss, etc. Try cycling power to the panel and re-transfer the project to the panel, in sequential steps to attempt to resolve the error.
<b>SRAM Error</b>						
1	RTE-500	SRAM Checksum Error	SYS ERR ERRORCODE	2500	MM/DD/YY HH/MM/SS Error Code RTE-500	Memory in Panel has been Corrupted by Power Loss, etc. Try cycling power to the panel and re-transfer the project to the panel, in sequential steps to attempt to resolve the error.