

# **C-MORE MICRO-GRAPHIC PANEL RUNTIME ERRORS**

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### Introduction

The runtime errors detected by the C-more® Micro-Graphic panel will display in a popup window in the center of the panel display. The most common cause for runtime errors is a bad serial connection during a project transfer or firmware update. To resolve the problem, try the following steps in the order shown:

1. Check that all connections are secure and cables are in good condition.
2. Cycle power to the panel.
3. Reset factory default system settings.
4. Transfer the project again.

### Panel Errors

If more than one panel error occurs, each error message will display sequentially for three seconds with a two second delay between each message.

When only one panel error is active, that message will display continuously until it is no longer active.

Micro-Graphic Panel Errors		
Error Code	Error Message	Possible Solutions
R001	PC software tool Timeout	Check cables and connections. Cycle power at the panel. See Chapter 8 for Electrical Noise Problems.
R002	CRC Error occurred during project transfer from PC.	Check the area for sources of noise: electrical motors, transformers, etc. Check for proper grounding Resend the project.
R003	Project Check Sum Error. Resend Project file to Panel.	Cycle power. Resend the project.
R004	Protocol Module Check Sum Error. Resend Project File to Panel	
R005	Panel Check Sum Error. Panel Info (Not Project) will be initialized.	From the Setup Menu screen, reset panel options.
R006	SW Ver. Mismatch. Use software Ver.xx.xx.	Update to current version programming software and panel firmware.
R100	Option module detected without external power	EA-MG-SP1 or EA-MG-P1 optional power adapter module is installed on a C-more 3" Micro-Graphic panel without a 12-24 VDC power source. Provide 12-24 VDC power to the optional module.
R101	Unsupported module detected	EA-MG-SP1 or EA-MG-P1 optional power adapter module for a C-more 3" Micro-Graphic panel is installed on a C-more 6" Micro-Graphic panel. Remove the EA-MG-SP1 or EA-MG-P1.
R102	External power fail. Reconnect USB cable.	The panel was powered in High Power mode (24 VDC power supply.) The 24 VDC power has been lost and the panel is now running on USB bus power. Either re-establish the 24 VDC power connection or remove all power connections and then reconnect the USB cable for the panel to run in Low-Power mode via the USB connection.

## Panel Errors (cont'd)

Boot Loader Errors		
Error Code	Error Message	Possible Solutions
B001	F/W and Product Model does NOT match.	Prior to version <b>2.0</b> , the firmware file extension was <b>*.mgs</b> . Newer versions use <b>*.ea1</b> . New panel models, in particular the <b>6"</b> monochrome and color panels require <b>*.ea1</b> firmware. If you get error <b>B001</b> , you have tried to upgrade firmware using a <b>*.mgs</b> firmware file to a panel that requires a <b>*.ea1</b> file. To resolve the error, select the proper file and upgrade firmware.
B002	F/W File Check Sum Error.	A file <b>Check Sum Error</b> occurs either when the firmware update was interrupted by loss of power or loss of communication signal <b>OR</b> when the panel flash memory has exhausted it's read/write life. To resolve the error, check to make sure all cables are secure. Check the power supply. Upgrade the firmware again.
B003	CRC Error occurred during F/W transfer from PC.	A file <b>CRC Error</b> occurs either when the firmware update was interrupted by loss of power or loss of communication signal <b>OR</b> when the panel flash memory has exhausted it's read/write life. To resolve the error, check to make sure all cables are secure. Check the power supply. Upgrade the firmware again.
B004	Must Use F/W Ver. <b>3.20</b> or Newer.	Must use <b>Ver. 3.20</b> or newer firmware for this panel (Panel Hardware Revision 1 for EA1-S3ML* and EA1-S6ML*)

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