

Introduction

This is just a few common problems and steps to take to correct

CTVUE Troubleshooting Guide

1) Download/Upload problems

- a. Select the correct link type for connection such as USB, serial, or ethernet.
- b. Ensure USB driver is installed. You might get multiple requests for USB driver install on first connection due to the CTVUE hardware actually looking like three different devices to the windows O.S. 1) it looks like one thing on power up 2)looks like another once firmward is loaded 3)compact flash is a third device.
- c. Use USB device file located in “device” directory located in program files\Control Techniques\CTVUE
- d. Corrupt database can be cleared by holding down 2 left soft keys while powering up. A menu selection will come up. **THIS CAN ERASE ALL DATA ON UNIT**
- e. To eliminate possible Windows USB driver problems due to various PC vendors you can get the RS232 programming cable. However, RS232 ports are getting scarce.

2) HMI Screen stuck in “Initialization”

- a. This is due to a firmware mismatch between the device and the USB driver on Windows and it needs to reconcile.
- b. Power down the HMI and first plug in the USB cable from the PC to the HMI. Power up the unit and windows should detect a USB device and then reinstall the USB driver.
- c. Once you start the software you may get another request to reinstall the USB driver. This is because you have to load at least two USB drivers for each device. One being for the firmware and the other being for software.

3) Connection Problems to the Drive/Values on screen are grayed out

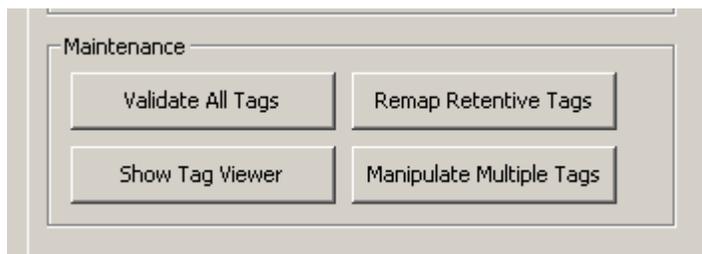
- a. Make sure cable is connected into the right port on the right unit. It is a RS-485 cable that looks like an ethernet cable but has pinouts specific to each drive and CTVUE side
- b. Make sure you are connected to the appropriate ethernet or RS485 port on the EP-P unit.
- c. Make sure the modbus address for the drive matches the modbus address you put in the CTVUE.
- d. Make sure you select the correct type of drive under the Pre-Configured Modbus listing.
- e. With RS485 there can only be one Modbus master on the network at one time so ensure that you are not trying to talk PowerTools and CTVUE to the drive at the sametime.

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- 4) Data not Displayed Correctly
 - a. Use tags instead of direct connections as it is easier to troubleshoot data problems.
 - b. Ensure the datatype you are using matches what you want to read in the drive. For example, you should use a L4 to access a 32 bit register in the SP.
 - c. Ensure you have setup the correct format for decimals before and after based on how the data is represented in the slave device.
- 5) Installing New Build
 - a. You can install a new build or version over top of old build
 - b. You will get three options Modify, Repair, Remove and you want to do a “Repair”
- 6) EP-P importing tags appends different numbers on the end.
 - a. The tags are appended with the modbus address to distinguish the tags since all EP-P have the same tag names. If you change the modbus address in CTVUE and do an import you will get a duplicate set of tags with a different modbus address appended to the end.
 - b. You can delete multiple tags by clicking on the “Tag” and then selecting “manipulate multiple tags” and deleting what tags you don’t want.



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- 7) Save Images with database to ensure you don't lose them on your HMI if you delete them from your PC. Under User interface, click on Pages, go to advanced and select include image files.

