TOUCHPANELRUNTIME ERRORS
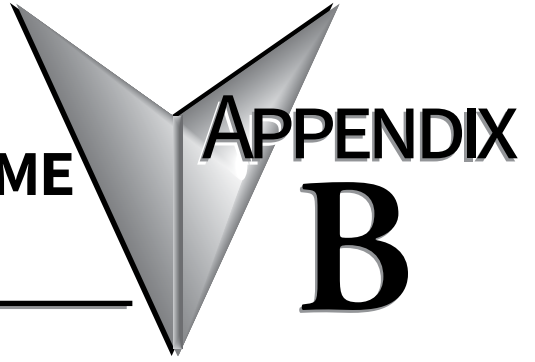
APPENDIX
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## In This Appendix...

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

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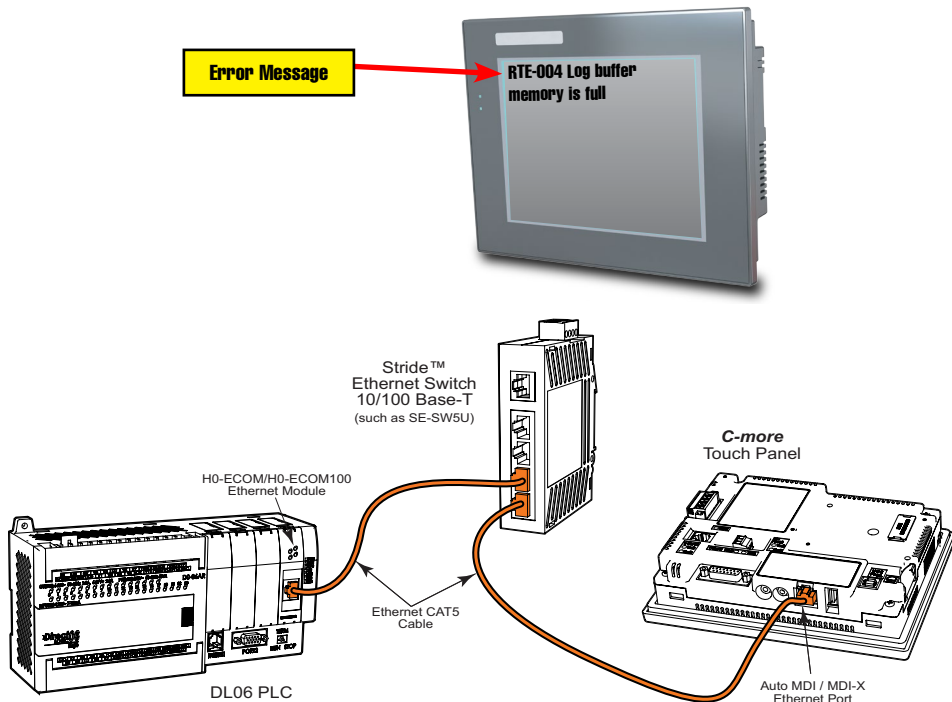
Runtime Errors

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						

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Log File Naming

When using the Line Trend Graph to Log, the log file name is formed automatically in the panel. The visible file name has the following 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

When the 999 filename limit is reached, the oldest files will automatically be deleted and logging will continue.

Visible File Name	Internal File Name
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

Visible File Name	Internal File Name
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 numberic 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.