

- **PLC-498 Errors and using the C-more System Screen to Troubleshoot**

From the HMI panel itself, (EA9 or CM5), hold down the top left corner of the screen. The system menu will be initiated.

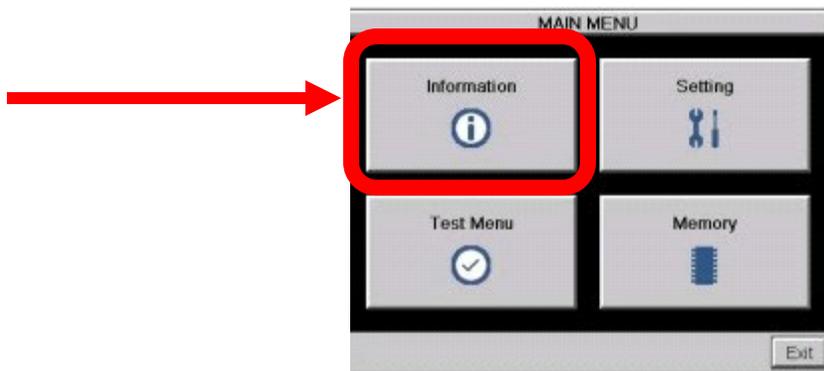


If no system screen password is enabled, the following WARNING dialog box will appear on the touch screen.:

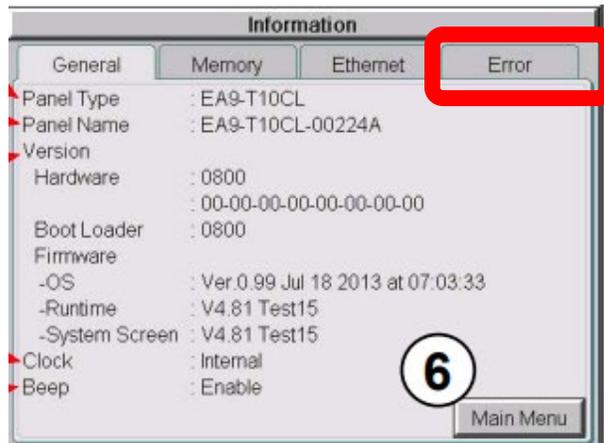


- Pressing OK will display the system setup screen. See the WARNING below!
- Pressing Cancel will take you back to the project screen.
- Communications with the PLC is active while the Warning is displayed.
- The dialog box will close if no action is taken for 60 seconds.
- The dialog box will not display if the touch panel does not have a project loaded.
- The dialog box will display after a valid password is entered if the System Screen password is enabled.

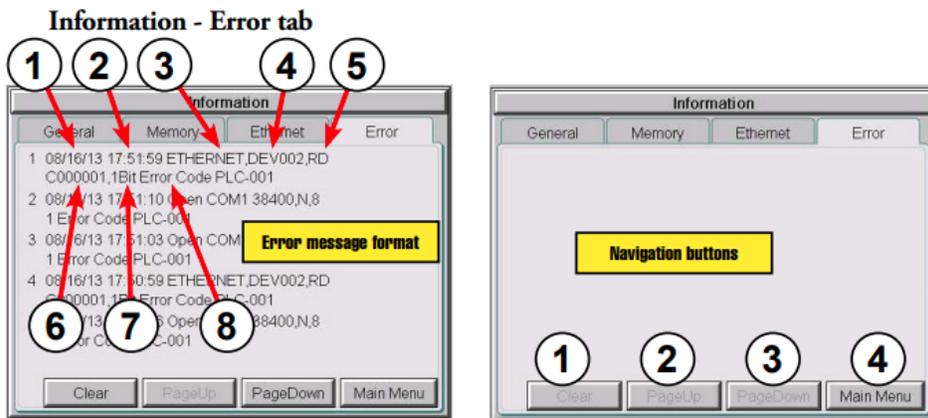
Once in the System menu, you will select Information:



From the Information Menu, select the Error tab:



The Error tab will give us the information regarding the tag(s) that the C-more is having issues with.



**Error Message Format:**

| Item No.   | Function      | Description   | Comment  |
|--|---------------|---|--|
| <b>Order of error message functions:</b><br>Error Number, Date, Time, Error Port, Device Name, Error Type, PLC Device, Access Bytes, Error Message |               |   |  |
| 1  | Date          | Format: MM/DD/YY  | Date error occurred.   |
| 2  | Time          | Format: HH/MM/SS  | Time error occurred.   |
| 3  | Error Port    | PLC Serial Communications Port:<br>Ethernet:  |  |
| 4  | Device Name   | The name of the device reporting the error.   | Device names are configured in the programming software, Panel Manager |
| 5  | Error Type    | RD: Read<br>WT: Write   |  |
| 6  | PLC Address   | The assigned address of the PLC that caused the error.  |  |
| 7  | Access Bytes  | The number of access bytes.   |  |
| 8  | Error Message | The error message is the same as the message displayed in the upper left of the C-more touch panel's display. | A list of Error Messages is shown in Appendix A                        |

You should be able to see the tag name that the PLC is having issues with. As you correct issues with your tags, you can continue to reference the Error screen until you have eliminated all the tag issues that are causing the PLC-498 errors.