

TOUCH PANEL RUNTIME ERRORS



In This Appendix...

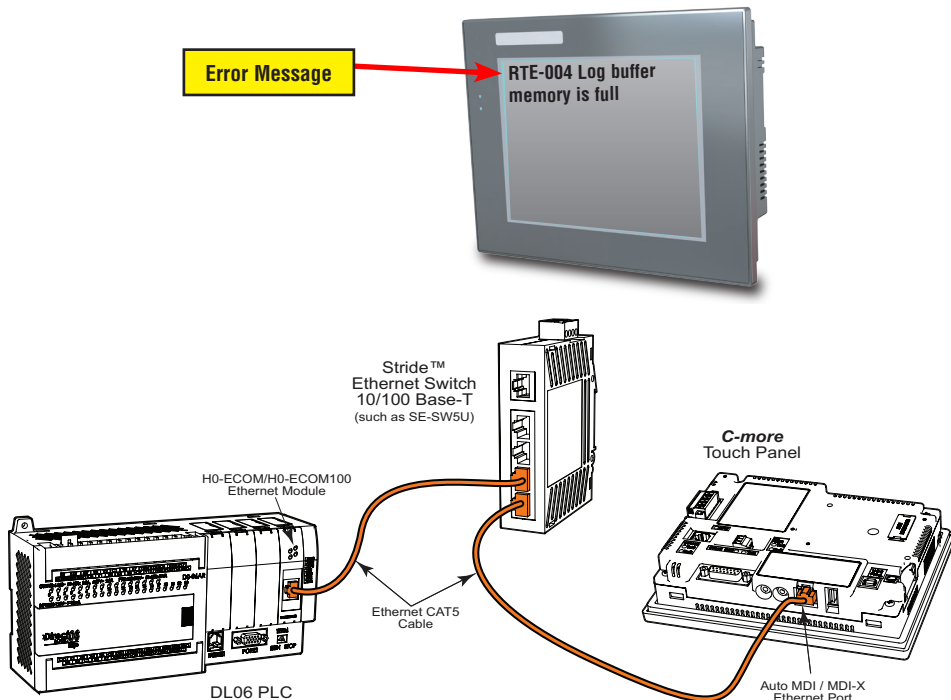
| | |
|----------------------|-----|
| Introduction..... | B-2 |
| Runtime Errors..... | B-3 |
| Log File Naming..... | B-4 |

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, 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

If there is more than one **Runtime Error**, then the **Error Message** displayed at the top of the panel's screen will display for 3 seconds, then be off for 2 seconds. The next **Error Message** will display for the same time increments, continue through any other active runtime error messages, and then start over. When only one **Runtime Error** is active, then that message will continuously be displayed until it is no longer active.

| No. | Error Log Code | Error Message Located at upper left of screen | Error Message Tag | Tag Error Code Value | System Screen Info > Error | Cause |
|------------------------|----------------|--|----------------------|----------------------|---|---|
| Log Error | | | | | | |
| 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. See Log File Naming below. |
| 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. See Log File Naming below. |
| 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. See Log File Naming below. |
| 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. See Log File Naming below. |
| Screen Capture | | | | | | |
| 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 | | | | | | |

Log File Naming

The Log file name is formed automatically in the panel. The visible file name has the format:

Screen Name + “_” + Object name + “_” + Date Stamp YYMMDD + “.txt”

Internal to the panel, the file references are stored as the first four characters of the file name + “~” + a serial number between 000 and 999 + “.txt” So, any “group” of filenames is limited to 999 members.

For Example: The following filenames form the same group. All filenames start with “SCRE”:

Screen1_Trend1_yymmdd.txt
Screen2_Trend2_yymmdd.txt
Screen3_Trend3_yymmdd.txt

If an attempt is made to store more than 999 files in a “group” the panel will return RTE-001, RTE-002, RTE-003 or RTE-004.

| <u>Visible File Name</u> | <u>Internal File Name</u> |
|---------------------------|---------------------------|
| Screen1_Trend1_120101.txt | SCRE-001.TXT |
| Screen2_Trend2_120101.txt | SCRE-002.TXT |
| Screen3_Trend3_120101.txt | SCRE-003.TXT |
| Screen1_Trend1_120102.txt | SCRE-004.TXT |
| Screen2_Trend2_120102.txt | SCRE-005.TXT |
| Screen3_Trend3_120102.txt | SCRE-006.TXT |
| ... | |
| Screen1_Trend1_121129.txt | SCRE-997.TXT |
| Screen2_Trend2_121129.txt | SCRE-998.TXT |
| Screen3_Trend3_121129.txt | SCRE-999.TXT |
| Screen1_Trend3_121130.txt | Runtime Error RTE-001 |

Workaround: To minimize membership in any one group, change the Screen name and the Object name so the first four characters of the visible file name are unique

For example,

Screen Names: S1, S2

Object Names: AAA, BAA

| <u>Visible File Name</u> | <u>Internal File Name</u> |
|--------------------------|---------------------------|
| S1_AAA_150101.txt | S1_A-001.TXT |
| S1_BAA_150101.txt | S1_B-001.TXT |
| S2_AAA_150101.txt | S2_A-001.TXT |
| S2_BAA_150101.txt | S2_B-001.TXT |
| S1_AAA_150102.txt | S1_A-002.TXT |
| S1_BAA_150102.txt | S1_B-002.TXT |
| S2_AAA_150102.txt | S2_A-002.TXT |
| S2_BAA_150102.txt | S2_B-002.TXT |
| ... | |
| S1_AAA_151231.txt | S1_A-365.TXT |
| S1_BAA_151231.txt | S1_B-365.TXT |
| S2_AAA_151231.txt | S2_A-365.TXT |
| S2_BAA_151231.txt | S2_B-365.TXT |

Note that there is no conflict between file names and since no log group will exceed 365 (days) the 999 member limit is never exceeded.

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 |
|---------------------|----------------|---|----------------------|----------------------|---|---|
| Handshake | | | | | | |
| 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. |
| e-mail | | | | | | |
| 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 Touch 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 | |
| Send FTP | | | | | | |
| 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 Touch 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 | |
| Recieve FTP | | | | | | |
| 1 | RTE-061 | Receive FTP Error | SYS ERR ERRORCODE | 2061 | MM/DD/YY HH/MM/SS Error Code RTE-061 | |
| Receive HTTP | | | | | | |
| 1 | RTE-071 | Receive HTTP Error | SYS ERR ERRORCODE | 2071 | MM/DD/YY HH/MM/SS Error Code RTE-071 | |

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 |
|------------------------|----------------|--|-------------------|----------------------|---|--|
| Sound | | | | | | |
| 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. |
| Conflict | | | | | | |
| 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 |
| Multiple Recipe | | | | | | |
| 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 | E-mail Connection Error %Address% | 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 | Send E-mail Error %Address% | 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. |

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 |
|-------------------|----------------|---|-------------------|----------------------|---|--|
| Action | | | | | | |
| 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. |
| SRAM Error | | | | | | |
| 1 | RTE-500 | SRAM Check Sum 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

