

# 1 | Troubleshooting

This chapter describes solutions for problems you may encounter while using the GP3000 series. Read the section describing the problem you are encountering.

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# 1.1 Identifying the problem

Once you have identified the problem, find the problem in the table below and read the section offering the solution.

When?	Problem	Reference page for solution
Operating software (GP-Pro EX) on a PC	Software (GP-Pro EX) cannot be installed.	☞ "1.2.1 GP-Pro EX cannot be installed" (page 1-4)
	Software (GP-Pro EX) does not start or terminates abnormally.	☞ "1.2.2 GP-Pro EX does not start or terminates abnormally" (page 1-10)
	Project files cannot be transferred through the use of the USB cable, Ethernet cable, CF card, or modem.	☞ "1.2.3 Project files cannot be transferred" (page 1-14)
	Online update fails.	☞ "1.2.4 Online update fails" (page 1-33)
	Pass-Through Configuration Tool cannot start.	☞ "1.2.5 Pass-Through Configuration Tool cannot start" (page 1-36)
	GP cannot communicate with the PC via the pass-through function.	☞ "1.2.6 GP cannot communicate with the PC via the pass-through function" (page 1-40)
	GP cannot display manuals and sites from the help menu.	☞ "1.2.7 GP cannot display manuals and sites from the help menu" (page 1-48)
Operating the Display	The touch panel (switch) for the Display does not respond. The Display freezes.	☞ "1.3.1 The touch panel (switch) does not respond" (page 1-51)
	The touch panel (switch) for the Display does not respond to touch but another area responds instead. The panel responds when nothing is touched.	☞ "1.3.2 The touch panel (switch) of the Display does not respond to touch but another area responds instead (The panel responds when nothing is touched)" (page 1-53)
	The Display does not turn ON. The initial screen is not displayed. The screen remains black.	☞ "1.3.3 The Display does not turn ON (The initial screen is not displayed. The screen remains black.)" (page 1-55)
	The buzzer sounds continuously.	☞ "1.3.4 An alarm sounds continuously" (page 1-58)
	Lines or streaks appear on the Display screen. The screen turns white.	☞ "1.3.5 Lines (streaks) appear on the screen. The screen turns white." (page 1-60)
	The status LED is flashing in green.	☞ "1.3.6 The status LED is flashing in green." (page 1-62)
	The screen flickers.	☞ "1.3.7 The screen flickers." (page 1-63)
Communicating with a connected device	Communication fails on all screens.	☞ "1.4.1 Communication fails on all screens" (page 1-64)
	Communication fails on specific screens.	☞ "1.4.2 Communication fails on specific screens" (page 1-69)
	Communication is slow.	☞ "1.4.3 Communication is slow" (page 1-71)
	Communication stops intermittently.	☞ "1.4.4 Communication stops intermittently" (page 1-74)

Continued

When?	Problem	Reference page for solution
Using the expansion options	The devices connected to the DIO interface do not turn ON/OFF.	☞ "1.5.1 The device connected to the DIO interface does not turn ON/OFF" (page 1-77)
	The FLEX NETWORK unit, PROFIBUS (Slave) unit, or VM unit does not operate properly. In such cases, you need to refer to the manual for the respective unit. The section in this chapter lists the names of the manuals.	☞ "1.5.2 FLEX NETWORK unit cannot operate properly" (page 1-80)
	Communication fails with the GP3000 Series PROFIBUS Slave Unit.	☞ "1.5.3 Communication fails with the GP3000 Series PROFIBUS Slave Unit" (page 1-86)
	An image does not appear on GP when using the VM unit.	☞ "1.5.4 An image does not appear when using the VM unit." (page 1-88)
	Communication fails with the DeviceNet unit.	☞ "1.5.5 Communication fails with the DeviceNet (Slave) unit" (page 1-89)
	Communication fails with the EX module.	☞ "1.5.6 Communication fails with the EX module" (page 1-91)
	USB transfer cable is not recognized.	☞ "1.5.7 USB transfer cable is not recognized." (page 1-93)
	USB-Serial (RS-232C) conversion cable is not recognized.	☞ "1.5.8 USB-Serial (RS-232C) conversion cable is not recognized." (page 1-94)
Communication fails with the connection devices connected to CANopen HTB.	☞ "1.5.9 Communication fails with the devices connected to CANopen HTB" (page 1-96)	

# 1.2 Problems with PC operation

## 1.2.1 GP-Pro EX cannot be installed

### Does your PC meet the operating environment of GP-Pro EX?

GP-Pro EX must be installed on a PC which meets the following operating environment.

	Required specifications
PC	Windows <sup>®</sup> compatible computers on which Windows <sup>®</sup> functions properly
OS	Windows <sup>®</sup> 2000 (Service Pack 3 or later)/ XP (Home Edition/Professional)
CPU	Pentium <sup>®</sup> III (800MHz or more) Pentium <sup>®</sup> 4 1.3GHz or above is recommended.
Memory	512 MB or more (1GB or above is recommended.)
Hard Disk Space	640 MB or more (Enough free space to install GP-Pro EX)
Other	.NET Framework Ver. 2.0 or later This framework will be installed automatically to a PC which does not have .NET Framework Ver. 2.0 or later. For the free space required for installation, visit Microsoft's website.

\* Since GP-Pro EX operates through the use of the .NET Framework, only the operating systems shown in the table are supported.

### Did you log in to Windows<sup>®</sup> using an account with administrator authority before the installation?

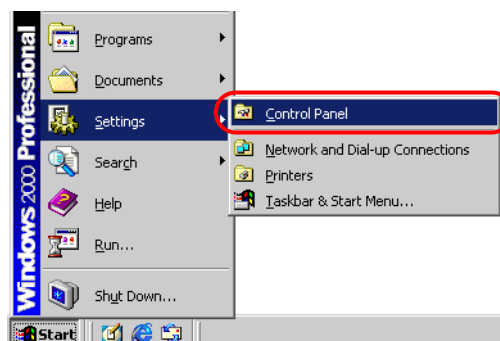
#### ◆Cause

If you do not log in as an administrator, you may not be able to access folders necessary for the installation.

#### ◆Solution

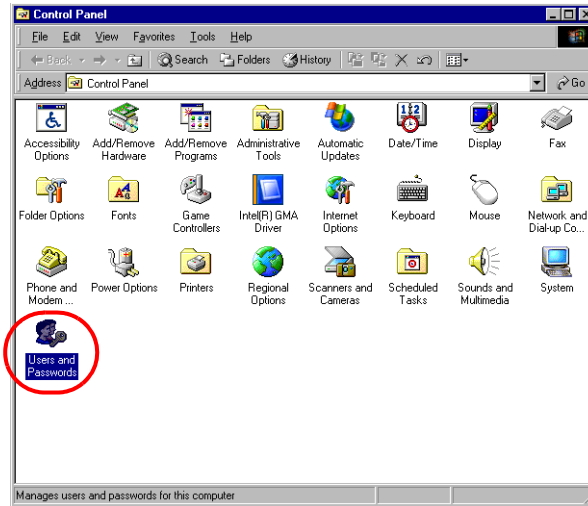
Log in using an account with administrator authority and then install the software.

- Checking the account (when Windows<sup>®</sup> 2000 is used)
  - (1) Click the Start button, select [Settings], and click [Control Panel].

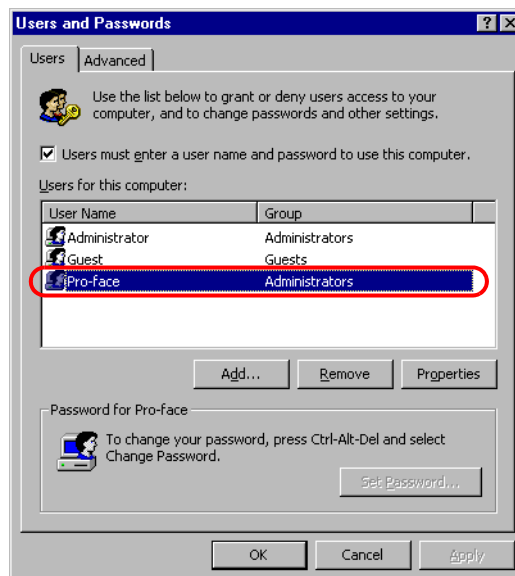


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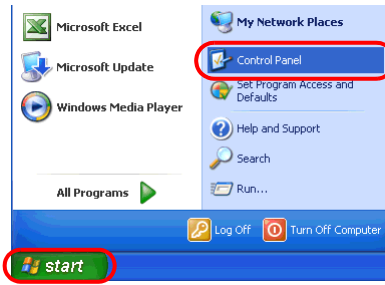
- (2) When [Control Panel] opens, double-click [Users and Passwords].



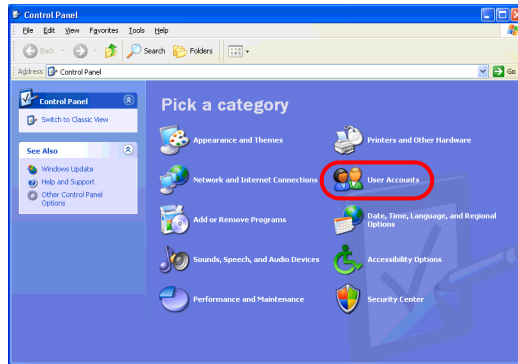
- (3) The following dialog box appears. When the current logon account has administrator authority, [Administrators] is shown under [Group] for [User Name] of the account. When [Guests] is shown, you need to use another account to log in to the system.



- Checking the account (when Windows® XP is used)
  - (1) Click the Start button and click [Control Panel].

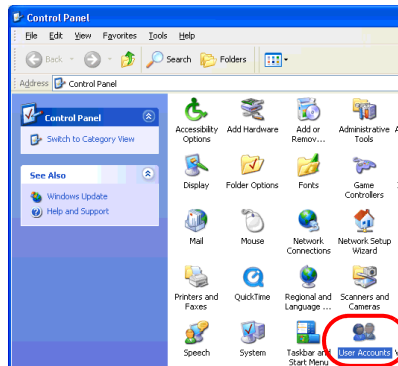


- (2) When [Control Panel] opens, select [User Accounts].

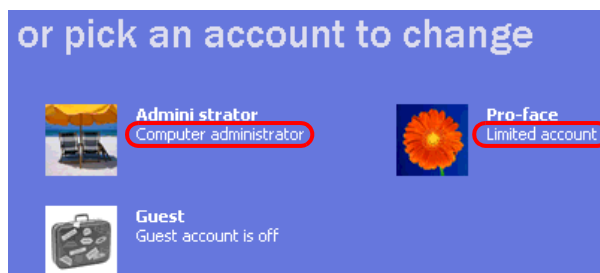


**NOTE**

- When [Classic View] is selected for displaying [Control Panel], [Control Panel] is displayed as a window similar to the one below.



- (3) When the current logon account has administrator authority, [Computer administrator] is shown under the account name. When only accounts with [Limited account] are displayed, you need to use another account to log in to the system.



## Has “Multilingual Manager” been activated when “RAKURAKU CHUGOKUGO” (V2, V2 + translation, V3) or “RAKURAKU KANKOKUGO” (V1.5, V2) is installed on the PC?



### ◆Cause

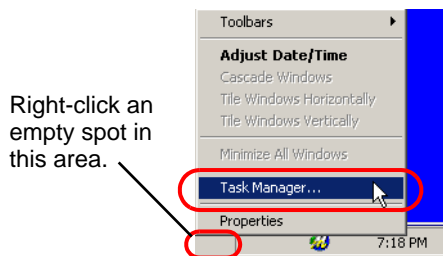
Multilingual Manager is an application program supplied with the translation software “RAKURAKU CHUGOKUGO” and “RAKURAKU KANKOKUGO” provided from OMRON SOFTWARE CO., Ltd. This program is installed during the installation of “RAKURAKU CHUGOKUGO” or “RAKURAKU KANKOKUGO”, and registered as a startup program by default. When the icon shown above is displayed in the Task Tray, Multilingual Manager has been activated. When Multilingual Manager has been activated, the GP-Pro EX installer waits for a response, and the installation halts and appears to stop.

### ◆Solution

Download the software patch for Multilingual Manager from the Japanese OMRON SOFTWARE website. Execute the patch and then reinstall GP-Pro EX.

If you start installing GP-Pro EX when Multilingual Manager is activated, stop the installation using the following procedure and then download the software patch mentioned above.

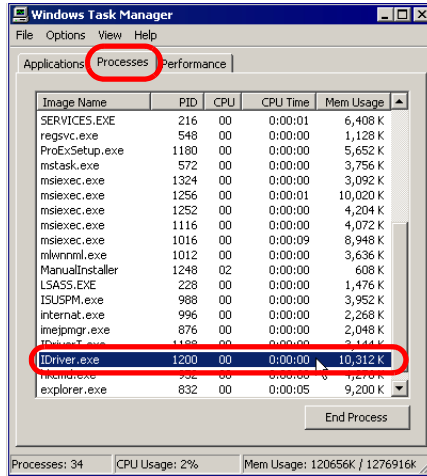
- When the installer halts while showing the installation in progress dialog box or completion dialog box
  - (1) Right-click an empty spot in the Taskbar. Click [Task Manager] in the displayed context menu.



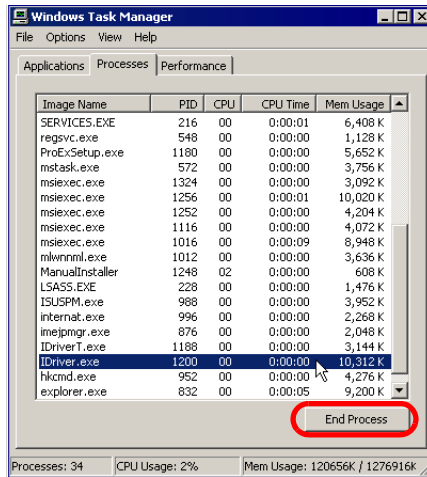
### NOTE

- Although the figure above shows the Taskbar for Windows<sup>®</sup> XP, the procedure for Windows<sup>®</sup> 2000 is the same.

- (2) When [Windows Task Manager] opens, click the [Processes] tab and select IDriver.exe.



- (3) Click the [End Process] button to force termination of IDriver.exe.

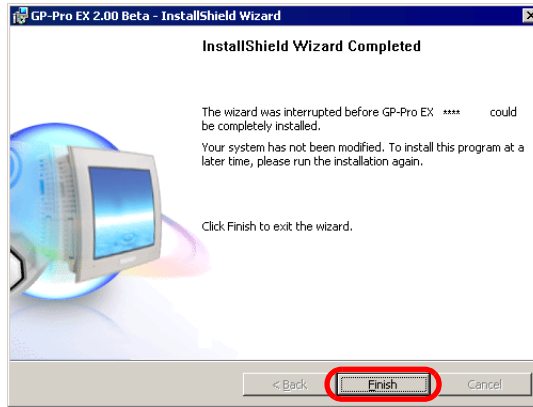


- (4) When IDriver.exe is terminated, the remaining installation process resumes and finishes.

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- When the completion dialog appears immediately the installer starts  
When the installer is forced to terminate during installation, IDriver.exe or Windows® Installer remains running. If an attempt is made to start the installer again, an internal error occurs, leading to abnormal completion with the following dialog.



- (1) Exit the installer, restart the PC, and then install the software again.

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**NOTE**

- Before starting install-related operations (installation, repair installation, uninstallation), be sure to exit from all application programs including Multilingual Manager.
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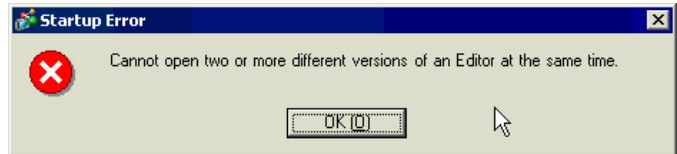
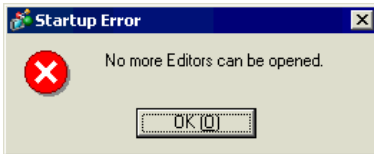
## 1.2.2 GP-Pro EX does not start or terminates abnormally

### Is an error message displayed?

#### ■ At startup of Editor

##### ◆Cause

If any of the following error messages appears, two or more GP-Pro EXs or different versions of GP-Pro EX cannot be started.



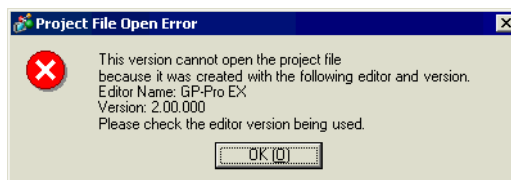
##### ◆Solution

The number of GP-Pro EXs that can run at the same time is two. Different versions of GP-Pro EX do not run at the same time. Start the same version of GP-Pro EX as the one currently running.

#### ■ At startup of a project file

##### ◆Cause

If an error message, as shown below, appears when opening a project file, the project file you tried to open may have been created using the later version of GP-Pro EX. A project file created by the later version of GP-Pro EX does not open by the lower version of GP-Pro EX.



##### ◆Solution

Use the same version of GP-Pro EX as or later version of GP-Pro EX than the one that created the project file.

#### NOTE

- For details about the error messages, refer to the following page.  
 ☞ "1.6.2 Errors displayed during screen creation ■ Startup" (page 1-106)

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## Is it specific project file that you cannot start?

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### ◆Cause

If you cannot open the specific project file but other project files, then that file may have a problem.

### ◆Solution

The project file that didn't open properly may have a problem. Copy the data and transfer the copied project file again. For the copy procedure, see the following section.

☞ GP-Pro EX Reference Manual "5.8 Copying a Screen from Another Project" (page 5-48)

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<b>NOTE</b>
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- The contents which can be copied with [Copy from another Project] are the contents of the base screen and window screen only. Since other contents cannot be copied, you need to set them again.
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## Is the GP-Pro EX terminates abnormally when you open the specific file?

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### ◆Cause

If you cannot operate the specific screen data but other screen data, then that screen data may have a problem.

### ◆Solution

The screen data may have a problem. Create a new screen data.

## Does your PC meet the operating environment of GP-Pro EX?

### ◆Cause

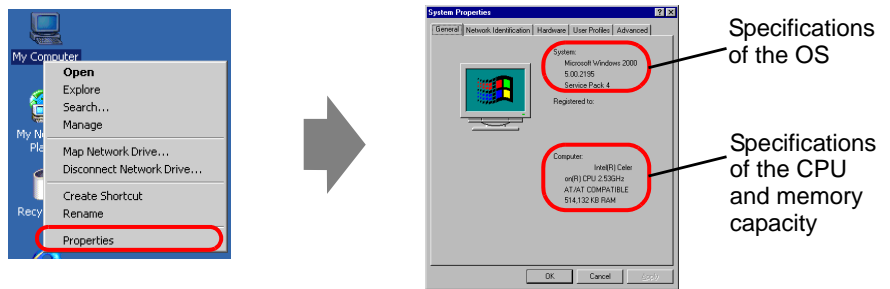
GP-Pro EX must be installed on a PC which meets the following operating environment.

### ◆Solution

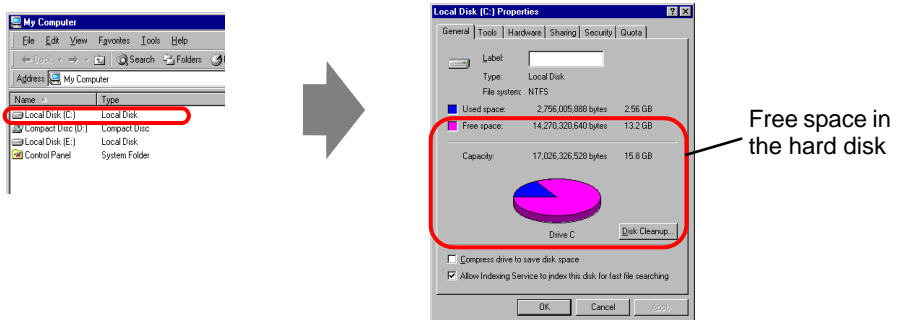
Check that the OS of your PC, the specification of the CPU, the memory capacity, and the hard disk capacity satisfy the requirements.

#### NOTE

- Right-click the [My Computer] icon on the Desktop and select [Properties] from the displayed context menu. When [System Properties] is displayed, check that the information for your PC meets the recommended operating environment. To check the hard disk capacity, open [My Computer], right-click the drive on which GP-Pro EX is installed, and select [Properties] from the displayed context menu.



Example: When GP-Pro EX is installed on drive C



- The recommended operating environment for GP-Pro EX is as follows:

	Required specifications
PC	Windows <sup>®</sup> compatible computers on which Windows <sup>®</sup> functions properly
OS	Windows <sup>®</sup> 2000 (Service Pack 3 or later)/ XP (Home Edition/Professional)
CPU	Pentium <sup>®</sup> III (800MHz or more) Pentium <sup>®</sup> 4 1.3GHz or above is recommended.
Memory	512 MB or more (1GB or above is recommended.)
Hard Disk Space	640 MB or more (Enough free space to install GP-Pro EX)
Other	.NET Framework Ver. 2.0 or later This framework will be installed automatically to a PC which does not have .NET Framework Ver. 2.0 or later. For the free space required for installation, visit Microsoft's website.

## Is memory-resident software installed?

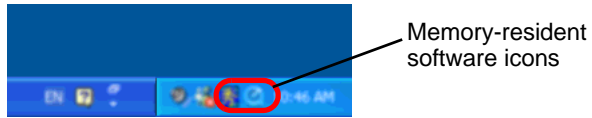
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### ◆Cause

If any memory-resident software is installed, GP-Pro EX may be terminated forcefully.

#### NOTE

- “Memory-resident software” is an application program for which the icon is displayed on the Taskbar and which is activated all the time.



### ◆Solution

Follow the procedure below and try starting GP-Pro EX again.

- (1) If any memory-resident software is installed, right-click its icon to show a context menu, terminate the software, and then try starting GP-Pro EX again.
- (2) If GP-Pro EX does not start or terminates abnormally even after step (1), exit from all running applications and try starting GP-Pro EX again.
- (3) If GP-Pro EX does not start or terminates abnormally even after steps (1) and (2), uninstall GP-Pro EX once and then reinstall it.

#### NOTE

- Before starting install-related operations (installation, repair installation, uninstallation), be sure to exit from all application programs.
-

## 1.2.3 Project files cannot be transferred

### ■ Transfer fails when a USB transfer cable is used.

**Did you use the USB transfer cable which is provided by Pro-face as an option (Model: CA3-USBCB-01)?**

#### ◆Cause

An unsuitable USB cable may have been used to transfer project files.

#### ◆Solution

To transfer project files with a USB cable, use the USB transfer cable which is provided by Pro-face as an option (CA3-USBCB-01).

### Has the driver for the USB cable been installed?

#### ◆Cause

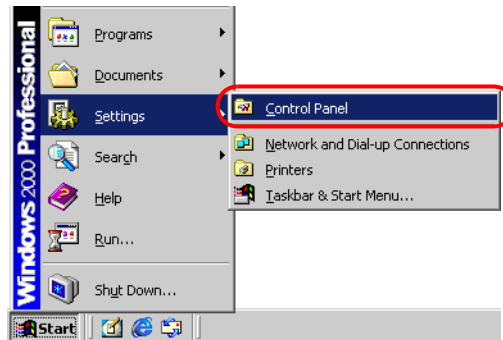
The driver for the USB cable may not have been installed properly.

#### ◆Solution

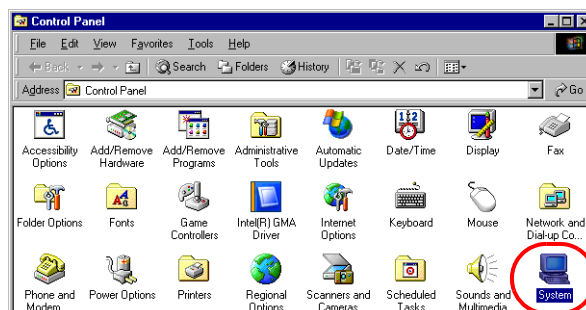
Follow the procedure below to check if the driver has been installed.

- Checking the installation of the driver

- (1) Click the Start button and click [Control Panel].

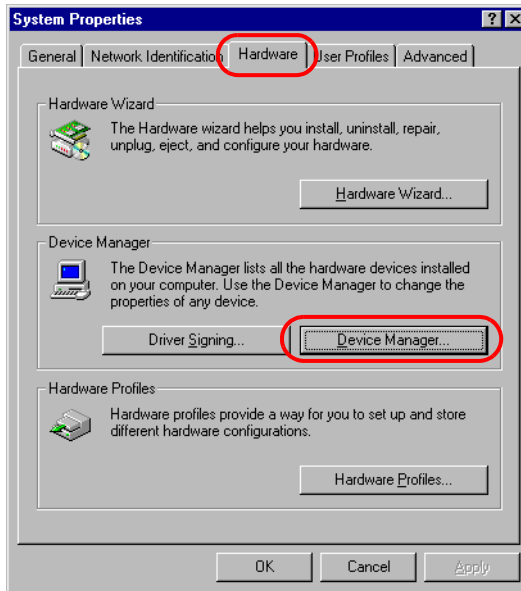


- (2) When [Control Panel] opens, double-click [System].




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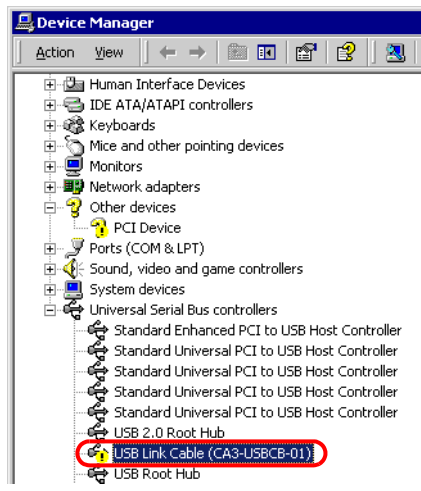
- (3) When [System Properties] opens, click the [Hardware] tab and click the [Device Manager] button.



- (4) When [Device Manager] opens, click the [+] mark on the left of [Universal Serial Bus controllers]. If [USB Link Cable (CA3-USBCB-01)] is displayed in the displayed list, the driver is installed properly.

**NOTE**

- When the  mark is displayed to the left of [USB Link Cable (CA3-USBCB-01)] as shown below, disconnect the USB cable from the PC once, connect it again, and install the driver. For the driver installation procedure, see the next page.



Continued

- Installing the driver

If the driver has not been installed properly, reinstall it using the following procedure.

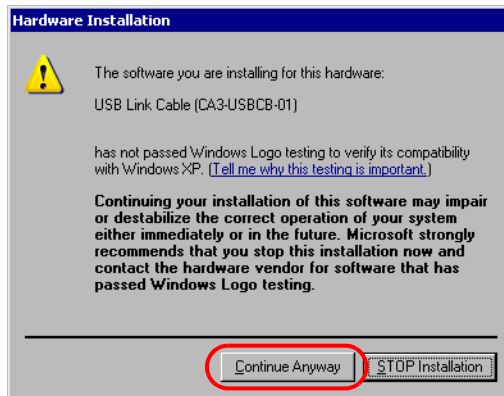
Connect the PC and GP using the optional USB transfer cable set.

A dialog box will appear if the USB cable's drivers are not installed. Please install them as directed.

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**NOTE**

- Depending on Windows® XP's security level, the following [Hardware Installation] dialog box will be displayed while installing the USB drivers. Click [Continue Anyway] and the driver installation for CA3-USBCB-01 will begin. When the installation finishes, click [Complete].





## Password entry is required during operation. (Have you set a password?)

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### ◆Cause

A password has been set for the transfer operation.

### ◆Solution

- If you forget the transfer password  
Even if you forget the transfer password, you cannot cancel the password setting. You need to delete the password information.

Set the GP offline and initialize the memory.

☞ “2.15.1 Settings common to all Display models ◆ Initialize User Memory” (page 2-105)

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**IMPORTANT**

- When you forget the reception password  
When you forget the reception password, you cannot receive files.  
Check if any backup files are saved in a location other than the GP.
- 

## Can you send a new project file?

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### ◆Cause

If you can send a new project file to the GP, the data in the project file you tried to send may have a problem.

### ◆Solution

Follow the procedure below to check if you can transfer a new project file.

- (1) Create a new project file.

☞ GP-Pro EX Reference Manual “5.2.2 Setup Procedure ■ Creating/Saving” (page 5-15)

- (2) If you can send a new project file, the data in the project file you tried to send may have a problem. Copy the data for the file to a new project file and transfer it. For the copy procedure, see the following section.

☞ GP-Pro EX Reference Manual “5.8 Copying a Screen from Another Project” (page 5-48)

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**NOTE**

- The contents which can be copied with [Copy from another Project] are the contents of the base screen and window screen only. Since other contents cannot be copied, you need to set them again.
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## Can you force a transfer by setting DIP switch 2 of the Display to ON?

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### ◆Cause

The system of the GP may have a problem, causing the GP to freeze. If the project file can be forced to transfer, there is not a problem with the GP.

### ◆Forcing transfer of project files

There are two methods to force the transfer of project files. For the procedure, see the section below.

☞ “2.12.3 Forcing the transfer of project files” (page 2-78)

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## Can you transfer the file from a different PC?

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### ◆Cause

If the file can be transferred from a different PC, the PC itself may have a problem.

### ◆Solution

- If the file can be transferred from a different PC
  - (1) The PC that you tried to transfer the project file from first, may have a problem. Uninstall the USB cable's drivers once and then reinstall it. Also uninstall GP-Pro EX once and then reinstall it.
- If the file cannot be transferred from a different PC
  - (1) The USB cable may have a problem. Transfer the project file using LAN or CF card.
    - ☞ GP-Pro EX Reference Manual “32.3 Transferring Project Files via Ethernet (LAN)” (page 32-12)
    - ☞ GP-Pro EX Reference Manual “32.7 Transferring project files using a CF Card or USB storage” (page 32-36)

## ■ Transfer fails when an Ethernet cable is used.

### Has the IP address been set for the Display on its offline screen?

#### ◆Cause

To transfer project files with an Ethernet cable, you need to set the IP address for the GP.

#### ◆Solution

Set the IP address for the GP.

☞ “2.5.1 Assigning an IP address to the Display” (page 2-40)

### Has the IP address been set for the PC?

#### ◆Cause

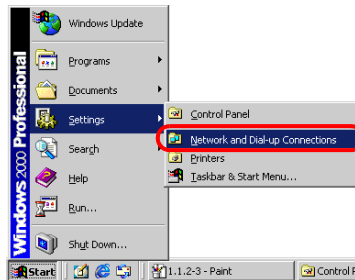
To transfer project files with an Ethernet cable, you need to set the IP address for the PC.

#### ◆Solution

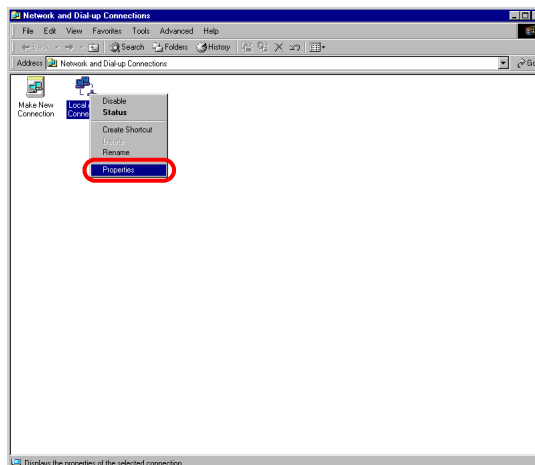
Set the IP address for the PC.

- Setting the IP address for the PC

(1) Click the Start button, select [Settings], and click [Network and Dial-up Connections].

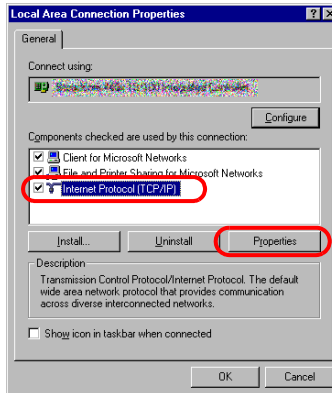


(2) [Network and Dial-up Connections] opens. Right-click the [Local Area Connection] icon and select [Properties] from the displayed context menu.



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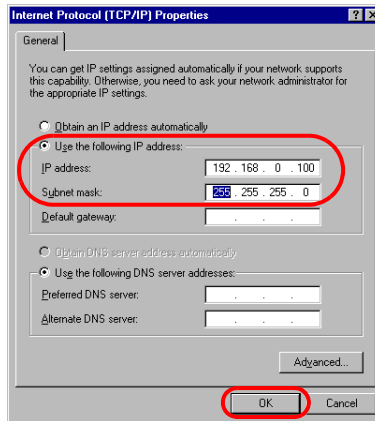
- (3) When [Local Area Connection Properties] appears, select [Internet Protocol (TCP/IP)] and click the [Properties] button.



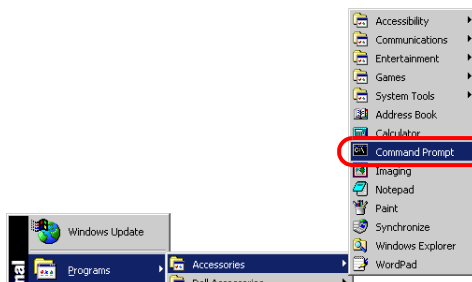
- (4) Select [Use the following IP address] and specify the IP address and subnet mask (Example: 192.168.0.100, 255.255.255.0). Click the [OK] button to complete the setting.

**NOTE**

- For details about the IP address setting, ask your network administrator.

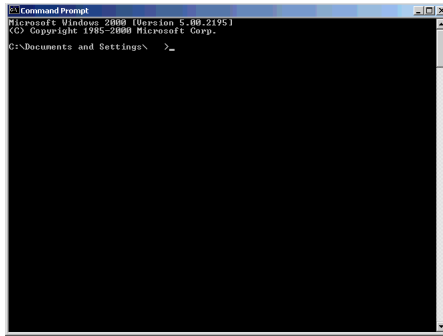


- Checking whether the IP address is set properly for the PC  
Execute the IPCONFIG command at the command prompt.  
(1) Click the Start button, select [Programs], and click [Accessories].

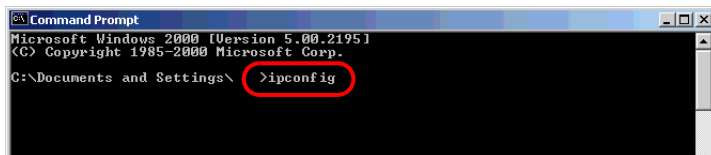


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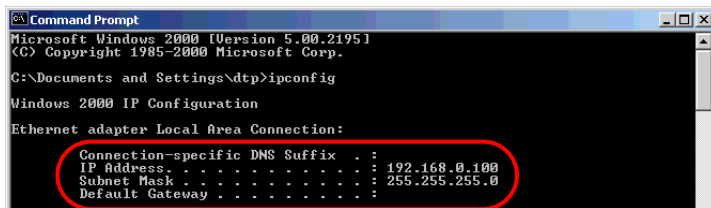
- (2) Select [Command Prompt] from [Accessories], and the following screen is displayed.



- (3) Type "ipconfig" after "C:\Documents and Settings\"(Your computer name)" is displayed on the screen and press the Enter key.



- (4) The result of the command execution is displayed. Check whether the displayed IP address and subnet mask are the same as those set for the GP. If they are different, restart the computer.



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## Is the Ethernet cable a straight type or a cross type?

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### ◆Cause

The GP and the PC might be connected without a hub using a straight cable. Cross cables cannot be used when employing the one-to-one connection, depending on PCs or network cards.

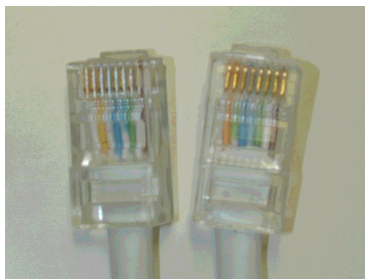
### ◆Solution

Provide a hub between the GP and a PC when using a straight cable. Make sure that the GP and PC are connected with a straight cable via hub not with a cross cable in order to avoid incompatibility between the GP and PC.

- Distinguishing between a straight cable and cross cable

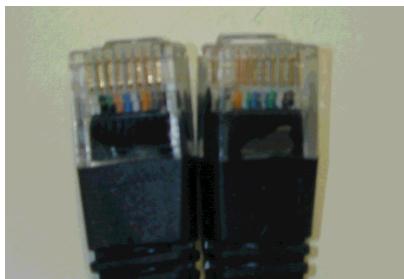
Compare the connectors at the both ends of the cable. When the color-coded signal cables are arranged in the same orders from the left in the connectors, it is a straight cable. When they are arranged differently, it is a cross cable. The color-coded of the signal cables depend on the cable is used. The following pictures are examples.

Straight cable



The color-coded signal cables are arranged in the same orders from the left of them, "White-Yellow-White-Blue-White-Green-White", "White-Yellow-White-Blue-White-Green-White"

Cross cable



The color-coded signal cables are not arranged in the same orders from left of them, "Black-Orange-Blue-White-Green-Black", "Black-Green-White-Blue-Orange-Black"

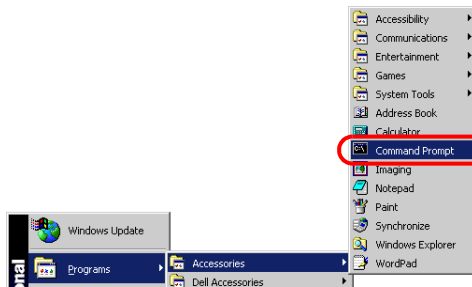
## Can you receive the IP address of the Display by executing the PING command at the command prompt?

### ◆Cause

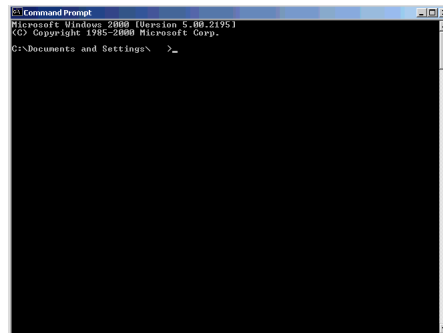
If you cannot receive the IP address, the GP may not be on the network because the Ethernet cable is not connected or the GP does not recognize the connection at the Ethernet cable connecting port.

### ◆Solution

- Execute the PING command at the command prompt.
  - (1) Click the Start button, select [Programs], [Accessories], and [Command Prompt].



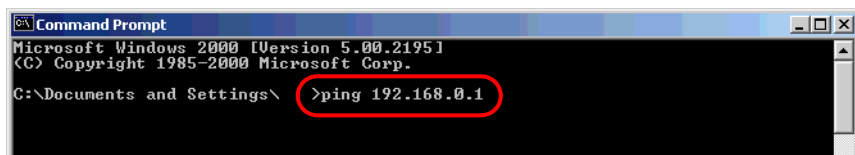
- (2) When [Command Prompt] is selected from [Accessories], the following screen is displayed.



- (3) Type "ping 192.168.0.1 (IP address of GP)" after "C:\Documents and Settings\"(Your computer name)" is displayed on the screen and press the Enter key.

#### NOTE

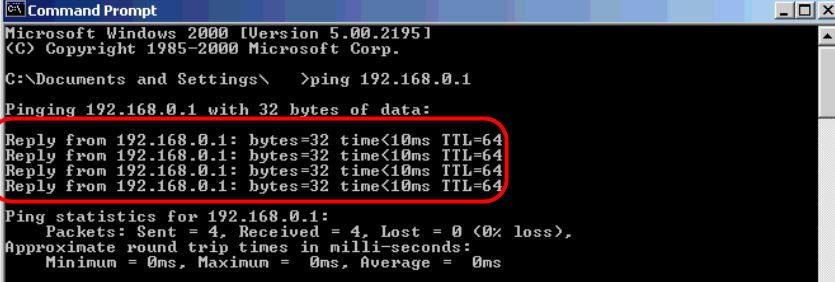
- For details about the IP address setting, ask your network administrator.



- (4) The result of the command execution is displayed. When a reply from the specified IP address of the GP is received, check if the port number of the GP is set to 8000. If the IP address cannot be received, replace the cable or hub.

Continued

(Screen when replies from the IP address of the GP are received)



```
Microsoft Windows [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

C:\Documents and Settings\ >ping 192.168.0.1

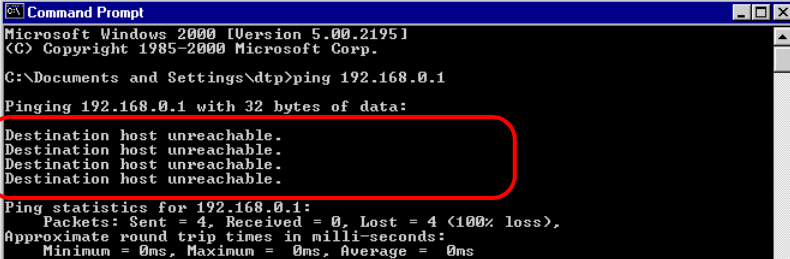
Pinging 192.168.0.1 with 32 bytes of data:

Reply from 192.168.0.1: bytes=32 time<10ms TTL=64
Reply from 192.168.0.1: bytes=32 time<10ms TTL=64
Reply from 192.168.0.1: bytes=32 time<10ms TTL=64
Reply from 192.168.0.1: bytes=32 time<10ms TTL=64

Ping statistics for 192.168.0.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

(Screen when a reply from the IP address of the GP is not received)

When the following messages are displayed (The messages displayed depend on the connection status), ask the network administrator about the settings.



```
Microsoft Windows [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

C:\Documents and Settings\ntp>ping 192.168.0.1

Pinging 192.168.0.1 with 32 bytes of data:

Destination host unreachable.
Destination host unreachable.
Destination host unreachable.
Destination host unreachable.

Ping statistics for 192.168.0.1:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

---

### Is the firewall feature activated?

---

#### ◆Cause

When Microsoft Windows<sup>®</sup> XP Service Pack 2 is used and the Transfer Tool starts, a message appears to show that the operation is blocked by the Windows<sup>®</sup> firewall feature.

#### ◆Solution

You can continue the transfer process by canceling the blocking. However, if you transfer data to two or more GP units, you need to select [PASV] for [Communication Port Settings] in the [Transfer Settings] dialog box, or disable the firewall feature.

---

### Are two or more LAN cards used?

---

#### ◆Cause

For a PC that is using 2 or more LAN cards, the desired GP may not be acquired even if you automatically acquire the IP addresses. This happens because the OS searches the GP connected to the LAN card that was previously found.

#### ◆Solution

Click [Add] on the [Select Main Unit] dialog box and manually set the IP address of the GP you wish to transfer to.



## Is memory-resident software installed?

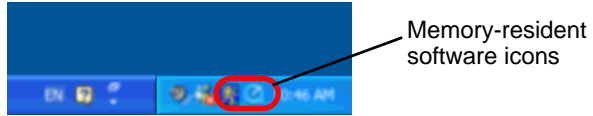
---

### ◆Cause

If any memory-resident software is installed, the transfer of project files may fail.

#### NOTE

- “Memory-resident software” is an application program for which the icon is displayed on the Taskbar and which is activated all the time.



### ◆Solution

If any memory-resident software is installed, right-click its icon to show a context menu, terminate the software, and then try transferring the file again.

## Does the self-diagnosis of the Display regarding the Ethernet interface indicate an OK result?

### ◆Cause

If there is a problem with the Ethernet connection port, the connection fails.

### ◆Solution

- Conduct the self-diagnosis of the GP to check the Ethernet interface. For the procedure to enter offline mode, see the following section.

☞ “2.2.1 Entering OFFLINE Mode” (page 2-16)

1. Enter offline mode and touch [Maintenance Menu] in the item changeover switches.

2. When the [Maintenance Menu] opens, touch [Check COM1/COM2/LAN].

3. When [Check COM1/COM2/LAN] opens, touch [LAN].

4. When the following confirmation message is displayed, touch [Start].

5. During the check, the following message is displayed.

6. When [OK] is displayed as a result of the check, exit from all security software and memory-resident software on the PC and try transferring the project file again. When [NG] is displayed, the GP may be faulty. Please contact your local GP distributor.

☞ “1.11.2 Contact us!” (page 1-211)

---

## Password entry is required during operation. (Have you set a password?)

---

### ◆Cause

A password has been set for the transfer operation.

### ◆Solution

- If you forget the transfer password

Even if you forget the transfer password, you cannot cancel the password setting. You need to delete the password information.

Set the GP offline and initialize the memory.

- ☞ “2.15.1 Settings common to all Display models ◆ Initialize User Memory” (page 2-105)

---

**IMPORTANT**

- When you forget the reception password  
When you forget the reception password, you cannot receive files.  
Check if any backup files are saved in a location other than the GP.
-

## ■ Transfer fails when the CF card is used. (Using the CF memory loader tool)

### Is an error code displayed?

#### ◆Cause

When the CF card has not been inserted in the GP, or when the CF card hatch is open, an error message is displayed and a project file cannot be downloaded. (The error message is “RAAA010 The CF card has not been inserted, or the CF card hatch is open.”)

#### ◆Solution

Check that the CF card has been inserted properly or that the CF card hatch is closed.

- If you still cannot download a project file after checking the above points, confirm that you are using a CF card manufactured by Pro-face (sold separately).

### Was the CF card formatted in NTFS format?

#### ◆Cause

If the CF card is formatted in NTFS format using the PC, the GP cannot recognize the CF card.

#### ◆Solution

Format the CF card again in FAT32 or FAT format using the PC.

### Is the memory loader tool created together with the data in the CF card?

#### ◆Cause

When you cannot upload the project file from GP to PC using CF card, the memory loader tool may not be transferred to the CF card properly.

#### ◆Solution

Select [Create Boot CF-Card] from [Memory Loader]-[Transfer Tool] and create the memory loader tool. Confirm that the memory loader tool is saved in the CF card.

For the procedure to create the backup data, see the following section.

- ☞ GP-Pro EX Reference Manual “32.7.2 Transfer Process ■ Transferring Project Files from GP to PC (or to Another GP)” (page 32-42)

### Is the backup data created in the CF card?

#### ◆Cause

When you cannot download the project file from PC to GP using CF card, the backup data may not be created in the CF card.

#### ◆Solution

Select [Create Backup File] from [Memory Loader]-[Transfer Tool] and create the backup file. Confirm that all folders and files created for the backup data, saved in the CF card.

For the procedure to create the backup data, see the following section.

- ☞ GP-Pro EX Reference Manual “32.7.2 Transfer Process ■ Transferring Project Files from PC to GP” (page 32-37)

---

## Password entry is required during operation. (Have you set a password?)

---

### ◆Cause

A password has been set for the download operation.

### ◆Solution

- If you forget the download password  
Even if you forget the download password, you cannot cancel the password setting.  
You need to delete the password information.

Set the GP offline and initialize the memory.

☞ “2.15.1 Settings common to all Display models ◆ Initialize User Memory” (page 2-105)

---

**IMPORTANT**

- When you forget the upload password  
When you forget the upload password, you cannot upload files. Check if any backup files are saved in a location other than the GP.
-

## ■ Transfer fails when a modem is used.

### Is an error message displayed?

#### ◆Cause


A modem can be used to transfer screen data only. It cannot be used to transfer system data. The project files updated with the following contents cannot be transferred either.

- When the system setting is changed
- When the configuration or setting of the protocol is changed
- When the runtime system and/or protocol version are different between the source and destination
- When the version of the editor which generated the project is different
- When the type of fonts which is registered is different between the source and destination
- When the type or the version of I/O Driver is different between the source and destination

#### ◆Solution

Close the error message dialog box, reset the changes to the previous status, and transfer the project file again or transfer the project file by using USB or LAN.

#### NOTE

- For details about the error messages, refer to the following page.  
 “1.6.5 Errors displayed during transfer operation ■ When data is transferred with modem” (page 1-147)

### Is the status of the GP one of the following?

#### ■The GP is in Initial Start Mode.





#### ◆Cause

Since the GP does not have the runtime program, it cannot recognize the modem.

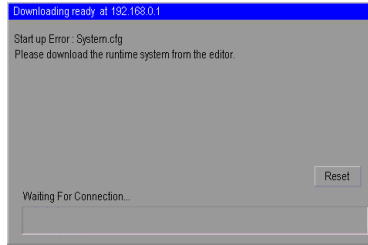
#### ◆Solution

Transfer the project file first by using USB or LAN.

-  GP-Pro EX Reference Manual “32.8 Updating Remote Screen Data via Modem” (page 32-48)
-  GP-Pro EX Reference Manual “32.3 Transferring Project Files via Ethernet (LAN)” (page 32-12)

Continued

■The forced transfer screen appears immediately after startup.



◆Cause

Data required for the operation of the runtime program may be lost.

◆Solution

Transfer the project file first by using USB or LAN.

- ☞ GP-Pro EX Reference Manual “32.2 Transferring Project Files via USB Cable Transfer” (page 32-5)
- ☞ GP-Pro EX Reference Manual “32.3 Transferring Project Files via Ethernet (LAN)” (page 32-12)

---

**Is a proper modem used?**

---

◆Inapplicable modems

The following types of modems cannot be used:

- A terminal adapter connected to the ISDN line cannot be used on the PC side (GP’s receiving side uses an analog modem.)
- A modem which can be used only after connecting to a specific operation center such as Air’H of Willcom, Inc. (former DDI Pocket, Inc.)

◆Applicable modems

The following types of modems can be used:

- Only a modem which uses RS-232C can be connected to the GP.
- A Windows<sup>®</sup>-supporting modem which can call the modem connected to the GP
- A modem which supports AT commands
- A modem which allows automatic reception on the GP side
- A modem which is capable of hardware-flow control
- A modem which can return strings with result commands

---

**Is the modem connected to the Display properly?**

---

◆Cause

A USB-to-serial conversion cable must be used. The cable may be disconnected from the modem or GP. The modem may not be turned ON.

◆Solution

Check that the modem is properly connected (GP → Serial conversion cable → Modem). Also check that the modem has been turned ON. Pro-face recommends the use of the USB-Serial (232C) Conversion Cable : “CA6-USB232-01”(sold separately) for the connection between GP and modem. The following conversion cable can also be used.

Manufacturer: I-O DATA DEVICE, Inc., Model: USB-RSAQ3

---

## Is the modem set properly on the PC?

---

### ◆ Settings of GP-Pro EX

In the [Transfer Settings] dialog box, check that the modem and phone number are set correctly.

### ◆ Settings of Windows®

Open [Phone and Modem Options] in [Control Panel] and check that the settings match with those of the modem to be used. For details, see the manual for your modem.



## 1.2.4 Online update fails

### Can you select the [Install] or [Download Only] button after selecting an update item? Is any script error displayed?

#### ◆Online update

This is a function in which the GP-Pro EX automatically connects to the Internet and is updated to the latest version. For the procedure of the online update, see the following section.

☞ GP-Pro EX Reference Manual “2.2.1 Working with Online Update” (page 2-21)

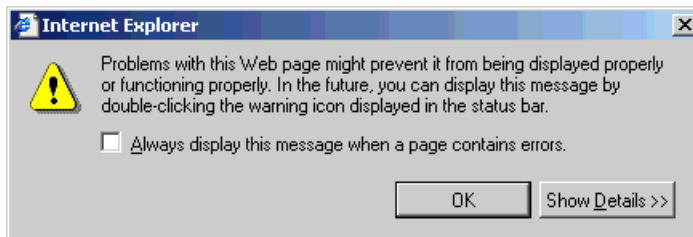
#### ◆Cause

The access to the update service server is blocked by the security setting of Internet Explorer. In such a case, the following phenomenon occurs after the update service screen is displayed, and the update may fail.

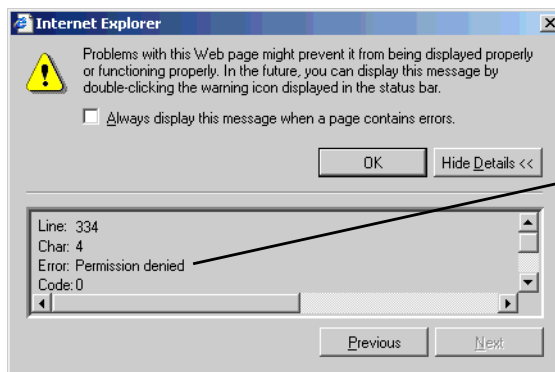
- The update item(s) is displayed; however, you cannot select the [Install] or [Download Only] button even after selecting the item.
- A script error is displayed when the update item(s) is displayed (See Sample screens 1 to 3 below).
- A script error is displayed when the update item(s) is selected (See Sample screens 1 to 3 below).

Sample screens 1 to 3 show errors only as examples. Other errors may be displayed depending on the Internet Explorer setting or the network environment being connected.

Sample screen 1:



Sample screen 2:



The line No. and error description may vary depending on the environment.

Continued

Sample screen 3:

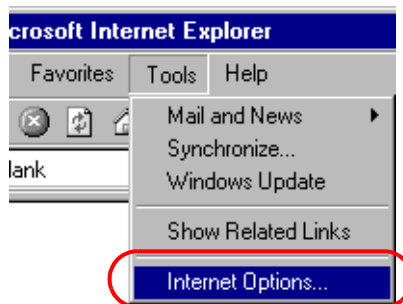


The line No. and error description may vary depending on the environment.

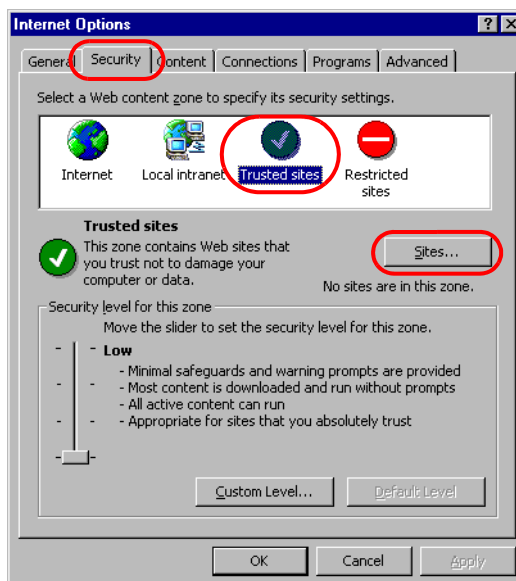
◆ **Solution**

In the Internet Explorer security settings, specify the URL of the update server to [Trusted sites] and enable communication with the server. Then update GP-Pro EX.

- (1) From the Internet Explorer [Tools] menu, select [Internet Options].

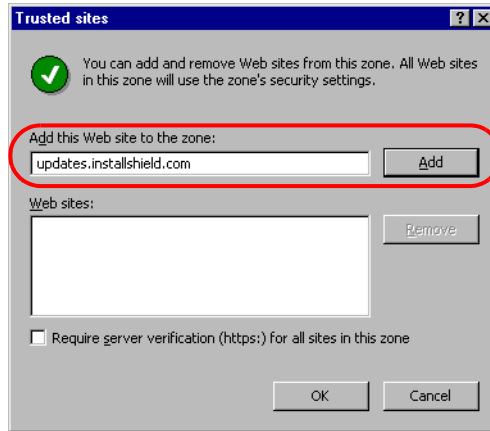


- (2) When the [Internet Options] dialog box opens, click the [Security] tab and select the [Trusted sites] icon. Click the [Sites] button.



Continued

- (3) In the [Trusted sites] dialog box, enter the URL of the update service (updates.installshield.com) in the [Add this Web site to the zone] box, and then click the [Add] button.



---

**NOTE**


- Clear the [Require server verification (https:) for all sites in this zone] check box.
- 

- (4) Click the [OK] buttons to close the [Trusted sites] and [Internet Options] dialog boxes. Then try the online update again.

## 1.2.5 Pass-Through Configuration Tool cannot start

### Is your system compatible with the Pass-Through Configuration Tool operating environment?

Check if your system is compatible with the Pass-Through Configuration Tool operating environment.

	Required environment		Remarks
Display model	All models of the GP3000 series		
OS	<ul style="list-style-type: none"> <li>• Windows<sup>®</sup>2000 (Service Pack4 or higher)</li> <li>• Windows<sup>®</sup>XP</li> </ul>		
Drawing software	GP-Pro EX Ver.1.10 or higher Runtime version Ver.1.10.00 or higher		
Driver for connected device	Mitsubishi Electric Corporation	A Series CPU Direct (Protocol version: Ver.1.12.01 or higher) FX Series CPU Direct (Protocol version: Ver.1.12.05 or higher) Q Series CPU Direct (Protocol version: Ver.1.10.02 or higher) QnA Series CPU Direct (Protocol version: Ver.1.10.02 or higher) QUTE Series CPU Direct (Protocol version: Ver.1.10.02 or higher)	For CPU models compatible with each series, refer to the GP-Pro EX Device/PLC Connection Manual.  GP-Pro EX Device/PLC Connection Manual
	OMRON Corporation	CS/CJ Series Host Link (Protocol version: Ver.1.12.02 or higher)	
	Yokogawa Electric Corporation	Personal Computer Link Ethernet (Protocol version: Ver.1.11.02 or higher) Personal Computer Link SIO (Protocol version: Ver.1.11.02 or higher)	
	Siemens AG	SIMANTIC S7 MPI Direct (Protocol version: Ver.1.13.03 or higher)	
	Yaskawa Electric Corporation	MP Series SIO (Extension) (Protocol version: Ver.1.10.00 or higher) MP Series Ethernet (Extension) (Protocol version: Ver.1.10.00 or higher)	

Continued

	Required environment		Remarks
Ladder software	MELSEC PLC Programming Software by Mitsubishi Electric Corporation “GX Developer”	OS running on PC (For Windows®2000) Ver.7 or higher (For Windows®XP) Ver.8 or higher	For details about the ladder software, refer to the manual of the connected device.
	PLC Support Tool Software by OMRON Corporation “CX-Programmer”	Ver3.0 or later	
	FA-M3 program development tool by Yokogawa Electric Corporation “WideField2”	R3.01	
	Engineering Work Station for the MP Series machine controller by Yaskawa Electric Corporation “MPE720”	Ver.5.38 to Ver.6.04 or later	
	Siemens AG programming tool	STEP7 Version 5.1 or later STEP7 Micro/WIN Version 4.0.1.10 or later	
Cable	USB transfer cable (manufactured by Pro-face: CA3-USBCB-01 (optional accessory) Commercially-available LAN cable (Ethernet cable)		

## When [Pass-Through Configuration Tool] is double-clicked, is the following message displayed?

### ◆Cause

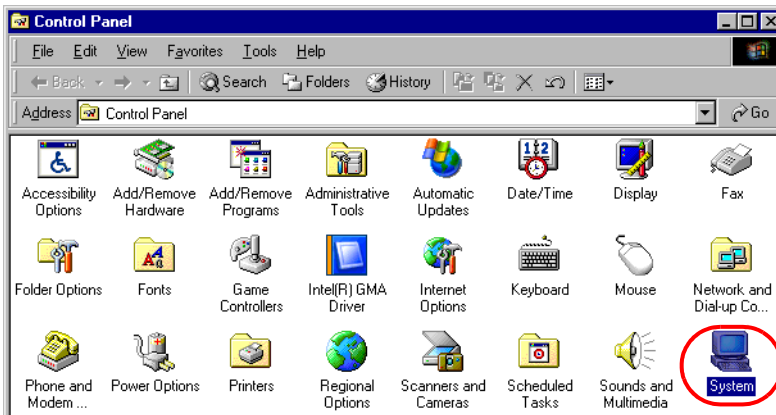
If the following error message appears when you try to start the “Pass-Through Configuration Tool”, the virtual COM port driver may not have been installed.



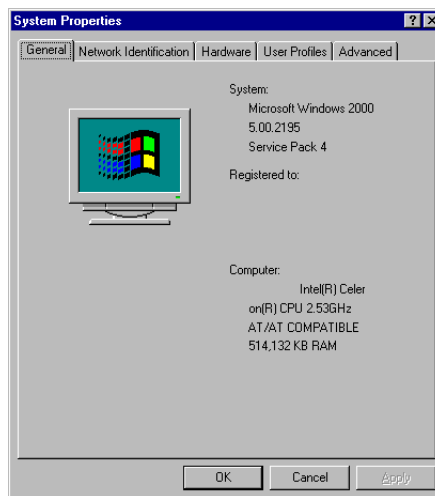
### ◆Solution

Make sure that two or more COM ports have been registered.

- (1) Click the Start button, select [Settings], [Control Panel], and double-click [System].

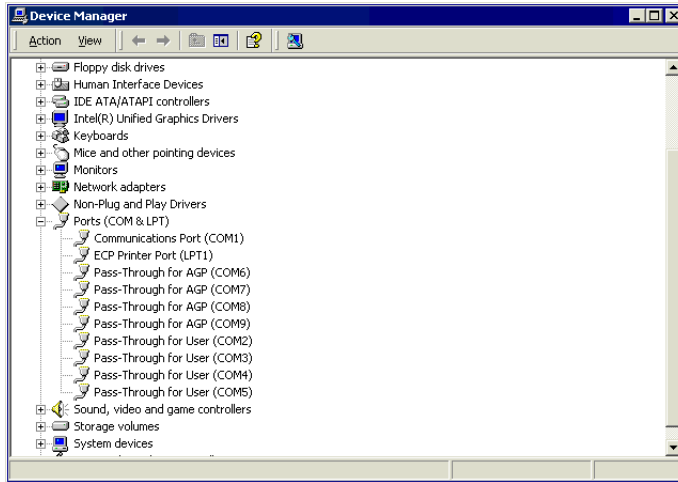


- (2) After the [System Properties] window opens, click the [Hardware] tab and start [Device Manager].



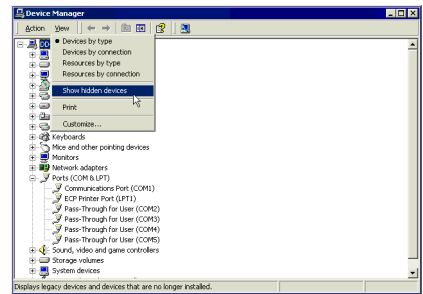
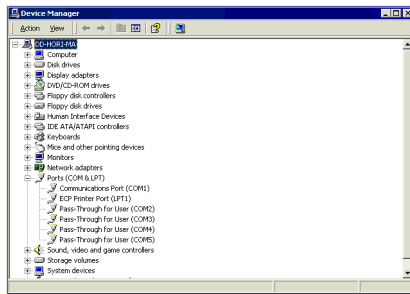
Continued

- (3) Make sure that two or more COM ports have been registered in [Ports (COM & LPT)].



**NOTE**


- When [Device Manager] does not display any COM ports for [Pass-Through for User]: Select [Show hidden devices] from the [View] menu to display all COM ports.



- When [Device Manager] displays a different number of COM ports for [Pass-Through for AGP] and for [Pass-Through for User] (e.g. Two ports and three ports):  
Uninstall the “Pass-Through Configuration Tool” and the virtual COM port driver.  
To uninstall the virtual COM port driver, be sure to refer to the following “Pass-Through Configuration Tool” guide to understand the procedure completely.
- [Pass-Through Configuration Tool] installation procedure
  - ☞ GP-Pro EX Device/PLC Connection Manual “Pass-through function guide” 2 installation
- [Pass-Through Configuration Tool] uninstallation procedure
  - ☞ GP-Pro EX Device/PLC Connection Manual “Pass-through function guide” 5 Appendix 5.1 Uninstallation of Virtual COM pass driver/Virtual COM port driver

## 1.2.6 GP cannot communicate with the PC via the pass-through function

Check if your system is compatible with the Pass-Through Configuration Tool operating environment.

	Required environment		Remarks
Display model	All models of the GP3000 series		
OS	<ul style="list-style-type: none"> <li>• Windows<sup>®</sup> 2000 (Service Pack4 or higher)</li> <li>• Windows<sup>®</sup> XP</li> </ul>		
Drawing software	GP-Pro EX Ver.1.10 or higher Runtime version Ver.1.10.00 or higher		
Driver for connected device	Mitsubishi Electric Corporation	A Series CPU Direct (Protocol version: Ver.1.12.01 or higher) FX Series CPU Direct (Protocol version: Ver.1.12.05 or higher) Q Series CPU Direct (Protocol version: Ver.1.10.02 or higher) QnA Series CPU Direct (Protocol version: Ver.1.10.02 or higher) QUTE Series CPU Direct (Protocol version: Ver.1.10.02 or higher)	For CPU models compatible with each series, refer to the GP-Pro EX Device/PLC Connection Manual.  GP-Pro EX Device/PLC Connection Manual
	OMRON Corporation	CS/CJ Series Host Link (Protocol version: Ver.1.12.02 or higher)	
	Yokogawa Electric Corporation	Personal Computer Link Ethernet (Protocol version: Ver.1.11.02 or higher) Personal Computer Link SIO (Protocol version: Ver.1.11.02 or higher)	
	Siemens AG	SIMANTIC S7 MPI Direct (Protocol version: Ver.1.13.03 or higher)	
	Yaskawa Electric Corporation	MP Series SIO (Extension) (Protocol version: Ver.1.10.00 or higher) MP Series Ethernet (Extension) (Protocol version: Ver.1.10.00 or higher)	

Continued



	Required environment		Remarks
Ladder software	MELSEC PLC Programming Software by Mitsubishi Electric Corporation "GX Developer"	OS running on PC (For Windows® 2000) Ver.7 or higher (For Windows® XP) Ver.8 or higher	For details about the ladder software, refer to the manual of the connected device.
	Siemens AG programming tool	STEP7 Version 5.1 or later STEP7 Micro/WIN Version 4.0.1.10 or later	
	FA-M3 program development tool by Yokogawa Electric Corporation "WideField2"	R3.01	
	Engineering Work Station for the MP Series machine controller by Yaskawa Electric Corporation "MPE720"	Ver.5.38 to Ver.6.04 or later	
Cable	USB transfer cable (manufactured by Pro-face: AGP-USBCB-01 (optional accessory) Commercially-available LAN cable (Ethernet cable)		

## Does your GP communicate with a connected device?

### ◆Cause

GP may not communicate with a connected device.

### ◆Solution

If a communication error is displayed on GP, check the communication error message. For details about the error message and corrective action, refer to the following description.

- ☞ “1.7.1 Common to all Display models ■ Errors displayed when communication fails” (page 1-157)

## Is your PC connected to the Display through a USB transfer cable?

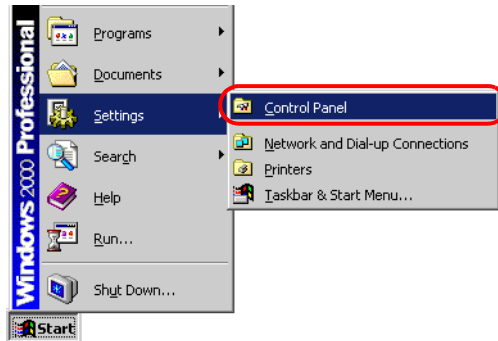
### ◆Cause

During transfer of a project file, the USB cable type does not match or the USB cable driver may not have been installed successfully.

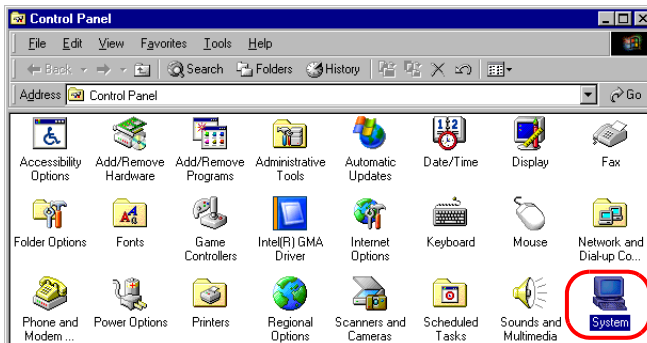
### ◆Solution

To transfer a project file through a USB cable, use the USB transfer cable (CA3-USBCB-01) optionally available from Pro-face. The USB cable driver may not have been installed successfully. Check if the driver has been installed successfully, according to the procedure below:

- Procedure for checking driver installation condition
  - (1) Click [Control Panel] from the Start button.

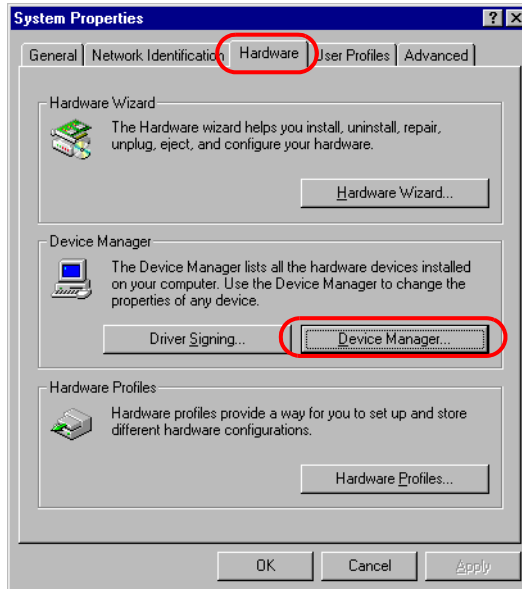


- (2) After the [Control Panel] window opens, double-click [System].




Continued

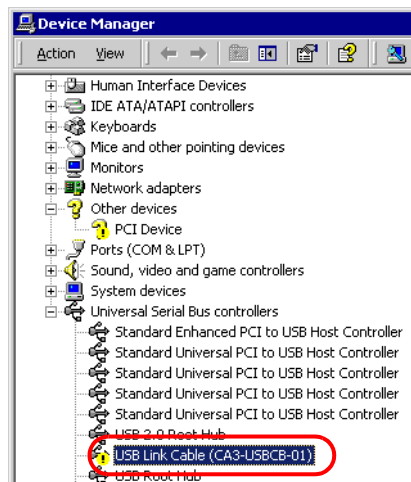
- (3) After the [System Properties] window opens, click the [Hardware] tab and select [Device Manager].



- (4) After the [Device Manager] window opens, click the [+] mark to the left of [USB (Universal Serial Bus) Controller]. If you find [USB Link Cable (CA3-USBCB-01)] in the displayed list, the driver has been installed successfully.

**NOTE**

- If the  mark is displayed to the left of [USB Link Cable (CA3-USBCB-01)], disconnect the USB cable from the PC and then re-connect it. After that, perform the installation procedure. For the installation procedure, see the next page.



- Driver installation procedure

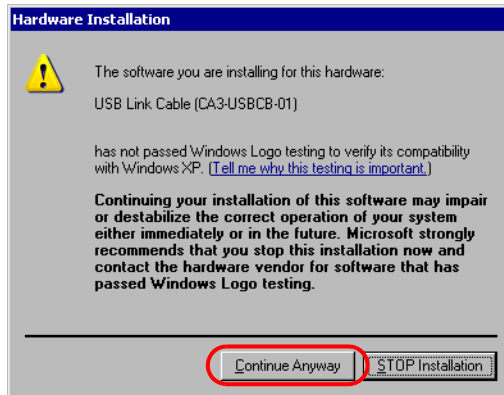
If the driver has not been installed, re-install it according to the procedure below.

Connect the PC and the Display through the USB transfer cable optionally available from Pro-face.

If the USB cable driver has not been installed, the following dialog box appears. Install the driver according to the instructions.

**NOTE**

- During USB driver installation, the following [Hardware Installation] dialog box may appear, depending on the Windows® XP security level. If you click [Continue Anyway], the driver installation will start. After installation is completed, click [Complete].



---

## Is the Ethernet cable a straight type or a cross type?

---

### ◆Cause

GP and a PC can be connected without a hub when using a straight cable. Cross cables might not be usable when employing the one-to-one connection, depending on personal computers or network cards.

### ◆Solution

Provide a hub between the GP and a PC when using a straight cable. Make sure that the GP and PC are connected with a straight cable via hub not with a cross cable in order to avoid incompatibility between the GP and PC.

- Distinguishing between a straight cable and cross cable

Compare the connectors at the both ends of the cable. When the color-coded signal cables are arranged in the same orders from the left in the connectors, it is a straight cable. When they are arranged differently, it is a cross cable. The color-coded of the signal cables depend on the cable is used. The following pictures are examples.

Straight cable



The color-coded signal cables are arranged in the same orders from the left of them, "White-Yellow-White-Blue-White-Green-White", "White-Yellow-White-Blue-White-Green-White"

Cross cable



The color-coded signal cables are not arranged in the same orders from left of them, "Black-Orange-Blue-White-Green-Black", "Black-Green-White-Blue-Orange-Black"

---

## Is your GP set to offline mode?

---

### ◆Cause

The Pass-Through Configuration Tool is available only when GP is set to online mode.

### ◆Solution

If GP is set to offline mode, exit from offline mode to display the RUN screen.

## Has the Pass-Through Configuration Tool been run for software other than the ladder software of the connected device?

### ◆Cause

The Pass-Through Configuration Tool may not have been run for software other than the ladder software of the connected device.

### ◆Solution

Check if the Pass-Through Configuration Tool has been used and the Taskbar is minimized as shown below, or check if the Pass-Through Configuration Tool icon is displayed at the right end of the Taskbar.



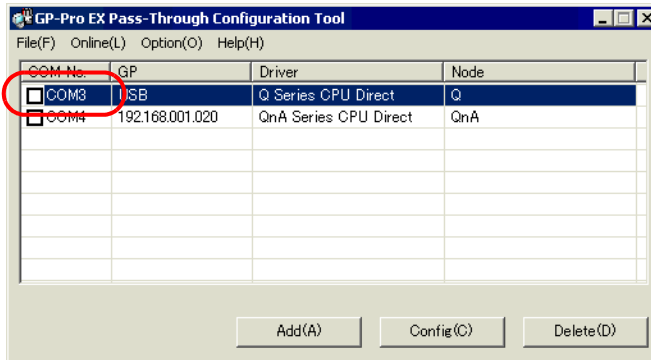
## In the Pass-Through Configuration Tool, is the checkbox for the target COM port number checked?

### ◆Cause

The checkbox for the target COM port number may not be checked.

### ◆Solution

Start the Pass-Through Configuration Tool and select the desired COM port number from the following dialog box. Then, re-start the monitor from the ladder software.



### NOTE

- For details about the ladder software, refer to the manual of the connected device.

---

## Is the same COM port number set in the ladder software of the connected device?

---

### ◆Cause

The COM port number set in the ladder software may not match the COM port number displayed in the Pass-Through Configuration Tool.

### ◆Solution

Check if the COM port number in the ladder software matches the COM port number displayed in the Pass-Through Configuration Tool.

---

<b>NOTE</b>
-------------

- For details about the ladder software, refer to the manual of the connected device.
-

## 1.2.7 GP cannot display manuals and sites from the help menu

### Has the Windows Explorer settings changed?

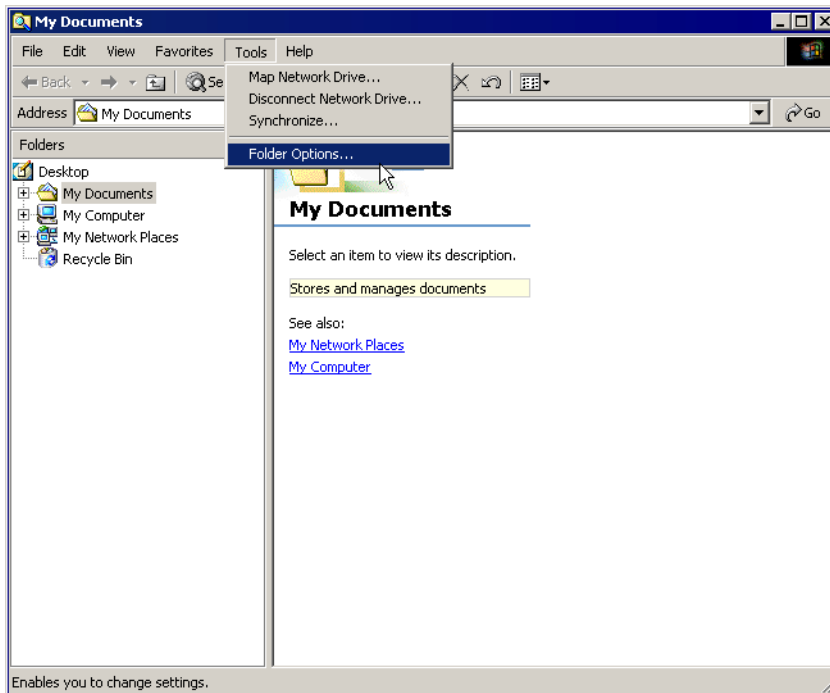
#### ◆Cause

Internet Explorer cannot be started because the [Folder Options] settings for Windows Explorer may have changed. For this reason, manuals, contents, and our website that require Internet Explorer also cannot be started.

#### ◆Solution

Check if the path of your browser is entered correctly in [Application used to perform action] in [Folder Options] of Windows Explorer using the following procedure:

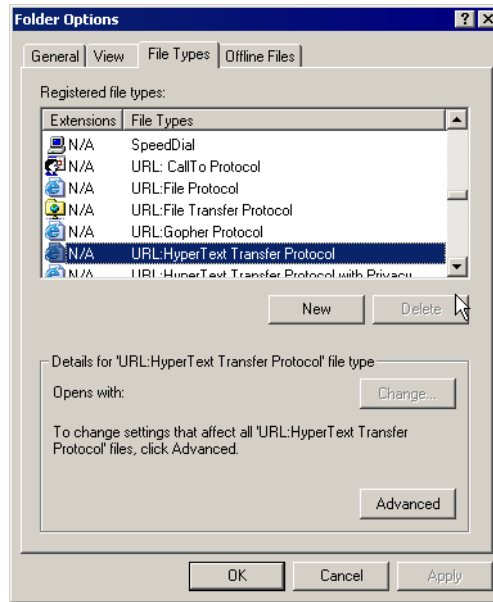
- (1) Start Windows Explorer and click [Folder Options] from the [Tools] menu.



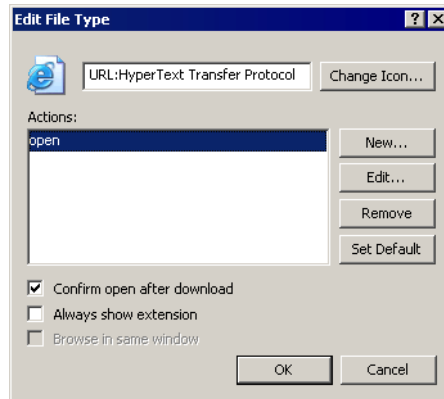
Continued



- (2) When the following [Folder Options] dialog box appears, select [URL:HyperText Transfer Protocol] from [File Types] and click [Advanced].

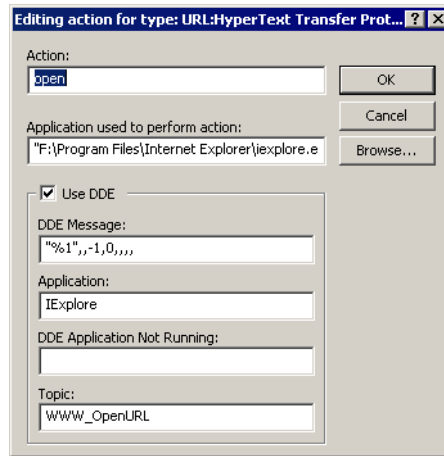


- (3) When the [Edit File Type] dialog box appears, check that “open” is selected in [Actions] and click [Edit].



Continued

- (4) When the [Editing action for type] dialog box opens, make sure that the browser installation destination is displayed in [Application used to perform action] and that the browser installation file is actually in this location.



- (5) If the existence of the browser cannot be confirmed, take the following actions as required:
- If a browser is not installed  
Install Internet Explorer Ver6.0 or later.
  - If a browser is installed but is not set in [Application used to perform action]  
Specify where the browser is installed in [Application used to perform action].
  - If a browser is installed but there is no “open” action set in [Edit File Type]  
Click [New] in [Edit File Type], set “open” in [Actions], and then set the path of the browser in [Application used to perform action].

# 1.3 Problems with Display operation

## 1.3.1 The touch panel (switch) does not respond

---

### Is the status LED illuminating in orange?

---

#### ◆Cause

The backlight burnout detection function is activated because the backlight is nearly burnt out. Or, the power supply voltage supplied to the GP is low.

#### ◆Solution

- When the backlight is nearly burnt out  
Replace the backlight. If the problem continues after the replacement, please contact your local GP distributor. If the status LED illuminates in orange soon after purchase, please contact your local GP distributor.

---

**IMPORTANT**

- The backlight burnout detection function monitors the current consumed by the GP. Depending on the failure type of the backlight, burnout may not be detected, or may be detected earlier than complete burnout. If this problem occurs soon after purchase, the GP may be faulty. In such a case, please contact your local GP distributor.
- 

- When the power supply voltage supplied to the GP is low  
Measure the power supply voltage of each GP unit and adjust it to the value within the range of “Rated Voltage” specified in the manual or the Installation Guide. If the problem continues even after the power supply voltage is adjusted, please contact your local GP distributor.

☞ “1.11.2 Contact us!” (page 1-211)

---

### Does this phenomenon occur with all switches?

---

#### ◆Cause

The problem may be in the switch setting.

#### ◆Solution

- When all switches do not respond  
When the same phenomenon occurs with all switches, try the solution in the next section “Can the GP enter offline mode?”
- When only specific switches do not respond
  - (1) An interlock function may be set for the switches. Check the setting.  
☞ GP-Pro EX Reference Manual “10.7 Using Interlock to Prevent Malfunctions” (page 10-19)
  - (2) When the touch is indicated with sound, the switch function is enabled. Find the specified address and check that the address is set to ON or OFF on the connected device side.

---

## Can the GP enter offline mode?

---

### ◆Cause

If the switches do not respond even after self-diagnosis in offline mode, the GP unit may be faulty.

### ◆Solution

- When the GP can enter offline mode

Conduct the self-diagnosis of the GP unit in offline mode to determine whether the problem is in the GP or not.

- (1) Perform the analog touch panel correction (calibration). For the setting procedure, see the following section.

☞ “2.8.1 Checking whether the Display is operating properly ■ Calibration Touch Panel” (page 2-50)

- (2) Select the [Check Touch Panel] option and check that the touched area lights up properly. For the checking procedure, see the following section.

☞ “2.8.1 Checking whether the Display is operating properly ■ Touch Panel” (page 2-50)

- (3) If the phenomenon continues after steps (1) and (2), the GP unit may be faulty. Please contact your local GP distributor.

☞ “1.11.2 Contact us!” (page 1-211)

- When the GP cannot enter offline mode

When the GP cannot enter offline mode, try the following measures.

- (1) The system menu used to enter offline mode may be set not to be displayed. If the system menu does not appear, select [Menu and Error Settings] in [Main Unit Settings] with GP-Pro EX and set the option for [Show System Menu] to show the system menu, and then transfer the project file again.

☞ GP-Pro EX Reference Manual “5.15.6 [System Settings] Setting Guide • Display Settings” (page 5-133)

If the GP can enter offline mode after the project file is transferred, follow the steps for “When the GP can enter offline mode” above.

- (2) If the GP cannot enter offline mode even after step (1), the GP unit may be faulty. Please contact your local GP distributor.

☞ “1.11.2 Contact us!” (page 1-211)

---

## Is the communication between the GP and the connected device established?

---

### ◆Cause

The communication between the GP and connected device may have a problem.

### ◆Solution

If an error code appears on the display, see the following sections and check the description and the handling method. Also, check for breaks in the communication cable.

☞ “1.7 Display-related errors” (page 1-157)

## 1.3.2 The touch panel (switch) of the Display does not respond to touch but another area responds instead (The panel responds when nothing is touched)

### ■ When GP is used

---

#### Does this phenomenon occur with all switches?

---

##### ◆Cause

If the switches do not respond properly even after the self-diagnosis in offline mode, the GP unit may be faulty.

##### ◆Solution

- When all switches do not respond properly  
When the same phenomenon occurs with all switches, try the solution for the next section “Can the GP enter offline mode?”
- When only specific switches do not respond properly
  - (1) Select the [Check Touch Panel] option and check that the touched area lights up properly. For the checking procedure, see the following section.
    - ☞ “2.8.1 Checking whether the Display is operating properly ■ Touch Panel” (page 2-50)
  - (2) Check the settings and address of the problematic switches. If the phenomenon continues after the check, the GP unit may be faulty. Please contact your local GP distributor.
    - ☞ “1.11.2 Contact us!” (page 1-211)

---

#### Can the GP enter offline mode?

---

##### ◆Cause

If the switches do not respond properly even after the self-diagnosis in offline mode, the GP unit may be faulty.

##### ◆Solution


- When the GP can enter offline mode  
Conduct the self-diagnosis of the GP unit in offline mode to determine whether the problem is in the GP or not.
  - (1) Perform the analog touch panel correction (calibration). For the setting procedure, see the following section.
    - ☞ “2.8.1 Checking whether the Display is operating properly ■ Calibration Touch Panel” (page 2-50)
  - (2) Select the [Check Touch Panel] option and check that the touched area lights up properly. For the checking procedure, see the following section.
    - ☞ “2.8.1 Checking whether the Display is operating properly ■ Touch Panel” (page 2-50)
  - (3) If the phenomenon continues after steps (1) and (2), the GP unit may be faulty. Please contact your local GP distributor.
    - ☞ “1.11.2 Contact us!” (page 1-211)

Continued

- When the GP cannot enter offline mode

When the GP cannot enter offline mode, try the following measures.

- (1) The system menu used to enter offline mode may be set not to be displayed. If the system menu does not appear, select [Menu and Error Settings] in [Main Unit Settings] with GP-Pro EX and set the option for [Show System Menu] to show the system menu, and then transfer the project file again.

 GP-Pro EX Reference Manual “5.15.6 [System Settings] Setting Guide • Display Settings” (page 5-133)

If the GP can enter offline mode after the project file is transferred, follow the steps for “When the GP can enter offline mode” above.

---

**IMPORTANT**

- When the user memory is initialized, all data other than the system data (OS, runtime, and driver) and the clock setting data is erased. Be sure to back up the data before starting the initialization.
- 

- (2) If the GP cannot enter offline mode even after step (1), the GP unit may be faulty. Please contact your local GP distributor.

 “1.11.2 Contact us!” (page 1-211)

### ■ When WinGP is used

To determine if the WinGP unit is faulty, run the self-diagnosis function of the PS series, PL series, and PC/AT unit and perform the analog touch panel correction (calibration). For the setting procedure, refer to the following:

- (1) Install Mouse Emulation Software.

---

**NOTE**

- If Mouse Emulation Software is not readily available, you can download it from our website. For information about how to install Mouse Emulation Software, refer to the following website:  
<http://www.pro-face.com/otasuke/>
- 

- (2) From the start menu, select [All Programs], [UPDD], and then [Calibrate].
- (3) When the Calibrate screen appears, touch, in turn, the arrow marks displayed on the screen.
- (4) When the [Check calibration] dialog box appears, click [OK]. This will complete the correction.

### 1.3.3 The Display does not turn ON (The initial screen is not displayed. The screen remains black.)

#### Is the status LED turned OFF or does it illuminate in orange?

##### ◆Cause

The backlight burnout detection function is activated because the backlight is nearly burnt out. Or, the power supply voltage supplied to the GP is low.

##### ◆Solution

- When the status LED is turned OFF

Measure the power supply voltage of each GP unit and adjust it to the value within the range of “Rated Voltage” specified in the manual or the Installation Guide. If the problem continues even after the power supply voltage is adjusted, please contact your local GP distributor.

☞ “1.11.2 Contact us!” (page 1-211)

- When the status LED illuminates in orange

Replace the backlight. If the problem continues after the replacement, please contact your local GP distributor. If the status LED illuminates in orange soon after purchase, please contact your local GP distributor.

☞ “1.11.2 Contact us!” (page 1-211)

##### IMPORTANT

- The backlight burnout detection function monitors the current consumed by the GP. Depending on the failure type of the backlight, burnout may not be detected, or may be detected earlier than complete burnout. If this problem occurs soon after purchase, the GP may be faulty. In such a case, please contact your local GP distributor.

#### An error message “RAAA005 The specified initial screen no. does not exist.(\*\*\*\*)” was displayed.

##### ◆Cause

The screen No. of the screen initially displayed at startup (initial screen) may be wrong and a different screen may be displayed.

##### ◆Solution

Confirm the setting of the initial screen No. For the procedure to change the setting, see the following section.

☞ “2.3.5 Setting the screen No. of the screen that is initially displayed after the power is turned ON” (page 2-28)

## Can the GP enter offline mode?

---

### ◆Cause

If the switches do not respond properly even after the self-diagnosis in offline mode, the GP unit may be faulty.

### ◆Solution

- When the GP can enter offline mode

Conduct the self-diagnosis of the GP unit in offline mode to determine whether the problem is in the GP or not.

- (1) Perform the analog touch panel correction (calibration). For the setting procedure, see the following section.

☞ “2.8.1 Checking whether the Display is operating properly ■ Calibration Touch Panel” (page 2-50)

- (2) Select the [Check Touch Panel] option and check that the touched area lights up properly. For the checking procedure, see the following section.

☞ “2.8.1 Checking whether the Display is operating properly ■ Touch Panel” (page 2-50)

- (3) If the phenomenon continues after steps (1) and (2), the GP unit may be faulty. Please contact your local GP distributor.

☞ “1.11.2 Contact us!” (page 1-211)

- When the GP cannot enter offline mode

When the GP cannot enter offline mode, try the following measures.

- (1) The system menu used to enter offline mode may be set not to be displayed. If the system menu does not appear, select [Menu and Error Settings] in [Main Unit Settings] with GP-Pro EX and set the option for [Show System Menu] to show the system menu, and then transfer the project file again.

☞ GP-Pro EX Reference Manual “5.15.6 [System Settings] Setting Guide • Display Settings” (page 5-133)

If the GP can enter offline mode after the project file is transferred, follow the steps for “When the GP can enter offline mode” above.

---

**IMPORTANT**

- When the user memory is initialized, all data other than the system data (OS, runtime, and driver) and the clock setting data is erased. Be sure to back up the data before starting the initialization.

- (2) If the GP cannot enter offline mode even after step (1), the GP unit may be faulty. Please contact your local GP distributor.

☞ “1.11.2 Contact us!” (page 1-211)



## Is data to turn OFF the display/backlight written in the address of the system area?

---

### ◆Cause

Data to turn OFF the display or backlight may be written in the address of the system area.

### ◆Solution

Check if data to turn OFF the display<sup>\*1</sup> or backlight<sup>\*2</sup> is written in the address of the system area.

\*1 Data to turn OFF the display: Address +9 when the direct access method is used; and Address 12 when the memory link method is used. Clear the data written in these addresses to 0.

\*2 Data to turn OFF the backlight: Address +14 when the direct access method is used; and Address 11 when the memory link method is used. Clear the data written in these addresses to 0.

## 1.3.4 An alarm sounds continuously

### Is an error code displayed?

#### ◆Cause

The transferred project file may have an error, or the communication with the connected device may have a problem.

#### ◆Solution

Check the error code. See the following sections for the description and handling method of the error code.

☞ “1.7 Display-related errors” (page 1-157)

### Did the buzzer start sounding after you changed the screen data setting or the ladder program of the connected device?

#### ◆Cause

The bit which activates the buzzer may have turned on when the screen data setting or the ladder program of the connected device was changed.

#### ◆Solution

In order to isolate the problem, disconnect any cables which connect the GP and other devices, turn off the GP once, and turn it on again. Then try the following solutions in this order.

#### NOTE

- The problem can be easily isolated by disconnecting the cables connecting other devices. If, however, the GP is installed in an environment where disconnecting the cables is difficult, you can try the following solutions without disconnecting the cables.

- When the buzzer stops after the GP is turned OFF once and turned ON again  
You can activate the buzzer of the GP by turning ON Bit 01 of the 14th word from the system area start address.

☞ GP-Pro EX Reference Manual “25.3 Sounding the GP Buzzer from a Device/PLC” (page 25-7)

From the connected device, check whether Bit 01 of the 14th word is turned ON. If the bit is ON, you can stop the buzzer by turning OFF the bit.

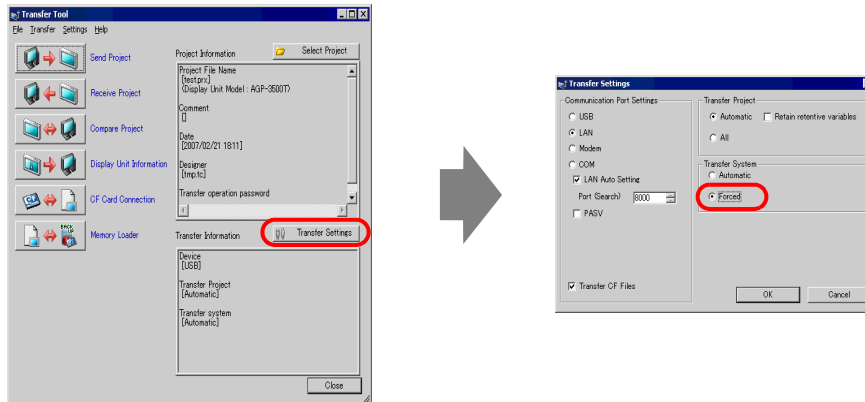
If the range of the system data area overlaps with the range used by the ladder program of the connected device, change the system area start address in offline mode. For the procedure, see the following section.

☞ “2.15.1 Settings common to all Display models ◆ System Area Settings” (page 2-95)

Continued

- When the buzzer continues even after the GP is turned OFF once and turned ON again  
The screen data may have a problem. Try the forced setup function of GP-Pro EX to transfer the project file again. To force the transfer with GP-Pro EX, click [Transfer Project] and select [Transfer Settings] in the [Transfer Tool] dialog box. When the [Transfer Settings] dialog box opens, select [Forced] under [Transfer System] and click [OK] to start the transfer.

☞ GP-Pro EX Reference Manual “32.10.1 [Transfer Settings] Settings Guide” (page 32-59)



- When the buzzer continues even after the forced transfer  
The GP may be faulty. Please contact your local GP distributor.  
☞ “1.11.2 Contact us!” (page 1-211)

## 1.3.5 Lines (streaks) appear on the screen. The screen turns white.

Does the phenomenon continue when you select [Check Display Pattern] in offline mode?

### ◆Cause

If the position, thickness, and length of the lines remain the same on the screen for [Check Display Pattern] of [Maintenance Menu] in offline mode, the GP may be faulty.

### ◆Solution

To determine whether the problem is in the GP or not, follow the procedure below to check the lines (streaks) on the screen for [Check Display Pattern] in offline mode.

☞ “2.2.1 Entering OFFLINE Mode” (page 2-16)

1. Enter offline mode and touch [Maintenance Menu] in the item changeover switches.

2. When the [Maintenance Menu] opens, touch [Check Display Pattern].

3. The screen for [Check Display Pattern] opens. If the position, thickness, and length of the lines (streaks) remain the same all the time, or if the screen is white, the GP may be faulty. Please contact your local GP distributor.

☞ “1.11.2 Contact us!” (page 1-211)

To exit from [Check Display Pattern], touch anywhere on the screen to return to the [Maintenance Menu] screen, and then touch [Exit].

## Are cross-talk patterns displayed?

---

### ◆Cause

A color STN panel and a monochrome LCD panel may produce the following phenomena due to the characteristics of liquid crystal panels:

- Screen flickering
- Uneven screen brightness
- Lines appear that do not exist originally, and as they flow, they extend the existing lines (cross-talk).



Cross-talk

### ◆Solution

This problem may be relieved by adjusting the contrast of the GP. Adjust the contrast by following the procedure described in the section below.

- ☞ “2.3.1 Adjusting the brightness/contrast” (page 2-24)

## 1.3.6 The status LED is flashing in green.

---

### Is the logic program running?

---

#### ◆Cause

If the status LED is flashing in green in logic execution mode, the logic program may have stopped.

#### ◆Solution

- When the logic program is not necessary

Disable the logic program according to the following procedure.

- (1) When using GP-Pro EX

Select [Logic Programs] from [System Settings] and then select [Disable]. Transfer the project file to the Display.

- (2) When using the Display

Enter offline mode. Select [Main Unit] in the item changeover switches. Select [Off] in [Logic Program] from [Logic]. Save the setting and then terminate offline mode.

☞ “2.15.7 When the LT3000 is used ■ [Main Unit Setting] Setting Guide” (page 2-158)

- When the logic program is necessary

Run the logic program according to the following procedure.

- (1) When using GP-Pro EX

Select [Display Unit] from [System Settings]. Select [RUN] in [Run at Start Up] from [Logic Settings]. Transfer the project file to the Display.

- (2) When using LT

Enter offline mode. Select [Main Unit] in the item changeover switches. Select [RUN] in [Logic Program] from [Logic]. Save the setting and then terminate offline mode.

☞ “2.15.7 When the LT3000 is used ■ [Main Unit Setting] Setting Guide” (page 2-158)

## 1.3.7 The screen flickers.

---

### Is the screen redisplayed after the screen appears?

---

#### ◆Cause

The address of [Switching Control Address] (language change function) may already be in use.

#### ◆Solution

Disable the language change function if it is not necessary. If the language change function is necessary, check if the set address is already in use.

- When the language change function is necessary  
Select [Text Table Settings] from [Common Settings] of GP-Pro EX. Check if the set address overlaps with the address of [Switching Control Address] in [Language Change Settings].

---

**NOTE**

- The default value of the start address of the system data area has the same address as the default value of [Switching Control Address]. They may overlap. If so, change the address of either one of the two.
- 

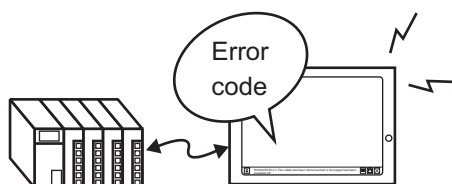
- When the language change function is not necessary  
Select [Text Table Settings] from [Common Settings] of GP-Pro EX. Uncheck [Enable Language Change Feature] in [Language Change Settings]. Transfer the project file to the Display.

# 1.4 Problems with communication with connected devices

## 1.4.1 Communication fails on all screens

### Is an error code displayed on the GP?

If communication fails on all screens, first check the error code displayed on the screen.



Typical error No.	Main cause
RHAA006 to RHAA007	Check if any noises are generated. Check the cable connection and connector engagement.
RHAA010 to RHAA012	This error is displayed during Ethernet communication. Check the port No. and network environment.
RHAA033 to RHAA035	This error is caused by the connected device. For details, see the GP-Pro EX Device/PLC Connection Manual.
RHAA036 to RHAA037 <sup>*1</sup>	Address outside of the device range is used.
RHAA038 <sup>*1</sup>	An attempt was made to read data which is write-only.
RHAA039 <sup>*1</sup>	An attempt was made to write to data which is read-only.
RHAA040 to RHAA045	This error is caused by the connected device. For details, see the GP-Pro EX Device/PLC Connection Manual.
RHAA065 to RHAA066 <sup>*1</sup>	This is a typical error displayed when communication using Ethernet fails. Check the communication settings and IP address.
RHAA067 to RHAA070 <sup>*1</sup>	This is a typical error displayed when communication using RS-232C/422/485 fails. Check the communication settings and cable connection.

\*1 This chapter describes these errors only. For other errors, see the following section.

☞ “1.7.1 Common to all Display models ■ Errors displayed when communication fails” (page 1-157)



## Is an error starting with RHAA067 to RHAA070 displayed?

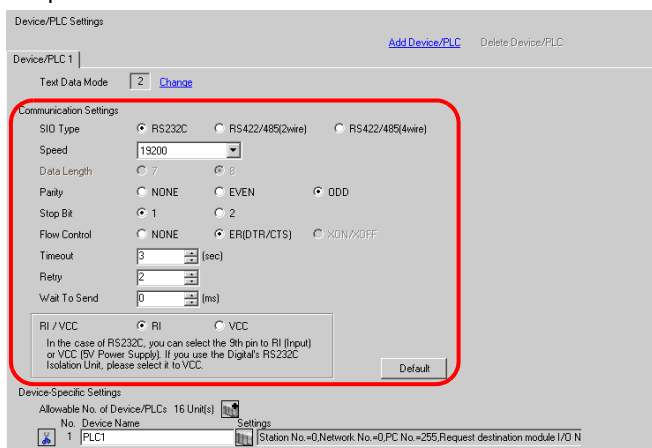
### ◆Cause

Errors starting with RHAA067 to RHAA070 are displayed when there is a problem with the RS-232C/422/485 communication.

### ◆Solution

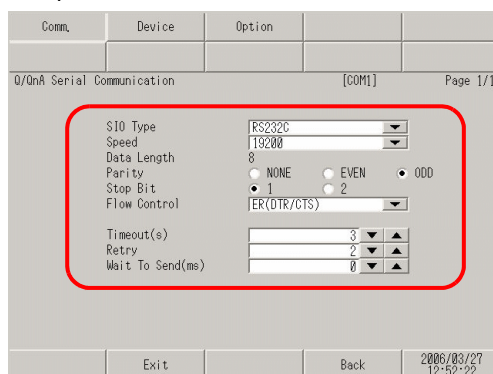
- (1) From [System Settings Window] of GP-Pro EX, select [Peripheral Settings] and then [Device/PLC Settings]. When a screen similar to the following is displayed, check that the communication settings are properly specified by referring to the “GP-Pro EX Device/PLC Connection Manual”.

Example: When Q/QnA Serial communication series manufactured by Mitsubishi Electric corporation is used



- (2) Get the GP in offline mode, select [Device/PLC Settings] of [Peripheral Settings], and also check that the communication settings are properly specified by referring to the “GP-Pro EX Device/PLC Connection Manual” again.

Example: When Q/QnA Serial communication series manufactured by Mitsubishi Electric corporation is used



- (3) Check the communication settings of the connected device by referring to the “GP-Pro EX Device/PLC Connection Manual” or the Device/PLC Connection Manual.
- (4) Check that the cable model and wiring are appropriate referring to the “GP-Pro EX Device/PLC Connection Manual”.

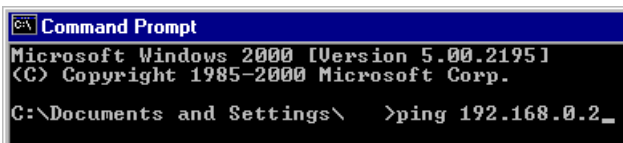
## Is an error starting with RHAA065 and RHAA066 displayed?

### ◆Cause

Errors starting with RHAA065 and RHAA066 are displayed when there is a problem with the Ethernet communication.

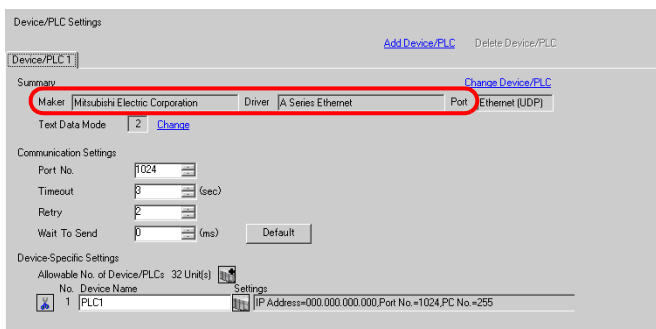
### ◆Solution


- (1) If the PC is located in a network, send the PING command to the GP and connected device and check whether they reply. Click the Start button, select [Programs], [Accessories], and [Command Prompt]. When the following screen is displayed, type “ping” followed by a space and the IP address after “C:\Documents and Settings\”. (Example: ping 192.168.0.2)

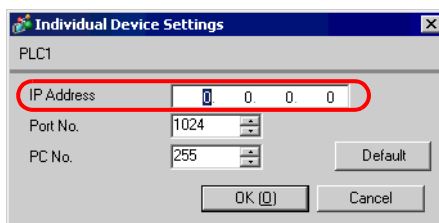


- (2) From [System Settings Window] of GP-Pro EX, select [Peripheral Settings] and then [Device/PLC Settings]. When a screen similar to the following is displayed, check that the communication settings are properly specified by referring to the “GP-Pro EX Device/PLC Connection Manual”.

Example: When A series Ethernet manufactured by Mitsubishi Electric corporation is used



Click  on the screen above to display the following dialog box. Check if the IP address of the connected device is set properly.



### NOTE

- For details about the IP address setting, ask your network administrator.

- (3) Set the GP in offline mode, select [Device/PLC Settings] of [Peripheral Settings], and also check that the communication settings are set properly by referring to the “GP-Pro EX Device/PLC Connection Manual” again.

Example: When A series Ethernet manufactured by Mitsubishi Electric corporation is used

Comm.	Device			
A Series Ethernet [UDP] Page 1/1				
Port No. <input type="radio"/> Fixed <input checked="" type="radio"/> Auto 1024				
Timeout(s) 3				
Retry 2				
Wait To Send(ms) 0				
Exit		Back		2006/05/24 14:46:24

Also, check the IP addresses specified for the connected device and GP by referring to the following sections.

**NOTE**

- For details about the IP address setting, ask your network administrator.

- To check the IP address specified for the GP
    - ☞ “2.5.1 Assigning an IP address to the Display” (page 2-40)
  - To check the IP address specified for the connected device
    - ☞ “2.4.1 Checking the communication settings for the connected device ■ Ethernet connection” (page 2-36)
- (4) Check the communication settings and IP address of the connected device by referring to the “GP-Pro EX Device/PLC Connection Manual” or the Device/PLC Connection Manual
  - (5) Try changing the hub and cable.

## Is an error starting with RHAA036 to RHAA039 displayed?

### ◆Cause

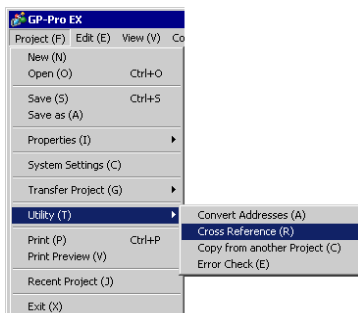
Errors starting with RHAA036 to RHAA039 are displayed when an address outside of the specified range is used.

### ◆Solution

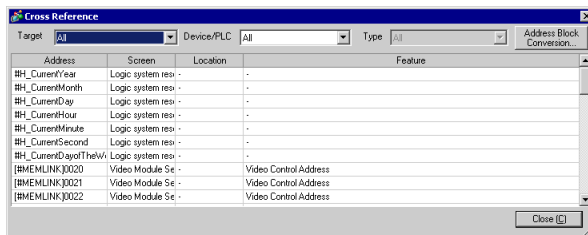
The addresses of an unsupported connected device may be used by the parts on the screen or scripts. These errors may occur on all screens if such unsupported addresses are used by the parts or functions which generate communication on all screens, in particular (Example: System data area, alarm, sampling, global D-script, global window, logic program).

Follow the procedure below to check if any devices use unsupported addresses.

- (1) From the [Project] menu of GP-Pro EX, expand [Utility] and select [Cross Reference].



- (2) When the [Cross Reference] dialog box appears, select [All] from the [Target] drop-down list.



Check if any of the following points are true for the addresses displayed in blue according to the error code.

- Error codes RHAA036 and RHAA037  
Check if any addresses outside of the range of the device addresses supported by GP-Pro EX are used.
- Error code RHAA038  
Check if the Data Display or a D-script tries to read a write-only device.
- Error code RHAA039  
Check if a switch or a D-script tries to write to a read-only device.

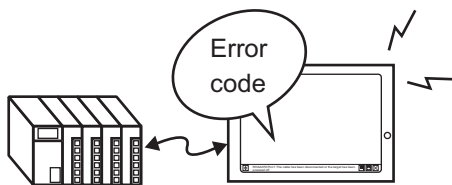
### NOTE

- For the range of the device addresses supported by GP-Pro EX and write-only/read-only devices, see “Supported Devices” in each driver manual of “GP-Pro EX Device/PLC Connection Manual”.

## 1.4.2 Communication fails on specific screens

### Is an error code displayed on the GP?

If communication fails on specific screens, first check the error code displayed on the screen.



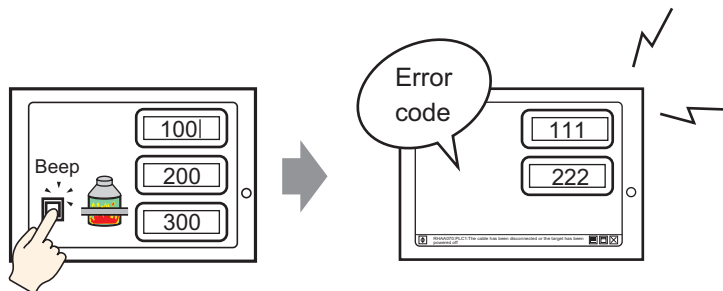
Typical error No.	Main cause
RHAA006 to RHAA007	Check if any noises are generated. Check the cable connection and connector engagement.
RHAA010 to RHAA012	This error is displayed during Ethernet communication. Check the port No. and network environment.
RHAA033 to RHAA035	This error is caused by the connected device. For details, see the GP-Pro EX Device/PLC Connection Manual.
RHAA036 to RHAA037*1	Address outside of the device range is used.
RHAA038 *1	An attempt was made to read data which is write-only.
RHAA039 *1	An attempt was made to write to data which is read-only.
RHAA040 to RHAA045	This error is caused by the connected device. For details, see the GP-Pro EX Device/PLC Connection Manual.
RHAA065 to RHAA066 *1	This is a typical error displayed when communication using Ethernet fails. Check the communication settings and IP address.
RHAA067 to RHAA070 *1	This is a typical error displayed when communication using RS-232C/422/485 fails. Check the communication settings and cable connection.

\*1 This chapter describes these errors only. For other errors, see the following section.

☞ “1.7.1 Common to all Display models ■ Errors displayed when communication fails” (page 1-157)

#### ◆Cause

If an communication error occurs only when a specific screen is opened, a part or a script may be using the unsupported device addresses used on the base screen where the error occurred.

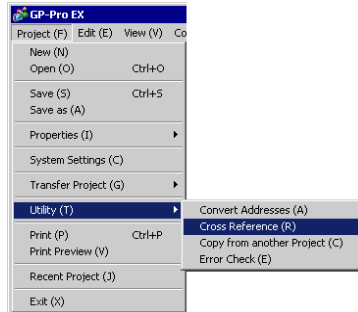


Continued

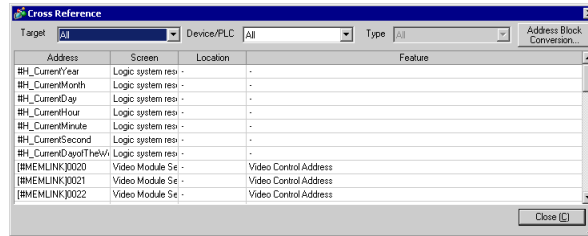
◆ **Solution**

Follow the procedure below to check the addresses used on the screen on which an error occurred.

- (1) With GP-Pro EX, open the screen on which an error starting with RHAA036 to RHAA039 occurred.
- (2) From the [Project] menu of GP-Pro EX, expand [Utility] and select [Cross Reference].



- (3) When the [Cross Reference] dialog box appears, select [All] from the [Target] drop-down list.



- (4) Check if any of the following points are true for the addresses displayed in blue according to the error code.
  - Error codes RHAA036 and RHAA037  
Check if any addresses outside of the range of the device addresses supported by GP-Pro EX are used.
  - Error code RHAA038  
Check if the Data Display or a D-script tries to read a write-only device.
  - Error code RHAA039  
Check if a switch or a D-script tries to write to a read-only device.

---

**NOTE** • For the range of the device addresses supported by GP-Pro EX and write-only/read-only devices, see “Supported Devices” in the “GP-Pro EX Device/PLC Connection Manual”.

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## 1.4.3 Communication is slow

### Is the traffic between the Display and connected device heavy?


#### ◆Cause

When the GP tries to read/write the address data of many connected devices simultaneously, the traffic increases and the communication requires more time. This may result in the slow response of the Display switches or a slow speed when updating the value in the Data Display.

The GP communicates to/from the addresses used on the currently displayed screen. The communication is done on all screens if the address is used by the system data area, alarm, sampling, global D-script, global window, or logic program.

As a result, when the functions above are set to many addresses, the communication may take a longer time.

#### ◆Solution

- (1) Reduce the number of parts placed on each screen to the extent possible. Set the parts which are not used all the time so that they are called only when they are required on a window.  
 GP-Pro EX Reference Manual “12.3 Displaying Windows” (page 12-7)
- (2) Reduce the number of addresses used by the alarm, sampling, global D-script, or global window to the extent possible.
- (3) Use consecutive addresses for the parts which are placed on the same screen to the extent possible.
- (4) Use the addresses of [LS Area] or [USR Area] in the GP for the data which is not necessarily stored in the connected device.
- (5) Reduce the number of addresses of the connected device to which logic programs are set.



### Is the communication speed between the Display and connected device set to low?

#### ◆Cause

The communication becomes slow when the communication speed between the GP and connected device is set to low.

#### ◆Solution

If the communication speed is set to low, change the setting to improve the speed according to the procedure described in the following sections.

- To change the setting with the GP  
 “2.4.1 Checking the communication settings for the connected device” (page 2-35)
- To change the setting with GP-Pro EX  
 GP-Pro EX Reference Manual “5.15.6 [System Settings] Setting Guide ■ [Device/PLC] Setting Guide” (page 5-161)

Continued

After the communication speed is changed, the project file must be transferred again. You also need to change the communication speed of the connected devices accordingly.

**NOTE**

- The range of the available communication speed varies depending on the connected device. For the communication speed of the connected device, see the GP-Pro EX Device/PLC Connection Manual.

## Is the communication line affected by noises?

### ◆Cause

If the communication line is affected by noises, the communication appears to slow down because it is interrupted frequently.

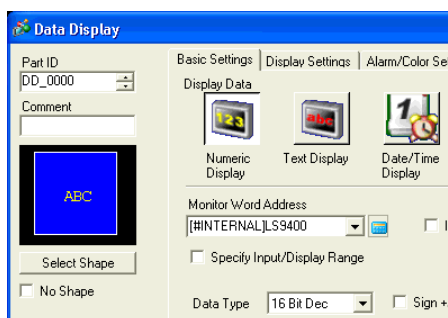
### ◆Solution

Monitor the value of the communication time and check the communication line to confirm whether the communication line is affected by noises.

#### 1 Monitoring the value of the communication time (communication cycle time)

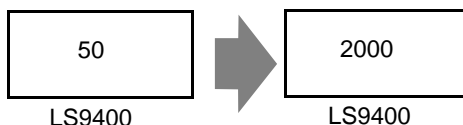
Monitor the value of the communication time (communication cycle time) stored in the LS Area in the GP. The communication time (communication cycle time) is stored in LS9400 of the LS Area in the unit of ms.

- (1) Open the project file currently being used, and place the Data Display specifying LS9400 on all screens.

**NOTE**

- Since the value of LS9400 cannot be monitored from the connected device, place the Data Display.

- (2) Transfer the project file to the GP again.
- (3) Monitor this value on the GP screen. If the value of LS9400 increases at specific occasions, a communication error is occurring due to noises or other causes.



Continued



**NOTE**


- When two or more devices are connected to the GP, the reference time required for the communication between the GP and connected devices (communication cycle time) is stored in LS9400 to LS9527 in the LS Area in the GP in the unit of ms.

LS Area	
LS9400	1st PLC of Driver 1
LS9431	32nd PLC of Driver 1
LS9432	1st PLC of Driver 2
LS9463	32nd PLC of Driver 2
LS9464	1st PLC of Driver 3
LS9495	32nd PLC of Driver 3
LS9496	1st PLC of Driver 4
LS9527	32nd PLC of Driver 4

- The GP3000 series allows the assignment of up to 4 drivers to one GP, and one driver allows the connection of up to 32 devices, which may vary depending on the type of the connected device.

Example: When drivers for Mitsubishi and Omron are assigned to the GP, and one Mitsubishi device and one Omron device are connected, you need to monitor LS9400 and LS9432.

When an Ethernet driver of Mitsubishi is assigned to the GP, and 32 devices are connected to one GP, you need to monitor LS9400 through LS9431.

- The addresses in the LS Area can be viewed by selecting [Peripheral List] and then [List of Device/PLC Management Addresses] from [System Settings Window] of GP-Pro EX.
-  GP-Pro EX Reference Manual “5.15.6 [System Settings] Setting Guide ■ [Peripheral List] Setting Guide” (page 5-158)

2 Check the communication line with the line monitor.

## 1.4.4 Communication stops intermittently

### Is the communication line affected by noises?

#### ◆Cause

If the communication line is affected by noises, the communication appears to slow down because it is interrupted frequently.

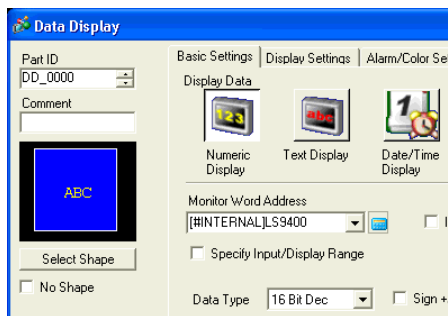
#### ◆Solution

Monitor the value of the communication time and check the communication line to confirm whether the communication line is affected by noises.

#### 1 Monitoring the value of the communication time (communication cycle time)

Monitor the value of the communication time (communication cycle time) stored in the LS Area in the GP. The communication time (communication cycle time) is stored in LS9400 of the LS Area in the unit of ms.

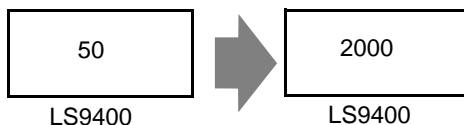
- (1) Open the project file currently being used, and place the Data Display specifying LS9400 on all screens.



#### NOTE

- Since the value of LS9400 cannot be monitored from the connected device, place the Data Display

- (2) Transfer the project file to the GP again.
- (3) Monitor this value on the GP screen. If the value of LS9400 increases at specific occasions, a communication error is occurring due to noises or other causes.



Continued

**NOTE**

- When two or more devices are connected to the GP, the reference time required for the communication between the GP and connected devices (communication cycle time) is stored in LS9400 to LS9527 in the LS Area in the GP in the unit of ms.


LS Area	
LS9400	1st PLC of Driver 1
LS9431	32nd PLC of Driver 1
LS9432	1st PLC of Driver 2
LS9463	32nd PLC of Driver 2
LS9464	1st PLC of Driver 3
LS9495	32nd PLC of Driver 3
LS9496	1st PLC of Driver 4
LS9527	32nd PLC of Driver 4

- The GP3000 series allows the assignment of up to 4 drivers to one GP, and one driver allows the connection of up to 32 devices, which may vary depending on the type of the connected device.

Example: When drivers for Mitsubishi and Omron are assigned to the GP, and one Mitsubishi device and one Omron device are connected, you need to monitor LS9400 and LS9432.

When an Ethernet driver of Mitsubishi is assigned to the GP, and 32 devices are connected to one GP, you need to monitor LS9400 through LS9431.

- The addresses in the LS Area can be viewed by selecting [Peripheral List] and then [List of Device/PLC Management Addresses] from [System Settings Window] of GP-Pro EX.

 GP-Pro EX Reference Manual “5.15.6 [System Settings] Setting Guide ■ [Peripheral List] Setting Guide” (page 5-158)

2 Check the communication line with the line monitor.

## Is the operation of the Display or connected device overloaded?

### ◆Cause

Some functions, such as the D-script, global D-script, saving in the CF card, or hard-copying of the GP screen, may apply a heavy load to the operation of updating the GP screen. To determine the load, delete these functions once and check that the communication is done properly.

When scanning the program of the connected device takes time, the update of the display stops and the communication appears to stop.

### ◆Solution

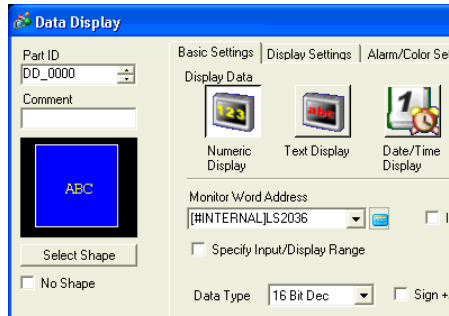
Follow the procedure below to check the load to the screen update operation. Also check the scan time of the connected device.

Continued

- Checking the load to the screen update operation

There are addresses called the LS Area in the GP and LS2036 in the LS Area stores the display scan time (time required for screen update operation; Unit: ms). Monitor the value stored in this address to check whether the load on the screen update operation is heavy.

- (1) Open the project file currently used, and place the Data Display specifying LS2036 on all screens.

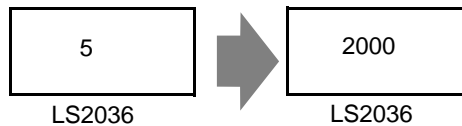


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**NOTE**

- Since the value of LS2036 cannot be monitored from the connected device, place the Data Display
- 

- (2) Transfer the project file to the GP again.
- (3) Monitor this value on the GP screen. If the value of LS2036 increases at specific occasions, a D-script which applies a heavy load is executed at a certain timing, resulting in a longer time required for the GP screen update operation.



In such a case, decrease the number of D-scripts or prevent multiple processes from being executed at the same time.

- Checking the scan time of the connected device

Read the time required to scan the ladder program of the connected device and check if the scan requires a longer time at specific occasions. If the ladder program operation requires a long time, contact the manufacturer of the connected device.

# 1.5 Problems with communication with I/O units

## 1.5.1 The device connected to the DIO interface does not turn ON/OFF

### Do the devices connected to the DIO unit produce input/output properly?

Check whether the device connected to the DIO board performs input/output operations properly in order to determine whether the problem is in the GP or not.

**NOTE**

- For more details, refer to the settings guide.
- ☞ “2.15.2 When the DIO board type GP3000 series is used ◆ I/O Driver (I/O Monitor)” (page 2-120)

1. Enter offline mode and touch [Peripheral Settings] in the item change over buttons.
2. When the [Peripheral Settings] screen opens, touch [I/O Driver] and then [DIO Driver].
3. When the [I/O Driver] screen opens, touch [I/O Monitor].
4. Select data type from [Bit] and [Word] for input and output respectively. (Example: To select bit for both input and output)
5. The input/output bit display screen opens. [Input] indicates the current ON/OFF status. At [Output], touching the item toggles the status between ON and OFF. If the device connected to the DIO board performs properly, please check the settings of the project file on GP-Pro EX. If not, please check the cable connection is correct first and continue to check the next item.

Continued

## Do the internal terminals of the GP operate properly?

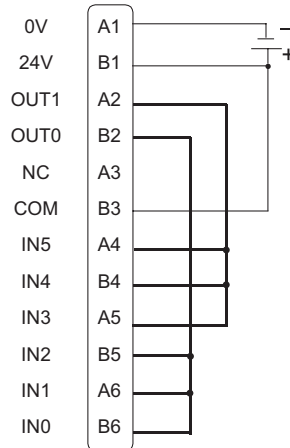
You need to prepare a loopback cable to check the internal terminals. Prepare the loopback cable according to the following instructions.

### ◆Preparing the loopback cable

The wiring of the loopback cable is as follows:

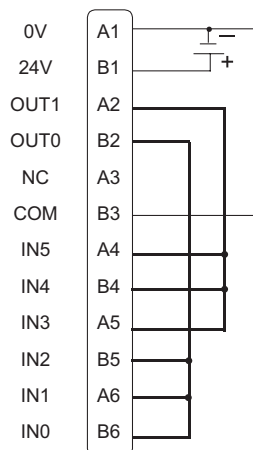
- Sink type

Example: To check three terminals at a time, from OUT0 to IN0 through IN2, and from OUT1 to IN3 through IN5



- Source type

Example: To check three terminals at a time, from OUT0 to IN0 through IN2, and from OUT1 to IN3 through IN5



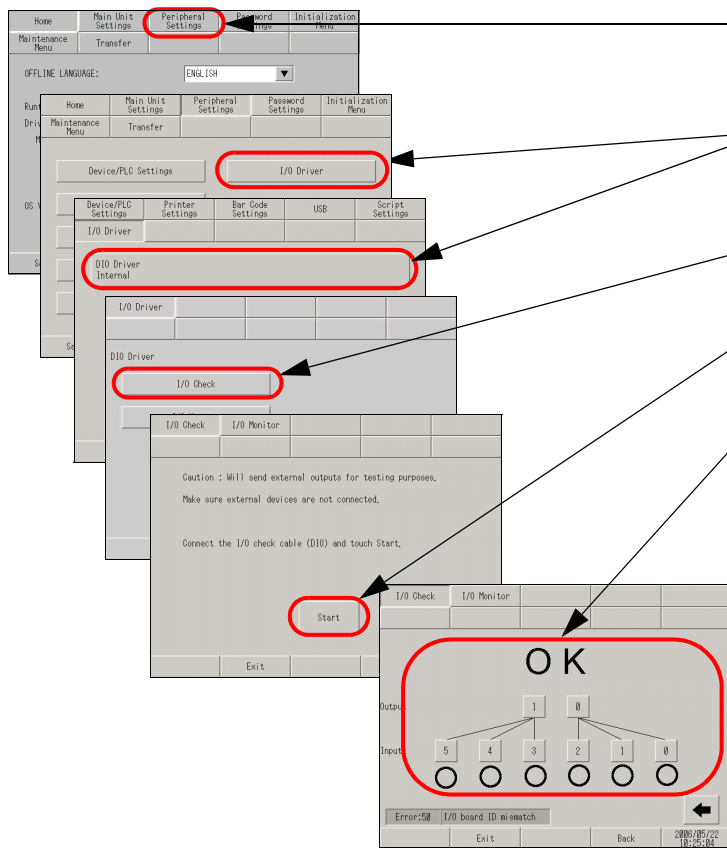
Continued

### ◆ I/O Check

Connect the loopback cable to the DIO board, send data from the two output terminals to the six input terminals, and compare the input and output data. When the data matches with the expected value, [OK] is displayed on the screen. When the data does not match with the expected value, [NG] is displayed. The connection can be checked based on this result.

**NOTE**

- For more details, refer to the settings guide.
- ☞ “2.15.2 When the DIO board type GP3000 series is used ◆ I/O Driver (I/O Check)” (page 2-119)



1. Enter offline mode and touch [Peripheral Settings] in the item change over buttons.
  2. When the [Peripheral Settings] screen opens, touch [I/O Driver].
  3. When the [I/O Driver] screen opens, touch [I/O Check].
  4. When the [I/O Check] screen opens, touch [Start].
  5. The connection check execution screen is displayed. When the connection is valid, [OK] is displayed. When there is a problem, [NG] is displayed. If the result is [OK], please check whether the device connected to the DIO board operate properly or the cable is OK. If [NG] displayed, the GP unit may be faulty. Please contact your local GP distributor.
- ☞ “1.11.2 Contact us!” (page 1-211)

## 1.5.2 FLEX NETWORK unit cannot operate properly

### ■ FLEX NETWORK I/O Unit

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#### Is an error code displayed?

---

##### ◆Cause

FLEX NETWORK unit settings may be incorrect.

##### ◆Solution

Check the error code. See the following sections for the description and handling method of the error code.

☞ “1.8 Errors displayed with an expansion unit” (page 1-189)



## Can the device connected to the FLEX NETWORK board perform input and output functions normally?

Check whether the device connected to the FLEX NETWORK board performs input/output operations properly in order to determine if there is a problem with the GP-Pro EX configuration or with the main unit configuration or connection.

**NOTE**

- For more details, refer to the settings guide.  
 ☞ “2.15.3 When the FLEX NETWORK unit is used ◆ I/O Monitor” (page 2-127)

When DIO (Example: FN-X16TS) is used

1. Enter offline mode and touch [Peripheral Settings] in the item change over buttons.
2. When the [Peripheral Settings] screen opens, touch [I/O Driver] and then [FLEX NETWORK Driver].
3. When the [I/O Driver] screen opens, touch [I/O Monitor].
4. The [I/O Monitor] screen is displayed. Set [Transmission Speed], [S-No.], [Model], and [Type]. (Example: [S-No.]: 1, [Model]: Input, FN-X16TS, [Transmission Speed]: 6 Mbps, [Type]: Bit)
5. The bit monitor screen is displayed, showing the ON/OFF status. A protruded switch indicates OFF and a depressed switch indicates ON.

- When the connected device is operating normally  
 When the connected device is operating normally, check the following GP-Pro EX settings because there is no problem with the Display side and the unit side:
  - (1) Check if the correct unit is selected in [Unit] in [I/O Driver Settings] in the [System Settings].  
 ☞ GP-Pro EX Reference Manual “30.4.2 Procedure” (page 30-15)
  - (2) Check if [Run at Start Up] is set to [RUN] in offline mode or in GP-Pro EX.  
 ☞ GP-Pro EX Reference Manual “5.15.6 [System Settings] Setting Guide ◆ Logic” (page 5-153)  
 ☞ “2.15.3 When the FLEX NETWORK unit is used ■ [Home] Settings Guide” (page 2-123)
  - (3) Check if [Logic Program Setting] in [System Settings Window] is set to [Use] in offline mode or in GP-Pro EX.  
 ☞ GP-Pro EX Reference Manual “28.14.1 [Logic Programs] Setting Guide” (page 28-154)
- When the connected device is not operating normally  
 When the connected device is not operating normally, check the wiring of the Display and connected device and then the following items:

## Check if the cable is functioning normally by performing a communication check.

Check whether the FLEX NETWORK unit connected to the FLEX NETWORK board can communicate properly.

**NOTE**

- For more details, refer to the settings guide.
- ☞ “2.15.3 When the FLEX NETWORK unit is used ◆ Check Comm.” (page 2-126)

1. Enter offline mode and touch [Peripheral Settings] in the item change over buttons.
2. When the [Peripheral Settings] screen opens, touch [I/O Driver] and then [FLEX NETWORK Driver].
3. When the [I/O Driver] screen opens, touch [Check Comm.].
4. Touch [Start].
5. The screen for communication check execution is displayed. When no problem is found with the communication, the total number of units that communicated successfully and the number of S-No. assigned to the units are highlighted. If the communication is successful, please check whether the device connected to the FLEX NETWORK unit operate properly or the cable is correct. If [NG] is displayed, the GP unit may be faulty. Please contact your local GP distributor.

☞ “1.11.2 Contact us!” (page 1-211)

\* The following list shows the I/O units supported by the communication check. (Example: When setting FN-X16TS(1),1 S-No.1 and FN-XY32SKS (4),1,S-No.2, S-no.1 to 5 are highlighted on the screen above.)

Type	Model	No. of stations to be occupied
I/O	FN-X16TS	1
	FN-X32TS	2
	FN-Y08RL	1
	FN-Y16SK	1
	FN-Y16SC	1
	FN-XY08TS	1
	FN-XY16SK	1
	FN-XY16SC	1
	FN-XY32SKS	4
Analog	FN-AD02AH	1
	FN-AD04AH	4
	FN-DA02AH	1
	FN-DA04AH	4
High Speed Counter Unit	FN-HC10SK	8
Single-Axis Positioning Unit	FN-PC10SK	4

## ■ Flex Network analog unit, 2ch analog unit

### Is an error code displayed?

#### ◆ Cause

FLEX NETWORK unit settings may be incorrect.

#### ◆ Solution

Check the error code. See the following sections for the description and handling method of the error code.

☞ “1.8 Errors displayed with an expansion unit” (page 1-189)

### Can the connection device connected to the FLEX NETWORK board perform input and output functions normally?

Check whether the device connected to the FLEX NETWORK board performs input/output operations properly in order to determine whether the problem is in the GP or not.

#### NOTE

- For more details, refer to the settings guide.

☞ “2.15.3 When the FLEX NETWORK unit is used ◆ I/O Monitor” (page 2-127)

When an analog unit (Example: FN-AD02AH) is used

1. Enter offline mode and touch [Peripheral Settings] in the item change over buttons.
2. When the [Peripheral Settings] screen opens, touch [I/O Driver] and then [FLEX NETWORK Driver].
3. When the [I/O Driver] screen opens, touch [I/O Monitor].
4. The [I/O Monitor] screen is displayed. Set [Transmission Speed], [S-No.], and [Model]. (Example: [S-No.]: 1, [Model]: Input, FN-AD02AH, [Transmission Speed]: 6 Mbps)
5. Touch this switch to go to the next screen and set [CH] (channel) and [Range].
6. The input monitor screen is displayed. The input status is indicated with an integer value.

- When the connection device is operating normally

When the connection device is operating normally, check the following GP-Pro EX settings because there is no problem with the Display side and the unit side:

- (1) Check if the correct unit is selected in [Unit] in [I/O Driver Setting] in the [System Settings].

☞ GP-Pro EX Reference Manual “30.4.2 Procedure” (page 30-15)

Continued

- (2) Check if [Run at Start Up] is set to [Run] in offline mode or in GP-Pro EX.
  - ☞ GP-Pro EX Reference Manual “5.15.6 [System Settings] Setting Guide ◆ Logic” (page 5-153)
  - ☞ “2.15.3 When the FLEX NETWORK unit is used ■ [Home] Settings Guide” (page 2-123)
- (3) Check if [Logic Programs] in [System Settings] is set to [Enable] in offline mode or in GP-Pro EX.
  - ☞ GP-Pro EX Reference Manual “28.14.1 [Logic Programs] Setting Guide” (page 28-154)

- When the connection device is not operating normally  
 When the connection device is not operating normally, check the wiring of the Display and connected device and then the following items:

## Check if the cable is functioning normally by performing a communication check.

Check whether the FLEX NETWORK unit connected to the FLEX NETWORK board can communicate properly.

**NOTE**

- For more details, refer to the settings guide.
  - ☞ “2.15.3 When the FLEX NETWORK unit is used ◆ Check Comm.” (page 2-126)

1. Enter offline mode and touch [Peripheral Settings] in the item change over buttons.
2. When the [Peripheral Settings] screen opens, touch [I/O Driver] and then [FLEX NETWORK Driver].
3. When the [I/O Driver] screen opens, touch [Check Comm.].
4. Touch [Start].
5. The screen for communication check execution is displayed. When no problem is found with the communication, the total number of units that communicated successfully and the number of S-No. assigned to the units are highlighted. If the communication is successful, please check whether the device connected to the FLEX NETWORK unit operate properly or the cable is correct. If [NG] is displayed, the GP unit may be faulty. Please contact your local GP distributor.

☞ “1.11.2 Contact us!” (page 1-211)

\* The following list shows the I/O units supported by the communication check.  
 (Example: When setting FN-X16TS(1),1 S-No.1 and FN-XY32SKS (4),1,S-No.2,  
 S-no.1 to 5 are highlighted on the screen above.)

Type	Model	No. of stations to be occupied
DIO	FN-X16TS	1
	FN-X32TS	2
	FN-Y08RL	1
	FN-Y16SK	1
	FN-Y16SC	1
	FN-XY08TS	1
	FN-XY16SK	1
	FN-XY16SC	1
	FN-XY32SKS	4
	Analog	FN-AD02AH
FN-AD04AH		4
FN-DA02AH		1
FN-DA04AH		4
High Speed Counter Unit	FN-HC10SK	8
Single-Axis Positioning Unit	FN-PC10SK	4

### ■ Flex Network single-axis positioning unit, Flex Network high speed counter unit

If communication fails with the FLEX NETWORK unit, refer to “Problem and Solutions” in each manual for the unit.

Unit	Manual name
FLEX NETWORK Series	Flex Network Single-Axis Positioning Unit User Manual
	Flex Network High Speed Counter Unit User Manual

## 1.5.3 Communication fails with the GP3000 Series PROFIBUS Slave Unit

### Is an error message displayed?

#### ◆Cause

Communication cannot be established with the GP3000 Series PROFIBUS Slave Unit when an error messages appears on the Display.

#### ◆Solution

##### NOTE

- For details about the error messages, refer to the following page.

☞ “1.8.2 When the FLEX NETWORK unit is used ■ When the PROFIBUS is used” (page 1-196)

### Is the connected device correctly set with GP-Pro EX?

#### ◆Cause

The connected device may not be correctly set with GP-Pro EX.

#### ◆Solution

Check if [PROFIBUS DP Slave] is selected from [PROFIBUS International] in the setting of the connected device.

### Is the PROFIBUS cable properly connected?

#### ◆Cause

The PROFIBUS cable may not be properly connected.

#### ◆Solution

Reconnect the PROFIBUS cable firmly. For details about the cable connection, refer to the following manual.

☞ GP3000 Series PROFIBUS Slave Unit User Manual

### Is the PROFIBUS (Slave) Unit properly connected to the GP unit?

#### ◆Cause

The PROFIBUS (Slave) Unit may not be properly connected to the GP unit.

#### ◆Solution

Turn OFF the GP unit and then disconnect the power supply cable. Check if any connector pins are bent or broken. Check that the connection between the PROFIBUS (Slave) Unit and the GP unit is correct. Turn ON the GP unit. If “PWR” and “ERR” LEDs do not turn ON after turning the power ON, the PROFIBUS (Slave) Unit may be faulty. Please contact your local GP distributor.

☞ “1.11.2 Contact us!” (page 1-211)

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## Is the “ERR LED” illuminating?

---

### ◆Cause

If the “ERR LED” illuminates, the communication may not be established due to any of the following improper network settings:

- Transmission path is broken.
- The master cannot be used.
- The electric power is not supplied.
- Master’s I/O communication size setting and GP’s disagree.
- Master’s slave address setting and GP’s disagree.

### ◆Solution

Check the error message on the GP screen. Perform the solution and then set the network properly. For details about the error messages, refer to the following page.

- ☞ “1.8.2 When the FLEX NETWORK unit is used ■ When the PROFIBUS is used” (page 1-196)

For the setting procedure, refer to the GP-Pro EX Device/PLC Connection Manual.

- ☞ GP-Pro EX Device/PLC Connection Manual

If the “ERR LED” still illuminates after resetting the network, the PROFIBUS (Slave) Unit may be faulty. Please contact your local GP distributor.

- ☞ “1.11.2 Contact us!” (page 1-211)

## 1.5.4 An image does not appear when using the VM unit.

### Does an image appear in offline mode?

#### ◆Cause

If an image does not appear in offline mode, the VM unit may not be properly connected to the Display.

#### ◆Solution

Check if an image is sent to the GP unit according to the following procedure.

- ☞ “2.11.2 Checking whether video signals are being received by the Display when video is not displayed” (page 2-74)
- When an image appears in offline mode
 

If an image appears in offline mode, check the following in the project file settings.

  - (1) If the settings of Video Module Display are correct.
    - ☞ GP-Pro EX Reference Manual “26.2 Displaying Video Camera Output” (page 26-8)
  - (2) If the video screen number that does not exit has been designated when indirectly designating Video Module Display.
  - (3) If the Video Control Area is properly specified using a switch on the touch panel or when operating the connected device.
  - (4) If the system data area is properly specified using a switch on the touch panel or when operating the connected device.
- When an image does not appear in offline mode
 

If an image does not appear in offline mode, check if the VM unit is properly connected according to the following procedure.

#### IMPORTANT

- To avoid electric shock, be sure to check that no electric power is supplied before wiring.

- (1) Check that the VM unit is correctly connected, referring to the following manual.
  - ☞ GP2000 Series VM Unit User Manual “Chapter 3: Installation and Wiring”
- (2) Check that the cables are correctly connected, referring to the following manual.
  - ☞ GP2000 Series VM Unit User Manual “Chapter 3: Installation and Wiring - 3.2 Cable Connection”
- (3) Check that the cables are connected to the correct channels, referring to the following manual.
  - ☞ GP2000 Series VM Unit User Manual “Chapter 2: SPECIFICATIONS - 2.4 Part Names and Functions”
- (4) Check that the RGB input and output connectors are correctly connected, referring to the following manual.
  - ☞ GP2000 Series VM Unit User Manual “Chapter 2: SPECIFICATIONS - 2.4 Parts Names and Functions”
- (5) Check that the device used for video input complies with the input specifications of the VM unit, referring to the following manual.
  - ☞ GP2000 Series VM Unit User Manual “Chapter 2: SPECIFICATIONS - 2.2 Functional Specifications”



## 1.5.5 Communication fails with the DeviceNet (Slave) unit

### Is an error message displayed?

If any of the following error messages appears on the Display, the DeviceNet unit may not be properly recognized.

#### ■ “0x47RHxx071 (Node Name): The extend unit (Unit Name) is not implemented.”

##### ◆Cause

The DeviceNet may not be properly connected.

##### ◆Solution

- When the DeviceNet is not properly connected

Connect the DeviceNet properly according to the following manual.

☞ DeviceNet Slave Unit Hardware Manual Chapter 3 Installation

- When the DeviceNet is properly connected

Correct the problem according to the following procedure.

- (1) Disconnect the DeviceNet cable. Measure the power supply voltage of each GP unit and adjust it to the value within the range of “Rated Voltage” specified in the manual. Turn the power ON and check if the DeviceNet unit’s LED turns ON.
- (2) If the DeviceNet unit’s LED turns ON, check the detail of the LED error and correct the problem accordingly.
 

☞ “Is the LED indicating an error?” (page 1-90)

If the LED does not turn ON, the GP unit may be faulty. Please contact your local GP distributor.

☞ “1.11.2 Contact us!” (page 1-211)
- (3) If the DeviceNet unit’s LED does not turn ON, check if any connector pins are bent or broken. Connect the DeviceNet unit with attention to the connection.

#### ■ “(Node Name): Error During Initialization of Interface Module”

##### ◆Cause

The DeviceNet unit may not be properly connected or set, or the GP unit may have a problem.

##### ◆Solution

Check the status of the DeviceNet unit’s LED and correct the problem accordingly.

☞ “Is the LED indicating an error?” (page 1-90)

#### NOTE

- For details about the errors other than described above, refer to the following section.
 

☞ “1.8.2 When the FLEX NETWORK unit is used ■ When the DeviceNet (Slave) unit is used” (page 1-196)

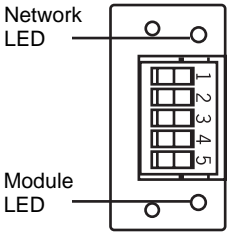
## Is the LED indicating an error?

### ◆Cause

The DeviceNet unit may not be properly connected or set, or the GP unit may have a problem.

### ◆Solution

Check the status of the following LEDs and correct the problem accordingly.

DeviceNet connector part	LED status			Things to be checked next
	Module LED	Color	Status	
	Module LED	Red	Illuminating	The GP unit may be faulty. Please contact your local GP distributor. ☞ "1.11.2 Contact us!" (page 1-211)
			Flashing	Error occurred. Judged as recoverable and automatically restoring. If the LED continues to flash in red, the GP unit may be faulty. Please contact your local GP distributor. ☞ "1.11.2 Contact us!" (page 1-211)
		Green	Flashing	Check the communication settings for the connected device. Enter offline mode in the GP unit and select [Peripheral Settings], [Device/PLC Settings] and then [DeviceNet].
	Network LED	Red	Illuminating	The communication with the DeviceNet and the DeviceNet-related device is not established. Check if your cable is DeviceNet-compatible.
			Flashing	Timeout error occurred. Check the communication settings or reset the GP unit.
		Green	Flashing	Is the DeviceNet cable properly connected? Turn OFF the GP unit. Reconnect the DeviceNet cable so that the connector is firmly connected.

## 1.5.6 Communication fails with the EX module

### Is an error message displayed?

If any of the following error messages appears on the Display, the EX module may not have been properly recognized.

#### ■ “RGEF52 I/O board init. error”

##### ◆Cause

A project file created by GP-Pro EX Ver.2.00 or later may not have been transferred to the Display.

##### ◆Solution

- When a project file created by GP-Pro EX Ver.2.00 or later is transferred to the Display
  - (1) Force the project file to be transferred according to the procedure described in the following section.
    - ☞ “2.12.3 Forcing the transfer of project files” (page 2-78)
  - (2) If the communication still fails after forcefully transferring the project file, the GP unit may be faulty. Please contact your local GP distributor.
    - ☞ “1.11.2 Contact us!” (page 1-211)
- When a project file created by GP-Pro EX Ver.2.00 or later is not transferred
 

Transfer a project file created by GP-Pro EX Ver.2.00 or later to the Display.

#### ■ “RGEF100 Module init. error”

“RGEF101 Module init. resp err”

“RGEF102 Module init. send err”

“RGEF103 Module init. rcv err”

“RGEF104 Module init. end err”

##### ◆Cause


The EX module may not have been connected properly.

##### ◆Solution

Correct the problem according to the following procedure.


#### IMPORTANT

- To avoid electric shock, be sure to disconnect the power supply cable of the Display before connecting and removing the EX module.
- If the EX module is properly connected
  - (1) Turn OFF the LT. Remove the terminal connector or MIL connector. Turn ON the LT with only the EX module connected. Check if any of the LEDs of the EX module turns ON.
  - (2) If any of the LEDs of the EX module turns ON, turn OFF the LT, attach the terminal connector or MIL connector to the LT and then check the communication. If no LEDs turn ON, the LT may be faulty. Please contact your local LT distributor.
    - ☞ “1.11.2 Contact us!” (page 1-211)

- If the EX module is not properly connected
  - (1) Turn OFF the LT. Reconnect the extension connector with attention to the connection. Check if any connector pins are bent or broken before connecting.
  - (2) If the communication still fails with the EX module after performing the solution above, select [Peripheral Settings], [I/O Driver], [EXM Driver], and then [I/O Monitor] in offline mode. If the number and type of the connected module is not displayed, the EX module is not recognized. The LT or the EX module may be faulty. Please contact your local LT distributor.  
 "1.11.2 Contact us!" (page 1-211)

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**NOTE**

- For details about the errors other than described above, refer to the following section.  
 "1.7.3 Errors displayed with the LT3000 series 1.7.3 Errors displayed with the LT3000 series" (page 1-182)
- 

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## Does the communication fail even if no error appears on the Display?

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### ◆Cause

If [External I/O] is disabled, communication fails. Enable [External I/O] and transfer the logic program (project file) to the display again.

### ◆Solution

In GP-Pro EX, select [Display Unit], [Logic Settings], [External I/O] and then [RUN]. Transfer the logic program (project file).

## 1.5.7 USB transfer cable is not recognized.

---

### Is the USB transfer cable connected?

---

◆ **Cause**

The USB transfer cable may not have been correctly connected.

◆ **Solution**

Reconnect the USB transfer cable or reboot the PC. Connect the USB transfer cable directly to the USB port, not to a USB hub.

---

### Is a USB hub used?

---

◆ **Cause**

Electric power from the USB hub may not have been sufficient.

◆ **Solution**

Use a powered USB hub. Or connect the USB transfer cable directly to the USB port. Check if the powered USB hub complies with the Universal Serial Bus 1.1 or later.

---

### Does a “?” or “!” mark appear on the Device Manager?

---

◆ **Cause**

The USB driver may not have been installed properly.

◆ **Solution**

Uninstall and then reinstall the USB driver. Refer to the following section for the installation method.

- ☞ “1.2.3 Project files cannot be transferred ■ Transfer fails when a USB transfer cable is used. • Installing the driver” (page 1-16)


## 1.5.8 USB-Serial (RS-232C) conversion cable is not recognized.

### Is a project file created by GP-Pro EX Ver.1.10 or later transferred to the Display?

#### ◆Cause

To use a USB-Serial (RS-232C) conversion cable, you need to transfer a project file created by GP-Pro EX Ver.1.10 or later (same applies to the version of the transfer tool) to the GP3000 Series in advance.

#### ◆Solution

- When a project file created by GP-Pro EX Ver.1.10 or later is transferred  
Select [Transfer Setting], [Transfer System], and then [Forced] to transfer the project file according to the following section.  
 GP-Pro EX Reference Manual “32.10.1 [Transfer Settings] Settings Guide” (page 32-59)
- When a project file created by GP-Pro EX Ver.1.10 or later is not transferred  
Transfer the project file created by GP-Pro EX Ver.1.10 or later before connecting the cable.


### Does the Display recognize the USB-Serial (RS-232C) conversion cable?

#### ◆Cause

The Display may not have recognized the USB-Serial (RS-232C) conversion cable.

#### ◆Solution

Correct the problem according to the following procedure:

- (1) Select [USB] from [Peripheral Settings] in offline mode. Connecting the USB-Serial (RS-232C) conversion cable displays the USB information. Check the following:
- (2) If the USB information does not appear on the Display, the USB interface of the Display may have a problem. Please contact your local GP distributor.  
 “1.11.2 Contact us!” (page 1-211)

## Is the USB-Serial (RS-232C) conversion cable directly connected to the Display?

---

### ◆Cause

If the cable is directly connected to the Display, it may not be the cable that Pro-face recommends, or the modem settings may be incorrect. If the USB-Serial (RS-232C) conversion cable is connected to the USB hub, electric power from the USB hub may not have been sufficient.

### ◆Solution

Correct the problem according to the following procedure:

- When the USB-Serial (RS-232C) conversion cable is directly connected to the Display
  - (1) Visit the “Otasuke Pro!” support site and check if your USB-Serial (RS-232C) conversion cable is the one that Pro-face recommends.  
<http://www.pro-face.com/otasuke/>
  - (2) Check the following section.
    - ☞ “1.2.3 Project files cannot be transferred ■ Transfer fails when a modem is used.”  
(page 1-30)
- When the USB-Serial (RS-232C) conversion cable is not directly connected to the Display
  - (1) Connect the USB-Serial (RS-232C) conversion cable directly to the Display. If the USB-Serial (RS-232C) conversion cable is properly recognized, electric power from the USB hub may not have been sufficient. Use the powered USB hub and supply sufficient electric power. Also, check if the powered USB hub complies with the Universal Serial Bus 1.1 or later.

## 1.5.9 Communication fails with the devices connected to CANopen HTB

### ■ Communication fails with all the devices connected to CANopen HTB

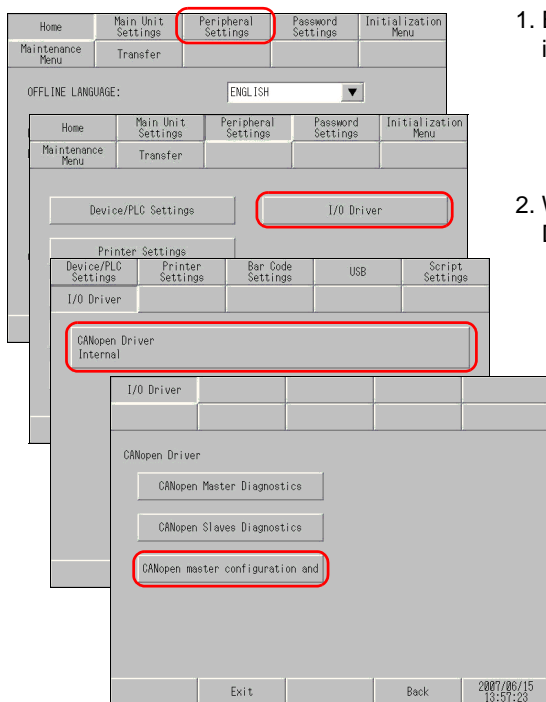
Conduct self-diagnosis for all the devices connected to the HTB in the network.

#### Check the communication status of the entire network.

Check the communication status of the entire network for CANopen communication.

**NOTE**

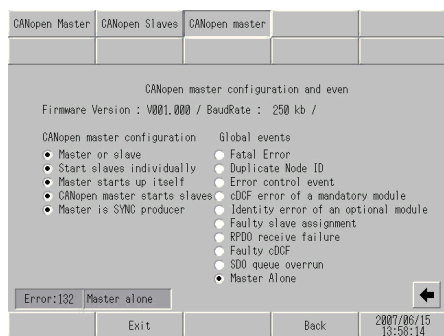
- For more details, refer to the settings guide.
- ☞ “2.15.8 When the GP supporting the CANopen master is used ◆ CANopen master configuration and events” (page 2-173)



1. Enter offline mode and touch [Peripheral Settings] in the item change over buttons.

2. When the [Peripheral Settings] screen opens, touch [I/O Driver] and then [CANopen Driver].

3. When the [I/O Driver] screen opens, touch [CANopen master configuration and events].



4. When the [CANopen master configuration and events] screen opens, check [CANopen master configuration] and [Global events] of the network using the lamps.

(Example: CANopen master configuration: [Master or slave], [Start slaves individually], [Master starts up itself], [CANopen master starts slaves], and [Master is SYNC producer]

Global events: [Master Alone] indicates that the slave cable is disconnected.)

For details about [CANopen master configuration] and [Global events], refer to the following:

- ☞ “2.15.8 When the GP supporting the CANopen master is used ◆ CANopen master configuration and events” (page 2-173)



## Can the master side receive data?

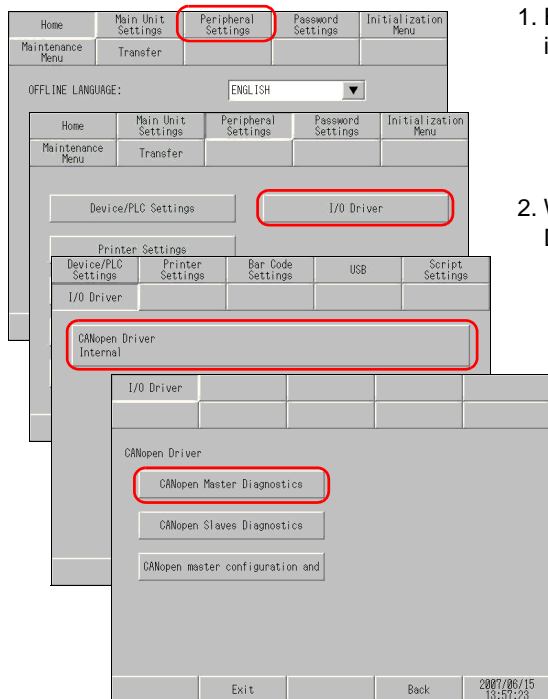
The master side may be unable to perform communication.

Use the following procedure to check the master side and determine the problem:

**NOTE**

- For more details, refer to the settings guide.

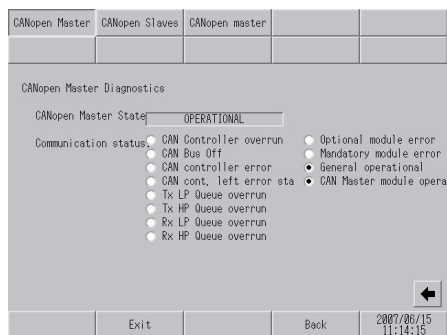
☞ “2.15.8 When the GP supporting the CANopen master is used ◆ CANopen Master Diagnostics” (page 2-170)



1. Enter offline mode and touch [Peripheral Settings] in the item change over buttons.

2. When the [Peripheral Settings] screen opens, touch [I/O Driver] and then [CANopen Driver].

3. When the [I/O Driver] screen opens, touch [CANopen Master Diagnostics].



4. When the [CANopen Master Diagnostics] screen opens, check [CANopen Master State] and [Communication status]. (Example: CANopen Master State: [OPERATIONAL], Communication status: [General operational], [CAN Master module operational] indicates that the master is operating normally.)

For details about [CANopen Master State] and [Communication status], refer to the following:

☞ “2.15.8 When the GP supporting the CANopen master is used ◆ CANopen Master Diagnostics” (page 2-170)

■ **Some connected devices cannot perform communication**

If a device connected to HTB cannot perform communication, run the self-diagnosis function for the connected device.

**Are the LEDs indicating an error?**

◆ **Cause**

The connection or settings of the GP supporting the CANopen master may be incorrect or the GP unit may be faulty.

◆ **Solution**

Check the following LED status and correct the problem:



LED status			Description
PWRLED	Green	On	When the CANopen board is conductive, this LED turns on.
		Off	When the CANopen board is nonconductive, this LED turns off. Solution: If the GP supporting the CANopen master is on but this LED is off, the GP unit may be faulty. Please contact your local GP distributor. ☞ "1.11.2 Contact us!" (page 1-211)
RUNLED	Green	Turns on once per second.	The device is in STOPPED state.
		Turns on three times and then turns on again three times after 1 second has elapsed.	Initialization is in progress. The GP supporting the CANopen master is now being initialized.
		On	The device is in the OPERATIONAL State.

Continued

LED status			Description
ERRLED	Red	Off	The connected device is operating normally without errors.
		Turns on once per second.	Communication data error Check the connection devices (connector and cable in particular). Alternatively, eliminate the influence of noise on the cable. After checking the connection devices, perform a reset.
		Turns on twice and then turns on again twice after 1 second has elapsed	Check the node ID and baud rates of the connection devices. If this LED still turns on after the above solution has been taken, check the connection devices (connector and cable in particular) and then perform a reset.
		On	The connected device is not connected to the bus. Check the connected devices (connector and cable in particular) and then perform a reset.
		Blinking	The node ID address or communication settings are invalid. The same node ID cannot be used more than once in the same network. Check if the node ID is duplicated. The same communication speed must be set for devices in the same network. Check the communication speed settings.

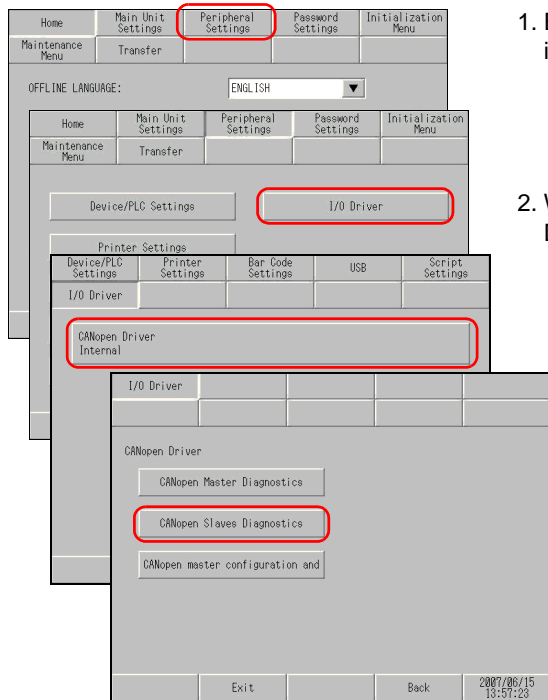
## Can the slave side receive data?

The slave side may be unable to perform communication.

Use the following procedure to check the slave status and determine the problem:

**NOTE**

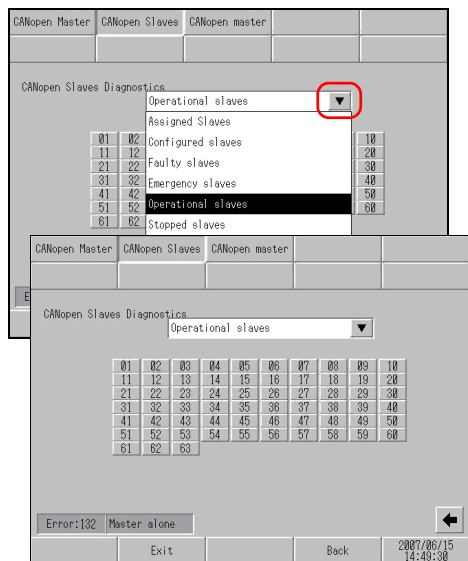
- For more details, refer to the settings guide.
- ☞ “2.15.8 When the GP supporting the CANopen master is used ◆ CANopen Slaves Diagnostics” (page 2-172)




1. Enter offline mode and touch [Peripheral Settings] in the item change over buttons.

2. When the [Peripheral Settings] screen opens, touch [I/O Driver] and then [CANopen Driver].

3. When the [I/O Driver] screen opens, touch [CANopen Slave Diagnostics].






4. When the [CANopen Slave Diagnostics] screen opens, touch  to select the slave status you want to check. The numbers of slaves that are in the selected state are displayed in reverse video. (Example: One module is operating.)


# 1.6 Errors displayed on a PC

## 1.6.1 Errors displayed during installation



### ■ GP-Pro EX

Error Message	Cause and Solution	Reference
This OS (Operating System) is not adequate to run GP-Pro EX.	Confirm that the installation environment (OS) is compatible with the GP-Pro EX, and retry the installation of the GP-Pro EX with a compatible OS.	 GP-Pro EX Reference Manual "3.2.1 GP-Pro EX Operating Environment Requirements" (page 3-3)
The project cannot open because the Display-Info-File was not found.	Cannot startup because no display info file was found. Please install the GP-Pro EX again.	 GP-Pro EX Installation Guide
The project cannot open because the PLC-Info-File was not found.	Cannot startup because no PLC info file was found. Please install the GP-Pro EX again.	 GP-Pro EX Installation Guide


### ■ Transfer tool

Error Message	Cause and Solution	Reference
This OS (Operating System) is not adequate to run Transfer Tool.	Confirm that the installation environment (OS) is compatible with the transfer tool, and retry the installation of the transfer tool with a compatible OS.	 GP-Pro EX Reference Manual "3.2.2 Transfer Tool Installation Requirements" (page 3-5)


### ■ Project Converter

Error Message	Cause and Solution	Reference
Project Converter can be installed only in the environment Where GP-Pro EX V1.50.000 or higher has been installed.	Install the Project Converter in an environment where GP-Pro EX has been installed.	 GP-Pro EX Reference Manual "2.1.4 Using the Project Converter" (page 2-11)
Can not install Project Converter. The data condition of GP-Pro EX is incomplete.	GP-Pro EX data is insufficient. After re-installing GP-Pro EX, install the Project Converter.	
Can not install Transfer Tool in the environment where GP-Pro EX has already been installed.	The GP-Pro EX installation was incomplete. Follow the uninstallation dialog prompts to uninstall GP-Pro EX, and then re-install GP-Pro EX. (When GP-Pro EX is installed, the transfer tool is also installed.)	 GP-Pro EX Installation Guide


### ■ Installation confirmation

Error Message	Cause and Solution	Reference
To execute installation, Windows Installer 3.1 is required. After installing Windows Installer, your computer will restart. Do you want to continue?	Touch the [OK] button to install Windows Installer.	 GP-Pro EX Installation Guide
Installation interrupted To install GP-Pro EX series, Windows Installer 3.1 or higher is required.	To install GP-Pro EX, Windows Installer 3.1 is required. Re-install Windows Installer.	


### ■ Windows Installer 3.1

Error Message	Cause and Solution	Reference
Cannot start the installer of Windows Installer 3.1. Before installing GP-Pro EX, execute Windows Update or install Windows Installer 3.1 from installation CD.	Interrupt installation and update the Windows Installer program to Version 3.1 using the following procedure. Then, install it from the GP-Pro EX CD. If the installation destination PC can be connected to the Internet, execute Windows Update, or open the GP-Pro EX installation CD and execute the “exe” file in the Windows Installer folder.	 GP-Pro EX Installation Guide


### ■ Message: Uninstallation confirmation

Error Message	Cause and Solution	Reference
The following versions exist. GP-Pro EX *.*.*.* Transfer Tool *.*.*.* To install a new version, the existed version is uninstalled. Do you want to continue? (*.*.* indicates the version number.)	The existing GP-Pro EX program cannot exist together with the latest version of the GP-Pro EX program. To install the latest version of the GP-Pro EX program, select [OK] and uninstall the existing GP-Pro EX program. After uninstallation is completed, the system starts installing the latest version of the GP-Pro EX program.	 GP-Pro EX Installation Guide


### ■ Transfer tool startup failure

Error Message	Cause and Solution	Reference
Could not launch the installer of Transfer Tool.	Configuration of the installer is incorrect. Install the program from the GP-Pro EX CD.	 GP-Pro EX Installation Guide


### ■ GP-Pro EX startup failure

Error Message	Cause and Solution	Reference
Could not launch the installer of GP-Pro EX	Configuration of the installer is incorrect. Install the program from the GP-Pro EX CD.	 GP-Pro EX Installation Guide


### ■ Project Converter startup failure

Error Message	Cause and Solution	Reference
Could not launch the installer of Project Converter	Configuration of the installer is incorrect. Install the program from the GP-Pro EX CD.	 GP-Pro EX Installation Guide
Can not open PROP_INF.	Configuration of the installer is incorrect. Install the program from the GP-Pro EX CD.	


### ■ Pass-through function startup failure

Error Message	Cause and Solution	Reference
Could not launch the installer of Pass Through	Configuration of the installer is incorrect. Install the program from the GP-Pro EX CD.	 GP-Pro EX Installation Guide


### ■ Movie Converter function startup failure

Error Message	Cause and Solution	Reference
Could not launch the installer of Movie Converter	Configuration of the installer is incorrect. Install the program from the GP-Pro EX CD.	 GP-Pro EX Installation Guide


### ■ WinGP startup failure

Error Message	Cause and Solution	Reference
Could not launch the installer of WinGP	Configuration of the installer is incorrect. Install the program from the GP-Pro EX CD.	 GP-Pro EX Installation Guide

**■ WinGP SDK startup failure**

Error Message	Cause and Solution	Reference
Could not launch the installer of WinGP SDK	Configuration of the installer is incorrect. Install the program from the GP-Pro EX CD.	 GP-Pro EX Installation Guide

**■ WinGP installation**

Error Message	Cause and Solution	Reference
You cannot install WinGP when Pro-Server with Pro-Studio is installed. First uninstall Pro-Server with Pro-Studio, then continue installing WinGP. WinGP can co-exist with Pro-Server EX V1.10 or higher, which has the same functionality as Pro-Server with Pro-Studio.	After uninstalling Pro-Server with Pro-Studio, install WinGP. If you need functions of Pro-Server with Pro-Studio, use Pro-Server EX V1.10 or later version.	
You cannot install WinGP when any version before V1.10 of Pro-Server EX is installed. You can continue installing after you either uninstall Pro-Server EX, or upgrade to Pro-Server EX V1.10 or higher.	Install WinGP after uninstalling a version of Pro-Server EX older than V1.10, or after upgrading Pro-Server EX to V1.10 or later.	 GP-Pro EX Reference Manual "37.3.2 Setup Procedure ◆ Installation Procedure" (page 37-12)
A different version of Pro-Server EX is already installed. Please uninstall, and then continue installing Pro-Server EX.	If you try to install Pro-Server EX of a version older than V1.10 into IPC where WinGP has already been installed, this error message is displayed. In this case, use Pro-Server EX V1.10 or later version.	
You cannot install Pro-Server EX when the WinGP SDK is installed. Uninstall WinGP and continue installing Pro-Server EX? Note: WinGP SDK applications are compatible with Pro-Server EX. All you need to do is set up the network node in Pro-Server.	If you select [Yes], Pro-Server Ver1.10 will be installed after WinGP SDK is uninstalled. To use an application that has been created with WinGP SDK, register the WinGP node name [#WinGP] in NPX. If you select [No], installation is interrupted.	



## ■ GP remote printer server

### ◆ GP remote printer server installer

Error Message	Cause and Solution	Reference
The operating system is not compatible with the GP remote printer server.	Confirm the OS used on the PC on which the installer will be installed.	_____
Unable to use FTP service. Please check if Internet Information Service (IIS) is installed and the FTP Service is enabled.	Install the IIS FTP service from the Windows installation CD.	_____
Failed to delete the destination folder.	Delete the installation destination folder manually.	_____
Installation path is too long. Please define a shorter path.	Install the installer in a folder with a path name less than or equal to 122 bytes.	_____

### ◆ GP remote printer server service registration tool

Error Message	Cause and Solution	Reference
No user name.	The [Install] button was clicked without a [UserName] being entered. Enter the user name.	_____
No domain name.	[Use Domain] is selected but the [Install] button was clicked without a [Domain] being entered. Enter the domain name. For a local account, clear [Use Domain].	_____
Failed to start FTP server.	The FTP server may not be installed or may be invalid. Install the IIS FTP service from the Windows installation CD.	_____
FTP home directory length is too long.	The FTP home directory path exceeds 127 bytes in length. Modify the IIS FTP service settings so that the home directory length is less than or equal to 127 bytes.	_____
Failed to register GpRemotePrinterServer service.	You do not have administrative privileges. Install this tool under a user with administrative privileges.	_____
Failed to start GpRemotePrinterServer service. Check if the service is available for the access level of the current user.	The specified user does not exist or the password is incorrect. The specified user may not have the privilege of [Logon as Service]. Confirm the user name and password, and confirm that the user has the privilege of [Logon as Service].	_____

## 1.6.2 Errors displayed during screen creation

### ■ Project Converter

Error Message	Cause and Solution	Reference
As a result of conversion, more than 30000 characters exist. Please divide the script into user functions or delete unnecessary comments.	A single script contains too many characters. After dividing the script into functions or deleting comments, retry the conversion.	_____


### ■ Startup

Error Message	Cause and Solution	Reference
Two different versions of GP-Pro EX cannot be opened at the same time. This version will not be opened.	Open the same version of an Editor as the running Editor.	_____
No more instances of the Pro EX Editor can be opened on this computer.	Up to two Editors can be opened at the same time.	


### ■ New Project File

Error Message	Cause and Solution	Reference
The selected file could not be opened because the file format is not a valid project file format.	Confirm that the file extension is (*.prx) and open the file.	_____
The project file could not be opened. Please check the file format and file path.	Couldn't read because the target file is damaged or it has a different format. Check the read-from file extension and read it again.	
Failed to startup GP-PRO/PB3. If the application has already been installed, specify a file and run it.	Verify whether or not GP-Pro/PB III is installed. To install GP-Pro/PB III, you will need a separate CD.	


### ■ Project Properties

Error Message	Cause and Solution	Reference
The folder could not be created.	Check the CF-card Output Folder and the specified drive and folder.	 GP-Pro EX Reference Manual "5.7.2 Setup Procedure <b>■ Setting the Destination Folder"</b> (page 5-46)



### ■ Screen Management

Error Message	Cause and Solution	Reference
Unable to read project. Select project again.	Confirm that the link to the file storage location is established and read the file again.	 GP-Pro EX Reference Manual "5.8 Copying a Screen from Another Project" (page 5-48)
Unable to copy current project. Select another project.	To specify the current project file, finish the editing and then specify the file.	


### ■ Address Block Conversion

Error Message	Cause and Solution	Reference
An error occurred during Address Block Conversion. Conversion has been aborted and the original state has been restored.	Redo the [Convert Addresses] utility settings. Follow the procedure and do the settings again.	 GP-Pro EX Reference Manual "5.6.2 Setup Procedure" (page 5-41)



### ■ Peripheral Settings

Error Message	Cause and Solution	Reference
The item cannot be deleted because it is used elsewhere in the project. Please use the Cross Reference tool to find the other locations. Device/PLC *** (***) indicates the number of the device to be removed.)	You cannot delete a device whose address is used for parts or features. Change the address used for parts or features and delete the device.	 GP-Pro EX Reference Manual "5.5 Confirming the Address List Used in a Project File" (page 5-31)
Unable to change display unit. Peripheral device uses a port that is unsupported. Confirm the settings and change the display again.	A port is set that is not supported by a post-change Display. Modify the port configuration used by peripheral settings tailored to the port configuration supported by the post-change Display. Perform this action according to the section shown on the right and then change the model.	 GP-Pro EX Reference Manual "1.3 List of Supported Functions by Device" (page 1-5)


### ■ Address Block Conversion on Model Change

Error Message	Cause and Solution	Reference
Failed to import because the target file has a different format.	Couldn't import because the file is damaged or the file has a different format. Check the import-from file and import it again.	 GP-Pro EX Reference Manual "7.4.2 Setup Procedure ■ Changing Device Type using Address Conversion Pattern" (page 7-24)
The data could not be imported because the addresses specified in the target file do not exist in the selected devices/PLCs.	Check the file address and import it again.	
The data could not be imported because the target file has a different format. Please confirm the individual device name and its address.	Check the file's individual device name address and import it again.	
The target file could not be imported.	Couldn't import because the file is damaged or in use. Check the import-from file and import it again.	
The target file could not be exported. Please check that the file is not read-only and the Save To location is correct.	Verify that the file is not read-only, and check the specified save-to drive and folder.	

### ■ Model Change of the LT3000 Series

Error Message	Cause and Solution	Reference
Unable to change display unit as variables are mapped to standard input/output terminals (I12 to I15, or Q6 to Q15) in the STD Driver's I/O Screen. Please unmap the variables, then change the display unit.	Unable to change display unit as variables are mapped to standard input/output terminals (I12 to I15, or Q6 to Q15) in the STD Driver's I/O Screen. Please unmap the variables, then change the display unit.	 GP-Pro EX Reference Manual "30.1 Controlling External I/O" (page 30-2)
Unable to change display unit as there are three EX Modules setup in the EXM Driver's IO Driver Settings. Please reduce the number of EX Modules to two or less, then change the display unit.	Unable to change display unit as there are three EX Modules setup in the EXM Driver's IO Driver Settings. Please reduce the number of EX Modules to two or less, then change the display unit.	 GP-Pro EX Reference Manual "30.6.2 Setup Procedure" (page 30-129)

### ■ Search Window

Error Message	Cause and Solution	Reference
Invalid attributes have been removed from the search results.	To avoid this error, be sure to search again before replacement.	 GP-Pro EX Reference Manual "5.15.5 [Work Space] Settings Guide ■ Search" (page 5-120)

Continued

Error Message	Cause and Solution	Reference
Replace operation did not run on some attributes, as it would exceed the character limit.	If you exceed the character number limit when you try to replace a character string (e.g. when the number of characters to be entered for a nameplate is limited), this error occurs. (Example) If character string “A” is replaced with “BB”, the number of characters for “A” is doubled.	_____

**■ D-Script**

Error Message	Cause and Solution	Reference
Unable to save because user-defined function has a circular-reference. Please correct the reference. Example of a circular reference: UserFunctionA is called by UserFunctionB, UserFunctionB is called by UserFunctionA.	User-defined functions cannot call each other. Check the functions to call.	☞ GP-Pro EX Reference Manual “20.6.3 Setting Up User-Defined Functions” (page 20-42)



**■ Built-in Function**

Error Message	Cause and Solution	Reference
The “Start” address must be the same as the “End” address before conversion.	Set the “Start” address and the “End” address to the same device.	_____
The “End” address must be greater than the “Start” address before conversion. Please set the range correctly.	Set the “End” address to a greater address than the “Start” address.	









**■ Alarm Text**

Error Message	Cause and Solution	Reference
The specified address is out of the address range. The address cannot exceed ***.	Verify the address’ settings range and run the automatic layout. (***) is the greatest possible address setting)	☞ GP-Pro EX Reference Manual “19.10.1 Common (Alarm) Settings Guide” (page 19-72)
The permitted range from the current location is 1-***. Specify a value within the range.	Verify the address’ settings range and run the automatic layout. (***) is the greatest possible additional number of bits setting)	
The upper limit value must be greater than the lower limit value. Please adjust the values.	Set an upper value limit that is greater than the lower value limit.	☞ GP-Pro EX Reference Manual “19.10.1 Common (Alarm) Settings Guide ◆ Word Monitoring” (page 19-92)

Continued

Error Message	Cause and Solution	Reference
The additional alarm row cannot be inserted. Delete the alarm in the last row then insert the alarm row again.	Cannot insert an additional alarm row. To insert a row, delete the alarm in the last row and insert a row again.	_____
Invalid file.	The import file format is incorrect. Specify a file created in the correct format.	 GP-Pro EX Reference Manual "19.10.1 Common (Alarm) Settings Guide" (page 19-72)
Import operation failed. Invalid file format.	The import file is not an alarm data file. Specify an alarm data file. Otherwise, the [File Type] setting may have been changed. Confirm that the file type is set to [Alarm Data].	 GP-Pro EX Reference Manual "19.10.1 Common (Alarm) Settings Guide ◆ Alarm History Import/Export" (page 19-83)
The file cannot be imported since it has been edited in a newer version of the Editor.	Specify the data file created with GP-Pro EX of the currently used version, or of an older version.	_____
Line *** (the Line number on the CSV file): Unable to import. Missing required data.	The import file format is incorrect. Data in the indicated line is missing. Add necessary data in the relevant line.	_____
Line *** (the Line number on the CSV file): Unable to find [*(value)].	The import file format is incorrect. Check if the indicated keyword exists or not.	_____
Unable to open file. File may be open or read-only.	The selected file is currently used by another application. Close the file.	_____
The alarms could not be imported.	GP-Pro EX could not recognize the file you attempted to import. Check if the file you want to import can be opened in CSV format.	_____





Continued

Error Message	Cause and Solution	Reference
Line *** (the Line number on the CSV file): [*(value)] The valid values are [0, 1]	The specified value is out of the setting range. Specify a correct value and then execute import.	 GP-Pro EX Reference Manual “19.10.1 Common (Alarm) Settings Guide ■ Alarm (Block 1) Settings Guide” (page 19-88)
Line *** (the Line number on the CSV file): [*(value)] The valid range is [{2}-{3}]		 GP-Pro EX Reference Manual “19.10.1 Common (Alarm) Settings Guide ◆ Word Monitoring” (page 19-92)
Line *** (the Line number on the CSV file): [*(value)] The valid values are [0:Real-time printing, 1:Batch printing]	The specified value is out of the setting range. Specify a correct value and then execute import.	 GP-Pro EX Reference Manual “19.10.1 Common (Alarm) Settings Guide ■ Alarm Guide” (page 19-73)
Line *** (the Line number on the CSV file): [*(value)] The valid values are [0:Display as new alarm, 1:Do not display continual alarms]		 GP-Pro EX Reference Manual “19.10.1 Common (Alarm) Settings Guide ■ Alarm (Banner) Settings Guide” (page 19-100)
Line *** (the Line number on the CSV file): [*(value)] The valid values are [0:Standard font, 1:Stroke font]	The specified value is out of the setting range. Specify a correct value and then execute import.	 GP-Pro EX Reference Manual “19.10.1 Common (Alarm) Settings Guide ◆ Word Monitoring” (page 19-92)
Line *** (the Line number on the CSV file): [*(value)] The color settings may have changed.		 GP-Pro EX Reference Manual “19.10.1 Common (Alarm) Settings Guide ◆ Word Monitoring” (page 19-92)
Line *** (the Line number on the CSV file): [*(value)] invalid font size.	The specified value is out of the setting range. Specify a correct value and then execute import.	 GP-Pro EX Reference Manual “19.10.1 Common (Alarm) Settings Guide ◆ Word Monitoring” (page 19-92)
Line *** (the Line number on the CSV file): [*(value)] invalid value for trigger condition.		 GP-Pro EX Reference Manual “19.10.1 Common (Alarm) Settings Guide ◆ Word Monitoring” (page 19-92)

Continued


Error Message	Cause and Solution	Reference
Line *** (the Line number on the CSV file): [*(value)] Invalid color mode. Range: 0 :65536 Colors, No Blink 2 :16384 Colors, 3-Speed Blink 4 :4096 Colors, 3-Speed Blink 5 :Monochrome 16 Levels, 3-Speed Blink 6 :256 Colors, No Blink 7 :64 Colors, 3-Speed Blink 8 :16 Colors, Blink 9 :Monochrome 8 Levels, Blink 10:Monochrome 8 Levels, No Blink	The specified value is out of the setting range. Specify a correct value and then execute import.	_____
Invalid value. Range: *** (the Line number on the CSV file) to [*(value)]	Set the number of alarm settings to 8 or less.	_____
The setting value is incorrect. Please set a correct value.	Check the CSV data format.	_____

### ■ Recipe Settings



Error Message	Cause and Solution	Reference
Conversion failed. Unable to access Recipe data (CF card). Please check the settings.	Verify that the data in the CF-card Output Folder has not become read-only.	 GP-Pro EX Reference Manual "5.7.2 Setup Procedure ■ Setting the Destination Folder" (page 5-46)
Failed to paste a part of information.	The paste range and the range of the data to be pasted may be different. Check the content of the data to be pasted.	_____
Failed to read the target file.	The specified data may be damaged. Check the data in the CF-card Output Folder.	 GP-Pro EX Reference Manual "5.7.2 Setup Procedure ■ Setting the Destination Folder" (page 5-46)
Failed to write to the search file.	Try again after creating the CSV file.	 GP-Pro EX Reference Manual "24.11.3 About Condition Name Search Feature ◆ What is Index File?" (page 24-102)
The target file could not be read because of an error in the file.	The target file has data out of the specification range. Reconfirm the import-from file's data range.(The file is imported with the data out of range deleted.)	 GP-Pro EX Reference Manual "24.3 Creating CSV Data Recipes" (page 24-10)

Continued





Error Message	Cause and Solution	Reference
The target file could not be read. It is a different file format.	Couldn't read because the target file is damaged or it has a different format. Check the read-from file and read it again.	 GP-Pro EX Reference Manual "24.3 Creating CSV Data Recipes" (page 24-10)
Failed to read the target file.	Couldn't read because the target file is damaged or in use. Check the file and read it again.	
Failed to write to the target file.	Check the export destination file or disk and write to it again.	






### ■ Security Settings

Error Message	Cause and Solution	Reference
The password already exists. Please change your password.	You cannot specify the same password on multiple levels. Change the password.	 GP-Pro EX Reference Manual "21.7.1 Common (Security Settings) Settings Guide" (page 21-19)
You have selected the Use Level 15 Password to Go Offline option. Please set the level 15 password.	Please set the level 15 password.	 GP-Pro EX Reference Manual "21.7.1 Common (Security Settings) Settings Guide ■ Password Settings" (page 21-19)

### ■ Sound Settings

Error Message	Cause and Solution	Reference
The item cannot be pasted because the copy range does not match the paste range.	Specify the paste-to range with N times (N is 1 or larger integer) the size of the copied range.	<hr style="width: 10%; margin: auto;"/>
The specified address is out of the address range. The address cannot exceed ***. (***) is the greatest possible address setting)	Specify an address supported by the device/PLC.	
The selected file could not be read.	Check the target file and read it again.	
The specified file could not be saved.	Check the target file and output it again.	
The specified file cannot be read because the file format is not supported. Please select a different file.	Convert the file into a supported format and read it again.	 GP-Pro EX Reference Manual "25.5.1 Common (Sound) Settings Guide" (page 25-13)
Cannot edit the sound data because it does not exist.	Verify that there exists data inside the CF-card Output Folder.	 GP-Pro EX Reference Manual "5.7.2 Setup Procedure ■ Setting the Destination Folder" (page 5-46)

## ■ Text Table

Error Message	Cause and Solution	Reference
This part exceeds the maximum number rows and characters. The paste cannot be completed.	Make sure that the no. of characters and the no. of rows in the text to be pasted are within the range.	 GP-Pro EX Reference Manual "17.7.3 Text Table Settings Guide" (page 17-54)
The cells you are deleting contain text. Please delete the text then delete the cell.	Delete the message and then delete the cell.	————
Failed to import because the target file has a different format.	Couldn't import because the file is damaged or the file has a different format. Check the import-from file and import it again.	
Text exceeding the defined number of characters will not be imported. [Language No.: Language:Table Name] [Language No.: Language:Table Name]	The specified file has data out of the specification range. The file is imported with the data out of range deleted. [Language No.] 1-16 [Language] Outputted form in export [Table Name] No. of Characters × No. of Rows ≤ 1200	 GP-Pro EX Reference Manual "17.6 Importing/Exporting Registered Text Tables for Use in Different Projects" (page 17-33)
The target file could not be imported.	Couldn't import because the file is damaged or in use. Check the import-from file and import it again.	
The data could not be imported because the language for the data has not been set up in this project. Set up the language in this project then import the data.	The language specified in the file's Language Settings is not specified for the currently opened project. Check the import-from file or add the font to use in the Font Settings section of System Settings and import the file again.	 GP-Pro EX Reference Manual "6.2 Defining Stroke Font and Standard Font" (page 6-3)
The target file could not be exported. Please check that the file is not read-only and the Save To location is correct.	Check the export destination file or disk and export to it again.	 GP-Pro EX Reference Manual "17.6.2 Setup Procedure ■ Export" (page 17-34)
There is at least one line that exceeds the limit for characters in a line. Import operation failed.	Make sure that the no. of characters and the no. of rows in the text to be imported are within the range.	 GP-Pro EX Reference Manual "17.6.2 Setup Procedure ■ Import" (page 17-36)

## ■ Multiple Languages Change

Error Message	Cause and Solution	Reference
Characters may not be displayed normally because the font for the specified language has not been installed in Windows.	The selected table message includes a language font that cannot be displayed on the current OS. Change the OS or add the font.	————

### ■ Symbol Variable List

Error Message	Cause and Solution	Reference
Cannot delete the target symbol because it is currently in use. You can check its location by using the cross reference tool.	Change the symbol registered in parts to another symbol (or address) and then delete the target symbol.	GP-Pro EX Reference Manual "5.9 Registering Addresses with Comprehensive Names" (page 5-52)

### ■ Image Management

Error Message	Cause and Solution	Reference
This setting may display the pasted image improperly because the selected color range is different from that of the display unit, or the drawing target.	The image may be displayed improperly on the display unit due to the color range limit of the unit. Check the color range and convert the image again.	GP-Pro EX Reference Manual "8.5 Changing Colors, Line Types and Patterns" (page 8-42)
The selected image cannot be read. Please select a different image.	Couldn't import because the file is damaged, in use, or the file has a different format. Check the import-from file and import it again.	_____
Cannot convert the original file because it doesn't exist in [Original File Location].	The convert-from file doesn't exist in the specified location. Specify the file location and convert the file again.	_____


### ■ Images

Error Message	Cause and Solution	Reference
The selected image cannot be read. Please select a different image.	The specified image file is damaged, or is not in BMP or JPEG format. Specify the file again.	GP-Pro EX Reference Manual "8.10 Pasting an Image" (page 8-78)
Failed in Image Conversion.	Failed to read the file, Failed to convert the image (Quality and reducing the color) or the screen size exceeded 1280X1280 in [Open Original File] dialogbox of [Image Placement]. The selected Image may have a problem. Ensure the image file again.	GP-Pro EX Reference Manual "8.10.2 Pasting BMP/JPEG Procedure" (page 8-79)

**■ Mark**

Error Message	Cause and Solution	Reference
The mark library could not be updated.	Failed to delete the mark. Verify that the specified file is not read-only and check the specified file and folder.	
The mark library cannot be created because the mark library name is invalid. Please enter a valid library name and create the library again.	Change the mark library name and create a mark library again.	_____
The mark library cannot be renamed because the mark library name is invalid. Please enter a valid library name.	Change the mark library name and rename the mark library again.	


**■ Package Window**

Error Message	Cause and Solution	Reference
An user-created parts cannot be registered in the *** package. It can only be registered in a user-created package.	Create a new package and register the created part in it.	 GP-Pro EX Reference Manual "8.8.2 Registering Pictures in the Package" (page 8-70)
Unable to locate external package reference folder.	Create the folder set in the external package reference folder or modify the settings in the external package reference folder.	_____

**■ Template**

Error Message	Cause and Solution	Reference
The target template could not be read. Please check the template format and location.	Select a different template.	_____

**■ Duplicate**

Error Message	Cause and Solution	Reference
Failed to create the specified number of duplicates because the set address range was exceeded. The limit is up to ***.	Delete unnecessary parts, if any, and duplicate the parts again.	 GP-Pro EX Reference Manual "5.16.1 Restrictions for Creating Screens ■ Number of Features that can be Placed on a Screen" (page 5-185)
The specified number of duplicates could not be made because the address range has been exceeded.	For parts that have multiple addresses, this message displays even if only one address exceeds the range. Specify the address range and duplicate the parts again.	_____

### ■ Part List

Error Message	Cause and Solution	Reference
Failed to export to the target file.	The target file could not be exported. Please check that the file is not read-only and the Save To location is correct.	_____
The target file could not be imported.	Check the contents of the file to be imported again.	_____
Unable to open log file for import operation.	Possible causes of this error are that no file is created in \Pro-face\GP-Pro EX*.**\Log\PartList; you do not have permission to access the file; or the created file is corrupted. Check the import file and folder.	_____

### ■ Parts Selection Toolband

Error Message	Cause and Solution	Reference
The target file could not be read.	The specified image file is damaged, or is not in BMP or JPEG format. Check the file to read and the drive.	_____
Failed to write to the target file.	The file failed to write. Check the file to write and the drive.	

### ■ Data Limitation

Error Message	Cause and Solution	Reference
Project exceeds data limit. Unable to send the project to the display unit. Save project anyway?	You can save the data with the error, but you cannot transfer it to the main unit. Check the error contents.	☞ “1.6.2 Errors displayed during screen creation” (page 1-106)
Exceeded data history limit. The display can use up to 768 records.	With a display other than the IPC series, the total number of stored alarm history events has exceeded 768 items. (This error results from model changeover from the IPC series.) Reduce the total number of stored history events to 768 items or less.	☞ GP-Pro EX Reference Manual “37.1.3 Differences between IPC and GP” (page 37-4)
The maximum number of registered messages has been exceeded. The maximum number for this display unit is 2048, including the Bit and Word Monitoring.	With a display other than the IPC series, the number of registered bit monitoring/word monitoring messages has exceeded 2048 items. (This error results from model changeover from the IPC series.) Reduce the total number of registered messages to 2048 items or less.	☞ GP-Pro EX Reference Manual “19.10.1 Common (Alarm) Settings Guide ■ Alarm (Block 1) Settings Guide” (page 19-88)

■ **Print**

Error Message	Cause and Solution	Reference
Please select Items to print.	The print option is not selected. Check the selected options and print again.	GP-Pro EX Reference Manual "33.6.1 Print Settings Guide ■ Common" (page 33-49)

■ **WinGP**

Error Message	Cause and Solution	Reference
The maximum number of parts has been exceeded.	The total number of parts located on one screen has exceeded 1,280 items. Reduce the number of parts located on the screen.	GP-Pro EX Reference Manual "37.1.3 Differences between IPC and GP" (page 37-4)
Too many addresses.	The total number of addresses specified on one screen has exceeded 3,000 items. Reduce the number of addresses specified on the screen.	
The transmission data size exceeds the maximum limit. Check your settings.	The total volume of project data has exceeded the limit value. Delete some drawings, parts and devices from the project so that the total data volume does not exceed the limit value. GP3000: 8 M, IPC: 16 M	
Display unit does not support WinGP. Application will end.	If WinGP is started under an incompatible installation environment, this popup message appears. Install WinGP onto a compatible model.	GP-Pro EX Reference Manual "37.2.1 Supporting Models" (page 37-6)
License key is missing. Application will now end. Please enter the license key and restart the application.	This error message is displayed when the missing license key status continues for five minutes. Insert the license key and restart WinGP.	GP-Pro EX Reference Manual "37.1.1 What is WinGP?" (page 37-2)

■ **RPA Function**

Error Message	Cause and Solution	Reference
Invalid Remote Access Key Code.	An invalid RPA function key code has been specified. Enter a correct key code in the relevant field.	GP-Pro EX Reference Manual "35.3.2 Procedure ■ Procedure" (page 35-7)

### ■ Switch

Error Message	Cause and Solution	Reference
Cannot change because the Lamp feature is disabled.	The switch cannot be changed because [Lamp Feature] is set to “Not Used.” Select [Lamp Feature] and then change the switch.	GP-Pro EX Reference Manual “10.14 Switch Lamp Parts Settings Guide” (page 10-42)

### ■ Lamp

Error Message	Cause and Solution	Reference
Cannot change because the Switch feature is disabled.	The lamp cannot be changed because [Switch feature] is disabled. Select [Switch feature] and then change the lamp.	GP-Pro EX Reference Manual “10.14 Switch Lamp Parts Settings Guide” (page 10-42)




### ■ Text Table Converter

Error Message	Cause and Solution	Reference
Conversion complete. However, items that required converting were not included.	The object to be converted may not exist. Select the object to be converted.	GP-Pro EX Reference Manual “5.15.4 [Utility] Settings Guide ■ Convert Text Table” (page 5-108)
You have reached the text table registration limit. Conversion process interrupted.	The index number exceeds the maximum value (10001). Set an index number that is less than the maximum value.	GP-Pro EX Reference Manual “17.7.3 Text Table Settings Guide” (page 17-54)

### ■ When [I/O Driver Settings] of CANopen is selected

Error Message	Cause and Solution	Reference
This device already exists in the catalog.	The same EDS file already exists. The same EDS file cannot be added.	GP-Pro EX Reference Manual “30.7.7 [I/O Driver] Settings Guide” (page 30-188)
This device cannot be deleted from the catalog.	This EDS is embedded for the standard. This device cannot be deleted from the catalog.	GP-Pro EX Reference Manual “30.7.7 [I/O Driver] Settings Guide” (page 30-188)

Continued


Error Message	Cause and Solution	Reference
This device is used in the network. Therefore it cannot be deleted.	This EDS file is used in the network. Change the settings not to use this file in the network and delete this file again.	 GP-Pro EX Reference Manual "30.7.7 [I/O Driver] Settings Guide" (page 30-188)
After this operation, it will be not possible to cancel the current configuration.	Remove the variable assignment from the I/O screen and then try the operation again.	_____
The entered ID is out of range. The correct ID is 0 < \$ID < 64	The set node ID is out of range. Set a node ID between 1 and 63.	_____
The entered ID is already in use.	This node ID is already set. Set an unused node ID.	_____
The Concise DCF data resulting from the configuration exceeds the maximum size limit. Please try to simplify the network configuration and try again.	cDCF data exceeds the maximum size of the concise DCF file. The concise DCF file must not exceed 64 kbytes.	_____
The entered value has incorrect format.	The format of the entered value is incorrect. Correct the format and then reenter the value.	 GP-Pro EX Reference Manual "30.7.7 [I/O Driver] Settings Guide" (page 30-188)
The entered value is invalid. The range of value is between {0} and {1}.	The entered value is out of range. Enter a value within the permissible input range.	 GP-Pro EX Reference Manual "30.7.7 [I/O Driver] Settings Guide" (page 30-188)
There was no hit in the list.	The search character string could not be found in the object.	_____
The SYNC period setting is not allowed. It has to be 0 to turned off, or more than 3.	1 and 2 cannot be set for the SYNC transmission cycle. Set 0 or 3 or above.	_____
PDO mapping entry check for objects [16xx] and [1Axx] - Object to map access type not suitable for PDO type (RPDO, TPDO).	A read-only object was assigned to RPDO. Or, a write-only object was assigned to TPDO.	_____
PDO mapping entry check for objects [16xx] and [1Axx] - PDO length exceeded	An object that exceeds 8 bytes was assigned to one PDO. Assign an object of up to 8 bytes to one PDO.	_____
Project resource exhaustion - No more manager PDO.	The number of valid PDOs exceeds 252. Reduce the number of valid PDOs to 252 or less.	_____

Continued









Error Message	Cause and Solution	Reference
Project resource exhaustion - Process Image completely used.	The size of the object assigned to the PDO exceeds 2016 bytes. The size of the object that can be assigned to the PDO must not exceed 2016 bytes.	_____
This object is already mapped in this node. It is not possible to map the same object more than once.	You attempted to assign the same object twice. Assign each object only once.	_____

**■ When the help menu is displayed**







Error Message	Cause and Solution	Reference
Unable to display Help. Problem may exist with the current environment. Please check the configuration. For details, please refer to the Maintenance/Troubleshooting Guide.	Set your browser to default.	 "1.2.7 GP cannot display manuals and sites from the help menu" (page 1-48)

## 1.6.3 Errors displayed during error check

### ■ When a screen is created

Error No.	Screen ID/No./Line	Error Message	Handling method	Reference
1000	Peripheral Settings	Ports settings are duplicated. Check the Peripheral List.	Confirm the peripheral device with the ! mark in the Port item and change to a port with no overlaps.	 GP-Pro EX Reference Manual "7.2.2 Setup Procedure" (page 7-4)
1001	Security Settings	The security password already exists. Please change the password.	Please set a different password for each level.	 GP-Pro EX Reference Manual "21.7.1 Common (Security Settings) Settings Guide ■ Password Settings" (page 21-19)
1002	Alarm Settings	Exceeded data history limit. The display can use up to 768 records.	Reduce the number of stored history events to 768 items or less.	 GP-Pro EX Reference Manual "19.10.1 Common (Alarm) Settings Guide ■ Alarm Guide" (page 19-73)
1003	Alarm Settings	The maximum number of registered messages has been exceeded. The maximum number for this display unit is 2048, including the Bit and Word Monitoring.	Delete excess messages so that the number of alarm messages does not exceed 2048 items.	 GP-Pro EX Reference Manual "19.10.1 Common (Alarm) Settings Guide ■ Alarm (Block 1) Settings Guide" (page 19-88)
1004	Alarm Settings	The maximum number of Word Monitoring messages has been exceeded for this display unit. The maximum number in Word Monitoring is 768.	Delete excess messages so that the number of word monitoring alarm messages does not exceed 768 items.	 GP-Pro EX Reference Manual "19.10.1 Common (Alarm) Settings Guide ■ Alarm Guide" (page 19-73)
1006	Video/Movie Settings	The video/movie parts cannot be used with the selected display unit. Please remove these parts from the project.	Delete [Video/Movie Settings].	 GP-Pro EX Reference Manual "1.3 List of Supported Functions by Device" (page 1-5)

Continued

Error No.	Screen ID/No./Line	Error Message	Handling method	Reference
1007	FTP Server Settings	The FTP Server settings cannot be used with the selected display unit. Please remove these settings from the project.	Delete [FTP Server Settings].	 GP-Pro EX Reference Manual "26.9.2 [FTP Server] Settings Guide" (page 26-94)
1008	Sound Settings	Sound data cannot be used with the selected display unit. Please remove the sound data from the project.	Delete sound data.	 GP-Pro EX Reference Manual "1.3 List of Supported Functions by Device" (page 1-5)
1009	VM Unit Window Settings	The video module cannot be used with the selected display unit. Please remove this module from the project.	Delete the VM Unit Window.	
1010	—	Up to 1000 variables can be used with the selected display. Please check the settings in the Symbol Variable list.	Delete excess variables so that the number of variables does not exceed 1000 items.	 GP-Pro EX Reference Manual "5.15.8 [Common Settings] Setting Guide ■ Symbol Variable Settings" (page 5-178)
1011	Alarm Settings	When Use same address is selected, alarm registration is required in the first row.	If [Address n (1 to 8):Use Same Address] of [Acquire Data in Each Alarm Registration] in Alarm Settings is ON, you must always set the alarm in the first line. Set the alarm in the first line of the target alarm block.	 GP-Pro EX Reference Manual "19.10.1 Common (Alarm) Settings Guide ◆ Bit Monitoring" (page 19-88)
1012	Security	There are no Users. Please add Users.	There are blank user IDs in [User ID] of Security Settings. Set all user IDs with up to 8 single-byte characters.	 GP-Pro EX Reference Manual "21.7.1 Common (Security Settings) Settings Guide" (page 21-19)
1013	Security	There are no passwords set up. Please add passwords.	There are blank passwords in [Password] of Security Settings. Set all passwords with up to 8 single-byte characters. Alternately, clear [Add User ID] to move to password mode.	 GP-Pro EX Reference Manual "21.7.1 Common (Security Settings) Settings Guide" (page 21-19)






Continued

Error No.	Screen ID/No./Line	Error Message	Handling method	Reference
1014	Security	User ID already exists. Please enter User ID.	There are duplicate user IDs in [User ID] of Security Settings. Modify User ID Settings to avoid duplicate user IDs.	GP-Pro EX Reference Manual "21.7.1 Common (Security Settings) Settings Guide" (page 21-19)
1017	Alarm Settings	You cannot use Device/PLC Banner Message Displays at the same time as the Alarm Banner.	Both [Use Memory Link Flow Message Display] in Device/PLC Settings and [Use Flow Display] in Alarm Settings are set. You cannot use these two settings simultaneously. Set the [Flow Display] function of Device/PLC Settings or Alarm Settings to OFF.	GP-Pro EX Reference Manual "19.10.1 Common (Alarm) Settings Guide" (page 19-72)
1018	System	The selected display unit does not support the Remote Viewer's Web Server function.	Web Server function does not support the display without LAN port. Uncheck [Enable Web Server] and check the selected display model.	GP-Pro EX Reference Manual "1.3 List of Supported Functions by Device" (page 1-5)
1019	System	The selected display unit does not support the Remote Viewer's FTP function.	FTP function does not support the display without LAN port. Uncheck [Enable FTP] and check the selected display model.	GP-Pro EX Reference Manual "1.3 List of Supported Functions by Device" (page 1-5)
1020	Alarm Settings	The font defined in the printer settings is not supported. The defined language supports Stroke Fonts only.	[Standard Font] supports [ASCII], [Japanese], Chinese Simplified] and [Korean] in [Print Format Settings]. For the other languages, please select [Stroke Font].	GP-Pro EX Reference Manual "19.10.1 Common (Alarm) Settings Guide ■ Alarm Guide" (page 19-73)
1500	Project Information	The transmission data size exceeds the maximum limit. Check your settings.	Set the User Screen Area within the following memory ranges for each model. GP-3300 Series (6 MB) GP-3400 Series to GP-3700 Series (8 MB) IPC Series (16 MB) (There is a chance that 90% or more of the memory will cause an error output because of the data structure.)	GP-Pro EX Reference Manual "6.4 [Font] Settings Guide" (page 6-18)

Continued

Error No.	Screen ID/No./Line	Error Message	Handling method	Reference
1501	_____	***Illegal address. Define a correct address.	Input an address for the specified location address with a keypad. (***) indicates where the problem is located such as the function of the common settings or "Base screen 1" or other screen name.)	☞ GP-Pro EX Reference Manual "14.2.2 Setup Procedure" (page 14-6)
1502	Symbol Variable Settings	There is a symbol without a device address. Check the symbols in the Symbol Settings.	Delete the parts using a symbol for the address settings or with no address settings, or set the address to parts with no address settings.	☞ GP-Pro EX Reference Manual "5.9.2 Setup Procedure" (page 5-53)
1503	Font Settings	The specified font has not been registered in "Fonts for Projects". Add it, in "Font Settings", or change the font.	Add the font using "Font Settings" in the system settings or change the font.	☞ GP-Pro EX Reference Manual "6.4 [Font] Settings Guide" (page 6-18)
1504	Project Information	Backup SRAM use exceeds the maximum capacity. Operations that cannot be backed up in SRAM will not run. Check the settings in the Project Information.	Make sure the total capacity of SRAM to use does not exceed approximately 320KB (approximately 120KB only for GP-3202B).	☞ GP-Pro EX Reference Manual "5.7 Viewing the Project Information" (page 5-44)
1505	Sampling Settings	Sampling settings backed up to SRAM exceeds the available retentive data area. Excess data cannot be preserved.	The setting of the group for which "Backup to SRAM" is set to OFF exceeds the range of the data storage area. Reduce the sampling words or the number of sampling times so that the setting remains within the range of the data storage area.	☞ GP-Pro EX Reference Manual "23.9.1 Summary ◆ DRAM" (page 23-112)
1506	_____	The project contains features that require a CF Card. However, the selected display does not support CF cards so these features will not run.	The GP3202B model supports the CF-card export folder. Change the model or do not set the CF-card output folder.	☞ GP-Pro EX Reference Manual "5.15.6 [System Settings] Setting Guide ■ [Device/PLC] Setting Guide" (page 5-161) ☞ GP-Pro EX Reference Manual "5.7 Viewing the Project Information" (page 5-44)

Continued

Error No.	Screen ID/No./Line	Error Message	Handling method	Reference
1507	Global D-Script	The number of devices limit has been exceeded. The total number of allowable devices in the all Global Scripts is 255.	Make sure the total number of addresses to use in Global D-Scripts (including calling functions) does not exceed 256 by creating multiple scripts with the same trigger conditions and separating instructions.	 GP-Pro EX Reference Manual "20.9.1 D-Script/Global D-Script Restrictions" (page 20-57)
1508	Global D-Script	The total number of Global D-Scripts and functions exceeds the maximum limit of 32. The excess code will not run.	Make sure the total number of Global D-Script and functions does not exceed 32 by uniting multiple scripts with the same trigger conditions.	
1509	Global D-Script	Global D-Script [Global D-Script Number]: invalid expression.	Refer to the comments displayed in the [Message Area], use the Tool Box and the Built-in Functions, and make sure to input the correct format.	 GP-Pro EX Reference Manual "20.8.1 D-Script/Common [Global D-Script] Settings Guide" (page 20-51)
1510	Extended Script	Extended Script error. Invalid expression.	Refer to the comments displayed in the [Message Area], use the Tool Box and the Built-in Functions, and make sure to input the correct format.	
1511	—	The number of Data Transfer Displays exceeds the maximum limit of 32. The excess displays will not work.	Make sure the total number of displays placed in the whole project does not exceeds 32.	 GP-Pro EX Reference Manual "5.16.1 Restrictions for Creating Screens ■ Number of Features that can be Placed on a Screen" (page 5-185)
1600	*1	D-Script [ID/No]: invalid expression.	Use the support input functions such as the Tool Box, Built-in Functions, etc., and ensure that the format is inputted correctly and that no errors remain in the [Message Area].	 GP-Pro EX Reference Manual "20.8.1 D-Script/Common [Global D-Script] Settings Guide" (page 20-51)
1601	*1	You can draw up to 8 Data Block Display Graphs or Historical Trend Graphs on each screen.	Up to 8 Data Block Display Graphs and Historical Trend Graphs can function on one Base Screen. For 9 or more parts, separate them on different screens.	 GP-Pro EX Reference Manual "5.16.1 Restrictions for Creating Screens ■ Number of Features that can be Placed on a Screen" (page 5-185)

Continued

Error No.	Screen ID/No./Line	Error Message	Handling method	Reference
1602	*1	You can set up a maximum 40 channels of Data Block Display Graphs or Historical Trend Graphs.	Make sure the total no. of channels for the Data Block Display Graph and Historical Trend Graph on one screen does not exceed 20.	☞ GP-Pro EX Reference Manual "18.8.2 Restrictions for Historical Trend Graphs" (page 18-84)
1603	—	The maximum number of parts has been exceeded.	Reduce the number of parts.	☞ GP-Pro EX Reference Manual "5.16.1 Restrictions for Creating Screens ■ Number of Features that can be Placed on a Screen" (page 5-185)
1604	*1	The number of Part addresses has exceeded the maximum limit.	Reduce the number of addresses.	☞ GP-Pro EX Reference Manual "5.16.1 Restrictions for Creating Screens ■ Number of Features that can be Placed on a Screen" (page 5-185)
1605	*1	Screen data size is too big.	Make sure the data capacity per screen does not exceed 1MB by separating the parts on different screens.	☞ GP-Pro EX Reference Manual "5.16.1 Restrictions for Creating Screens ■ Number of Screens that can be Created" (page 5-184)
1606	*1	You cannot place at the same time a Data Display with Input enabled, a Sampling Data Display, and a Special Data Display (.CSV).	Make sure to place only one Display.	—
1607	*1	You cannot use a Data Display with Popup Keypad on a Window.	To enter data into the Data Display in the window, uncheck [Enable Popup Keypad] for the Data Display and place the keypad directly in the window screen.	☞ GP-Pro EX Reference Manual "14.11.1 Numeric Display" (page 14-41)
1608	Window Screens	You cannot use an Historical Trend Graph (Display Historical Data) on a Window.	You cannot use an Historical Trend Graph (Display Historical Data) on a Window. When using Historical Trend Graph on the Window screen, Disable [Display Historical Data].	☞ GP-Pro EX Reference Manual "18.7.2 Historical Trend Graph Settings Guide ◆ Display Historical Data" (page 18-55)

Continued






Error No.	Screen ID/No./Line	Error Message	Handling method	Reference
1610	*1	Each screen is limited to 1 Alarm Summary display.	Make sure to only place 1 Alarm part (Summary) on the screen. For any others, the action may not function correctly.	GP-Pro EX Reference Manual "19.3.2 Setup Procedure" (page 19-16)
1611	*1	Only one Alarm part with the Sub Display enabled can be placed on a screen.	When multiple Alarm parts (History) are placed on the screen, sub displays will not function. Ensure there is only one Alarm part (History).	GP-Pro EX Reference Manual "19.10.3 Text Alarm Part Settings Guide" (page 19-144)
1612	*1	Only one Picture Display CF file display part can be used per screen.	Make sure to only place 1 Picture Display (CF file display feature) on the screen. For any others, the action may not function correctly.	GP-Pro EX Reference Manual "9.6.4 Restrictions for Picture Display (CF Image Display)" (page 9-55)
1613	*1	A maximum of 512 Picture Display Marks can be used per screen.	Make sure that the no. of displayed Image Display parts placed on one screen does not exceed 512.	GP-Pro EX Reference Manual "9.6.3 Restrictions for Picture Display (Move Display)" (page 9-53)
1614	*1	Only 30 Marks can be used per screen.	Please lessen the no. of Image Display parts placed on the screen.	
1615	*1	Only one Special Data Display data transfer part can be used per screen.	Make sure to only place 1 Special Data Display (data transfer feature) on the screen. For any others, the action may not function correctly.	—
1616	*1	Only one Special Data Display CSV display part can be used per screen.	Make sure to only place 1 Special Data Display (CSV display feature) on the screen. For any others, the action may not function correctly.	GP-Pro EX Reference Manual "24.13.2 Restrictions on Displaying/Editing/Printing CSV Data ■ Restrictions on Displaying" (page 24-121)
1618	*1	You cannot use Edit mode for Show CSV parts (Special Data Display) drawn on Window screens.	Make sure to use the CSV display feature of a Special Data Display placed on a base screen.	
1619	*1	Only one Special Data Display - File Manager Display can be placed on a screen.	Make sure to only place 1 Special Data Display (File Manager feature) on the screen. For any others, the action may not function correctly.	
1620	*1	You cannot use the Filing parts (Special Data Display) on Window screens.	Make sure to use the File Manager feature of a Special Data Display placed on a base screen.	

Continued



Error No.	Screen ID/No./Line	Error Message	Handling method	Reference
1621	*1	Only one Sampling Data Display can be placed on a screen.	Make sure to only place 1 Sampling Data Display on the screen. For any others, the action may not function correctly.	—
1623	*1	You cannot use Edit mode for Sampling Data Displays drawn on Window screens.	Do not use the data edit function when using the sampling data display in the window screen.	☞ GP-Pro EX Reference Manual “23.8.2 Sampling Data Display Guide ■ Basic Settings” (page 23-105)
1624	*1	Each screen is limited to 1 Historical Data Display Switch.	Make sure to only place 1 Switch/Lamp (Historical Data Display feature) on the screen. For any others, the action may not function correctly.	☞ GP-Pro EX Reference Manual “18.8.2 Restrictions for Historical Trend Graphs ■ Restrictions for Displaying Historical Data” (page 18-86)
1625	*1	Only one Historical Trend Graph with the Historical Data Display feature enabled can be placed on a screen.	Make sure to only place 1 Historical Trend Graph (Historical Data Display feature) on the screen. For any others, the action may not function correctly.	
1626	*1	Up to three Local Windows or two Global Windows with continuous read set can be placed on a screen.	Make sure that the number of Window parts placed on the screen for continuous read settings does not exceed 3 (2 when using Global Windows). Any other Windows will not function, however, up to 3 continuous read Windows and 381 common Windows can be placed on the screen.	☞ GP-Pro EX Reference Manual “12.7.1 Bit Action” (page 12-22)
1627	*1	Only one keypad can be used on a screen.	Make sure to only place 1 keypad (call screen with a registered keypad) on the screen. For any others, the action may not function correctly.	☞ GP-Pro EX Reference Manual “8.10 Pasting an Image” (page 8-78)
1628	*1	Each screen is limited to 1 Movie Player.	Only one Movie Player can be placed on the screen. The operation of additional Movie Players cannot be guaranteed.	—
1629	*1	The Text Table is set up with characters that can display using Stroke Fonts only. To use the Text Table, change the Font Type to Stroke Fonts.	Some languages selected in [Language Change Settings] in the String Table can be displayed with stroke fonts only. To use [Text Table] for [Text Type], set [Font Type] to [Stroke Font].	☞ GP-Pro EX Reference Manual “17.7.1 Message Display Settings Guide ◆ Display (Text Table)” (page 17-42)

Continued

Error No.	Screen ID/No./Line	Error Message	Handling method	Reference
1630	*1	Only one Text Alarm can be placed on a screen.	Make sure to only place 1 text alarm on the screen. For any others, the action may not function correctly.	 GP-Pro EX Reference Manual "19.11.4 Text Alarm Part Restrictions" (page 19-165)
1631	*1	Unable to register a Call Screen key-pad.	With keyboard registration, the screen calling keyboard registration is disabled.	————
1632	*1	Each screen can contain only 1 Remote PC Access Display.	Do not locate one or more RPA displays on one screen.	 GP-Pro EX Reference Manual "5.16.1 Restrictions for Creating Screens ■ Number of Features that can be Placed on a Screen" (page 5-185)
1633	*1	The Historical Trend Graph will not run Show Cursor. Make sure Add Time Data is selected for the sampling group.	Set [Add Time Data] for the target sampling group to ON. [Add Time Data] is in [Extended Settings] in the [Operation Setting] tab of the sampling group.	 GP-Pro EX Reference Manual "23.8.1 Common (Sampling) Settings Guide ■ Mode" (page 23-41)
1634	*1	Transparent color is set up on the Background Color of the Item Name. Scrolled Item Name may not display properly.	In Alarm Parts Settings, for the address items where the separator location is not the end, this error occurs if the background color of one or more item names meets the [Transparence] condition. In Alarm Parts Item Name Display Settings, specify a color other than transparence for [Background Color].	 GP-Pro EX Reference Manual "19.10.2 Alarm Parts Settings Guide" (page 19-105)
1635	*1	The number of D-Script addresses has exceeded the maximum limit.	The maximum number of read devices used by the D script is 1152. Set the number of read devices to 1152 or fewer.	 GP-Pro EX Reference Manual "Chapter 20 Using Scripts (Programming without Parts)" (page 20-1)

Continued

Error No.	Screen ID/No./Line	Error Message	Handling method	Reference
1636	*1	You cannot draw the following on the same screen: Historical Trend Graph (Cursor Time), Sampling Data Display (Edit Data), or Special Data Display (Show CSV - Edit Data).	Set [Cursor Time] of the historical trend graph to “Not Used.” Alternately, change [Edit Data] of Sampling Data Display/Special Data Display (CSV Display) to “Not Used.”	<ul style="list-style-type: none"> <li data-bbox="1002 185 1264 369">☞ GP-Pro EX Reference Manual “18.7.2 Historical Trend Graph Settings Guide” (page 18-46)</li> <li data-bbox="1002 369 1264 552">☞ GP-Pro EX Reference Manual “23.8.2 Sampling Data Display Guide” (page 23-104)</li> <li data-bbox="1002 552 1264 728">☞ GP-Pro EX Reference Manual “24.10.2 [Special Data Display] Settings Guide” (page 24-72)</li> </ul>

\*1 Base [Number: Comment], Window [Number: Comment], Header [Comment], Footer [Comment], and VM [Number: Comment] are displayed.

## ■ When a logic program is created

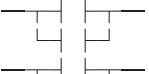
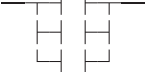
### ◆ Instruction operand errors

Error No.	Error Message	Cause and Solution
2000	***Not an array. Delete the reference to the array element, or change*** to an array. (*** indicates a symbol variable.)	An array element is specified in a non-array variable. Delete the reference or change the variable to an array.
2001	***Array element is out of bounds. Use an element within the array boundary, or increase the number of array elements. (*** indicates a symbol variable.)	Array elements are specified in a constant and they exceed the allowable number of array elements. Variable [n]... n = 0 to "Number of elements -1" Set the constant to a value at least one fewer than the number of elements which was set during the symbol variable setting.
2002	***Cannot specify elements in the variable. Delete the reference. (*** indicates a symbol variable.)	Member name(s) is specified in a variable which is not a structure variable (Example: aaa.PT where "aaa" is an integer variable). The types of variables to which members can be specified are: Timer, counter, date, time, and PID. If the type of variable is none of these, delete the member reference.
2003	***The specified element does not exist. Confirm the reference. (*** indicates a symbol variable.)	The referenced member does not exist in a structure variable. Change the member reference.
2004	*** Cannot reference individual bits. Change the object data type to integer, or remove the bit reference.(*** indicates a symbol variable.)	Bit reference is available only for an integer type regardless of whether it is an array or non-array. When bit reference is required, change the object data type to an integer variable. If an integer variable cannot be used, remove the bit reference.
2005	***Cannot reference individual bytes. Change the object data type to integer, or remove the byte reference. (*** indicates a symbol variable.)	Byte reference is available only for an integer type regardless of whether it is an array or non-array. When byte reference is required, change the object data type to an integer variable. If an integer variable cannot be used, remove the byte reference.
2006	***Cannot reference individual words. Change the object data type to integer, or remove the word reference. (*** indicates a symbol variable.)	Word reference is available only for an integer type regardless of whether it is an array or non-array. When word reference is required, change the object data type to an integer variable. If an integer variable cannot be used, remove the word reference.
2035	The maximum data size for online editing has been exceeded.	Because too many changes have been made in the set values of the timer/counter variables assigned to the timer/counter commands in the line edited with Online Edit, the upper limit of the timer/counter variable data size that can be edited (transmitted to AGP) with a single edit operation is exceeded. In this case, restore the set values of some timer/counter variables in the edited line to the original values, or cancel the edit operation to go to the monitor step.

Continued

Error No.	Error Message	Cause and Solution
2500	Logic is currently disabled. Enable?	Although logic programs are disabled ([Disable] is set), there is a logic program(s) written in the project. When [Disable] is selected, the logic program written in the project does not run. This does not affect the drawing operation, however, it is recommended to delete the logic program if it is unnecessary.
2501	Unable to use a logic program with the current model.	When a model is used with which logic programs cannot be used, the logic program(s) does not run even when it is written in the project. With such a model, you cannot use any logic programs regardless of whether logic programs are enabled or disabled ([Enable] or [Disable]). A logic program written in the project does not affect the drawing operation, however, it is recommended to delete the logic program if it is unnecessary.
2900	Invalid structure element in use.	Although GP-PRO EX V1.10.00 supports the "MS" member as a time variable, GP-PRO EX V2.00.00 does not support it. Therefore, when a project created with V1.10.00 that uses the "MS" member as a time variable on a screen or logic is opened by V2.00.00, this error occurs. In this case, change or delete the part or operand that uses the "MS" member as a time variable.
3000	***Cannot use RET instruction. Change or remove the instruction. (***) indicates the name of a logic screen.)	A RET instruction is used on the INIT or MAIN logic screen. You cannot use a RET instruction on screens other than the SUB-** screen. Remove any RET instruction which is used on the INIT or MAIN logic screen.
3001	*** Cannot use EXIT instruction. Change or remove the instruction. (***) indicates the name of a logic screen.)	An EXIT instruction is used on the INIT or SUB-** logic screen. You cannot use an EXIT instruction on screens other than the MAIN screen. Remove any EXIT instruction which is used on the INIT or SUB-** logic screen.
3002	*** (***) indicates the name of a logic screen.)Logic cannot use instruction (***)(***) indicates an instruction name.). Change or remove the instruction.	You cannot use JMP, JSR, and LWA instructions on the INIT logic screen. Remove JMP, JSR, and LWA instructions which are used on the INIT logic screen. JMP, JSR, and LWA instructions can be used only on the MAIN and SUB-*** screens.
3003	*** Logic (***) indicates the name of a logic screen.) cannot use instruction(***)(***) indicates an instruction name.). Change or remove the instruction.	PBC/PBR instructions are used on the INIT or SUB-** logic screen. You cannot use PBC/PBR instructions on screens other than the MAIN screen. Remove any PBC/PBR instructions which are used on the INIT or SUB-** logic screen.

Continued

Error No.	Error Message	Cause and Solution
3004	The number of nested branches exceeds the maximum. Reduce the branching.	<p>The number of branch levels (nested branches) exceeds 25. Reduce the number of branch levels to 25 or fewer.</p>  <p style="text-align: right;">: 1 nested branch</p>  <p style="text-align: right;">: 2 nested branches</p>
3005	The number of nested FOR-NEXT instructions exceeds the maximum. Reduce nesting to less than 64.	There are several FOR-NEXT instructions registered in the program where FOR-NEXT is executed, and the number of levels (nestings) exceeds 64. Create a program using 64 or fewer levels.
3009	The maximum number of steps for online editing has been exceeded. The maximum number is 340 steps.	Because too many commands exist in the line edited with Online Edit, the upper limit of the logic program size that can be edited (transmitted to AGP) with a single edit operation is exceeded. In this case, reduce the number of commands in the edited line, or cancel the edit operation to go to the monitor step.
3010	There are more than 100 errors. Only the first 100 are displayed.	There are more than 100 errors. Only the first 100 are displayed. Ensure what the errors mean and reduce the errors to less than 100.
3011	*** Unable to use I/O Driver instruction. Please remove instruction. (***) indicates an instruction name.)	Unable to use I/O Driver instruction. Please remove instruction.
3200	Instruction is undefined.	There is an instruction which has not been defined. Remove the instruction or use the editor version where the instruction has been defined.
3201	*** Instruction is misplaced. Put instruction at end of rung. (***) indicates an instruction name.)	An instruction which can be set only at the right end of the connecting line (end of rung) is not set properly. You can set logic control instructions (instructions other than INV) only at the end of the rung. Remove instruction(s) set to the right of a logic control instruction, or set a logic control instruction at the end of the rung.
3202	*** Instruction cannot be used in a FOR-NEXT loop. Remove the *** instruction. (***) indicates an instruction name.)	You cannot use logic control instructions (JMP, JSR, RET, EXIT, PBC, and LWA) in a FOR-NEXT program. Remove the logic control instruction or change the position of the FOR-NEXT loop.
3203	***Corresponding instruction*** cannot be found. Add instruction***. (***) indicates an instruction name.)	A NEXT instruction corresponding to FOR or a FOR instruction corresponding to NEXT cannot be found in the program. Add a corresponding FOR or NEXT instruction, or remove the existing FOR or NEXT instruction.

Continued

Error No.	Error Message	Cause and Solution
3204	***Instruction cannot have other instructions on the same rung. Remove all other instructions. (***) indicates an instruction name.)	When any of the FOR, NEXT, and PBR instructions is set on a rung, an instruction or branch cannot be set on the same rung. Remove any instructions other than the FOR, NEXT, or PBR instruction, or remove the FOR, NEXT, or PBR instruction.
3205	PBC corresponding instruction PBR cannot be found. Add instruction PBR.	A PBR instruction corresponding to a PBC instruction cannot be found. Set a PBR instruction corresponding to a PBC instruction below the PBC instruction.
3206	PBR corresponding instruction PBC cannot be found. Add instruction PBC.	A PBC instruction corresponding to a PBR instruction cannot be found. When setting PBC instruction, set one PBR instruction whose operand S1 is set to the higher hierarchical level (than that of the PBC instruction).
3207	*** Instruction cannot be used at the end of the rung. Add other instructions. (***) indicates an instruction name.)	Input instructions cannot be set at the end of a rung. Add an advanced instruction or a coil at the end of the rung.
3208	***There are instructions after this one. Remove the other instructions. (***) indicates an instruction name.)	There is an instruction or instructions after an instruction which can only be set at the end of a rung. Remove the instruction or instructions after this instruction.
3300	***Label specified in the JMP instruction does not exist. Check the label. (***) indicates an instruction name.)	The label name specified in the JMP instruction does not exist. Add the label specified in the JMP instruction or use a valid label name.
3301	*** Label specified in the JMP instruction resides in other logic. Select label from the same logic. (***) indicates an instruction name.)	The label name specified in the JMP instruction is used on another logic screen. The JMP instruction can only be used on a single logic screen. Change the label name or remove the JMP instruction.
3302	***Subroutine defined in the JSR instruction does not exist. Check the subroutine. (***) indicates a subroutine name.)	The subroutine specified in the JSR instruction does not exist. Change the setting of the JSR instruction or create a new subroutine.
3303	Too many I/O driver instructions. Reduce instructions to less than **. (** indicates a number)	More than 15 I/O driver instructions are placed. Too many I/O driver instructions. Reduce instructions to less than 15.
3304	Unsupported instruction. Either delete the instruction or add corresponding I/O driver: ***. (***) indicates a driver name)	Unsupported instruction. Either delete the instruction or add corresponding I/O driver: ***.
3305	You cannot add I/O driver instructions while online editing.	You cannot add I/O driver instructions while online editing.
3400	Undefined operand is being used.	There is an undefined operand in the instruction. Define the operand.
3401	*** Operand is undefined. Define the operand. (***) indicates an operand name.)	There is an undefined operand in the instruction. Define the operand.

Continued

Error No.	Error Message	Cause and Solution
3402	Specify an integer variable or constant for array elements.	To use a variable specified as an array, specify elements in an integer constant or set the type of the integer variable to non-array. The type of the integer variable must be set to non-array and an internal variable must be used.
3403	Use an integer variable or constant when referencing elements.	The element to be specified (bit, byte or word) must be an integer constant or an integer type non-array variable. The attribute of the integer type non-array variable must be internal.
3404	***Variable is used in multiple PID instructions. (*** indicates an instruction name.)	One PID variable is used in multiple PID instructions. One PID variable must be used in a single PID instruction. Remove the excessive PID instructions or add PID variables.
3405	*** Operand data type does not match instruction. Set up an operand with the correct data type. (*** indicates an operand name.)	The data type of operand S1, S2, S3, D1, or HP is incorrect. Available data types have been defined to individual operands, and the specified type is not available for the operand.
3406	*** Cannot use a constant in the operand. Specify different data. (*** indicates an operand name.)	You cannot set a constant in operand D1. Specify data other than a constant type.
3407	*** Cannot specify inputs in the operand. Specify different data. (*** indicates an operand name.)	You cannot set a variable type defined as an input in operand D1. Cancel the definition of input or input another variable type.
3408	***The data type or attribute of the operand does not match other operands. Change the data type or attribute. (*** indicates an operand name.)	There is an operand of a different type in operand S1, S2, S3, or D1 (When array is set for the variable method, the number of elements is also included.). Change the type so that all operands have the same type.
3409	***Operand constant exceeds operand *** bit size. Define a constant that fits in the bit size. (*** indicates an operand name.)	The constant value of the operand exceeds the bit size range of the variable specified in the operand. Set the constant value within the range of the bit size.
3410	Operand S1 is not an integer. Define an integer value.	Only integer constants can be specified for operand S1. Specify an integer constant if any other has been specified.
3411	Operand S1 is out of range. Value must be 0 to 7.	The data type of operand D1 is incorrect. The available type for S1 is a bit data type. Specify a bit data type for operand D1.
3412	Operand D1 data type is incorrect. Use the bit data type.	The data type of operand D1 is incorrect. The available type for D1 is a bit data type. Specify a bit data type for operand D1.
3413	Operand D1 cannot map external inputs. Change the attribute or operand.	You cannot map a variable set up with the external input attribute to operand D1. Change the input attribute or set a different variable for the operand.
3414	The data type for operands is inconsistent. Use the same data type.	The data types set for the operands are not consistent. Use the same data type for all operands.

Continued



Error No.	Error Message	Cause and Solution
3415	*** Operand value exceeds the bit length for operand D1. Define a constant value that fits the bit length. (*** indicates an operand name.)	The integer constant value for operand S1 or S2 exceeds the range of the allowable input bit size of the variable type for operand D1. Set the integer constant value for operand S1 or S2 within the range of the allowable input bit size for operand D1.
3416	*** Operand value exceeds the bit length for operand D1. Define a constant value that fits the bit length.	When operands S1, S2, and D1 are integer arrays, the numbers of array elements differ between the operands. Set all of these operands to have the same number of array elements. If only operand S2 is an integer, however, there is no problem when operands S1 and D1 have a different number of array elements.
3417	Operand S1 and operand D1 data types do not match. Data types must be the same.	The variable types of operands S1 and D1 are different. Change one of the types so that the operands have the same variable type.
3418	***Operand must be an array element. Define an array element. (*** indicates an operand name.)	Operand S1 or D1 has elements other than a bit, integer, float, or real array element or a system variable (integer array element). Set only a bit, integer, float, or real array element or a system variable (integer array element) for operands S1 and D1.
3419	Operand S2 exceeds the number of array elements in operand ***(***) indicates an operand name.)(***(***) indicates an instruction name.)). Increase the number of array elements***(***) indicates an instruction name.) or change the settings in operand S2.	The value of operand S2 exceeds the number of array elements in operand S1. Increase the number of array elements in operand S1 or set the value of operand S2 to fewer than the number of array elements in operand S1.
3420	Operand S2 plus the element number in operand ***(***) indicates an operand name.)(***(***) indicates an instruction name.)) exceeds the number of array elements. Reduce the element number or change the settings in operand S2.	Operand S2 is an integer constant, and the value of “the element number of operand S1 or D1 + the value of operand S2” exceeds the array range for operand S1 or D1. Set the value of operand S2 within the range for operand S1 or D1, or increase the array element for operand S1 or D1.
3421	***Operand must be an array element. Define an array element. (*** indicates an operand name.)	Operand S1 or D1 has elements other than an integer, float, or real variable array element or a system variable (integer variable). Set an integer, float, or real variable array element or a system variable (integer variable) for operand S1 or D1.
3422	Operand S2 is out of range. Enter a value within the specified range.	Operand S2 is an integer constant and its value is other than “ $0 \leq S2 \leq 31$ ” or “ $0 \leq S2 \leq 32 \times \text{size} - 1$ ” (when an array is specified). Set a value within the setting range.
3423	Operand S2 is out of range. Enter a value within the specified range.	Operand S2 for RCL/RCL instructions is an integer constant and its value is other than “ $0 \leq S2 \leq 32$ ”. Set a value within the setting range.

Continued

Error No.	Error Message	Cause and Solution
3424	*** Operand is out of range. Enter a value within the specified range. (*** indicates an operand name.)	Operand S1 for the DECO instruction is an integer constant and its value is other than "0 ≤ S1 ≤ 31". Or, Operand S2 for SAL/SAR instructions is an integer constant and its value is other than "0 ≤ S2 ≤ 31". Set a value within the setting range.
3425	Operand S1 and operand S2 data types do not match. Data types must be the same.	Operands S1 and S2 have different data types. Set the same data type for operands S1 and S2.
3426	***Operand exceeds the range specified in operand***. Change the value. (*** indicates an operand name.)	The bit size of the integer constant for operands S1 and S2 exceeds the available input range. Set them within the range of the bit size of the variable.
3427	Operand S1 is zero. Enter a value within the specified range.	Operand S1 is an integer constant and its value is 0. Set a constant other than 0.
3428	Operand data types do not match. Data types must be the same.	Operand S2 (or S3, S4, S5) and other operands have different data types. Set the same data type for all operands.
3429	Invalid data type is defined. Check the data type.	An Invalid data type is set for the setting value. Check the data type and delete an invalid one or change it to a valid one.
3430	Operand S2 cannot be a constant. Define a value other than a constant.	You cannot set a constant to operand S2. Set a variable other than a constant.
3431	***Invalid value. Enter a value within the normal range. (*** indicates a set value for special instructions (date or time).)	The value set from the dialog should not be outside of the following ranges. Specify a value within these ranges. Hour : 0 to 23 Minute : 0 to 59 Second : 0 to 59
3432	*** Invalid value. Enter a value within the normal range. (*** indicates a set value for special instructions (date or time).)	The value set from the dialog should not be outside of the following ranges. Specify a value within these ranges. Year : 0 to 99 Month : 1 to 12 Day : 1 to 31
3433	Operand S1 is out of range. Value must be 1 to 10.	Operand S1 should not be a value other than a constant between 1 and 10. Set a constant between 1 and 10 for operand S1.
3434	Variable mapped to I/O is assigned to operand ***. Either unmap I/O from the variable or change the operand. (*** indicates an operand name.)	Variable mapped to I/O is assigned to operand *** (*** indicates an operand name). Either unmap I/O from the variable or change the operand.
3470	***(***) indicates an operand name.)Operand cannot use the specified array variable (***) (***) indicates a symbol variable.).	The entire integer array (system variable) is specified for operands S1, S2, and D1. You cannot specify the entire array for operand S1, S2, and D1. To specify an array, specify array elements.
3471	***Operand accepts M, D, F, and R addresses only. (***) indicates an operand name.)	Registers other than M, D, F, and R are set to operand S1 or D1. Set registers M, D, F, or R to operands S1 or D1.

Continued

Error No.	Error Message	Cause and Solution
3472	Operand S2 exceeds the number of registers in operand***. Reduce the value of S2.(*** indicates an operand name.)	Operand S2 is an integer constant and its value exceeds the range for operand S1 or D1. Set the value of operand S2 within the range.
3473	Operand S2 plus operand *** exceeds the register range in ***. Reduce the value of S2 or change the address of ***. (***) indicates an operand name.)	Operand S2 is an integer constant and the value of operand D1 + S2 exceeds the range for operand D1. Or, the value of operand S1 + S2 exceeds the range for operand S1. Set the value of operand S2 within the range.
3474	*** Operand cannot map registers other than D, F, and R. Set up one of these registers.(*** indicates an operand name.)	Operand D1 or S1 has elements other than an integer, float, or real variable. Set only an integer, float, or real variable for operand D1 or S1.
3500	There are more than 100 warnings. Only the first 100 are displayed.	There are more than 100 warnings. Only the first 100 are displayed. Ensure what the warnings mean and reduce the warnings to less than 100.
3600	There are no instructions. Unable to run.	There is a rung with no instructions. This does not affect the operation; however, it is recommended to delete the rung if the rung is unnecessary.
3601	There are no instructions on branch. Confirm the logic.	There is a branch with no instructions. If this is set on purpose, it presents no problem. If there is no specific purpose, it is recommended to delete the branch.
3650	***There is no program description.(*** indicates an operand name.)	There is an empty subroutine program. This does not affect the operation; however, it is recommended to delete the program if there is no specific purpose.
3651	***Subroutine is not used. (***) indicates a subroutine name.)	There is a subroutine program which is not called. This does not affect the operation; however, it is recommended to delete the subroutine program if there is no specific purpose.
3652	Labels are defined consecutively with nothing in between them.	There are labels defined consecutively with nothing in between. This does not affect the operation; however, it is recommended to delete the labels if they are unnecessary.
3700	Rung has only one Coil instruction. This instruction will always run.	Only one coil instruction exists in the rung. This does not affect the operation; however, note that this coil will always turn on.
3900	*** Variable is used in multiple Coil instructions. (***) indicates a symbol variable.)	One variable is used in two or more coil instructions (double coil). If this is set on purpose, it presents no problem. Under normal conditions, one variable is used in one coil instruction (except for SET/RESET instructions).

Continued

Error No.	Error Message	Cause and Solution
3901	*** Variable is used in multiple Timer instructions. (*** indicates a symbol variable.)	One timer variable is used in multiple timer instructions. Since this may cause malfunctions, define one timer variable for one timer instruction.
3902	*** Variable is used in multiple Counter instructions. (*** indicates a symbol variable.)	One counter variable is used in multiple counter instructions. Define one counter variable for one counter instruction.
3903	Operand S1 is out of range. Define a valid value.	The constant of operand S1 is out of range. Set a positive constant value.
3904	Operand S2 value is zero.	When operand S2 is an integer constant and its value is zero, operand S2 is set to zero.
3905	Operand S1 and operand S2 are integer constants.	Both operands S1 and S2 are set to constants. Set either of operand S1 or S2 to a value other than a constant.
3906	PT value is zero.	The value of PT is zero. This presents no problem when the value of PT is specified separately.
3907	PV value is zero.	The value of PV is zero. This presents no problem when the value of PV is specified separately.

◆Other errors

[I/O setting]

Error No.	Error Message	Cause and Solution
4500	Multiple I/O drivers are set up with the Master attribute.	There are multiple I/O drivers which are set up with the Master attribute.

[Variable]

Error No.	Error Message	Cause and Solution
2007	Too many volatile internal bit variables.	The total number of volatile internal bit variables exceeds the number specified for volatile in the retentive/volatile setting.
2008	Too many retentive internal bit variables.	The total number of retentive internal bit variables exceeds 256 devices.
2009	Too many input bit variables.	The total number of bit variables assigned to input I/O exceeds 256 devices.
2010	Too many output bit variables.	The total number of bit variables assigned to output I/O exceeds 256 devices.
2011	Too many volatile internal integer variables.	The total number of volatile internal integer variables exceeds the number specified for volatile in the retentive/volatile setting.
2012	Too many retentive internal integer variables.	The total number of retentive internal integer variables exceeds the number specified for retentive in the retentive/volatile setting.
2013	Too many input integer variables.	The total number of integer variables assigned to input I/O exceeds 64 devices.
2014	Too many output integer variables.	The total number of integer variables assigned to output I/O exceeds 64 devices.
2015	Too many retentive float variables.	The total number of retentive float variables exceeds the number specified for retentive in the retentive/volatile setting.
2016	Too many volatile float variables.	The total number of volatile float variables exceeds the number specified for volatile in the retentive/volatile setting.
2017	Too many retentive real variables	The total number of retentive real variables exceeds the number specified for retentive in the retentive/volatile setting.
2018	Too many volatile real variables.	The total number of volatile real variables exceeds the number specified for volatile in the retentive/volatile setting.
2019	Too many retentive timer variables	The total number of retentive timer variables exceeds the number specified for retentive in the retentive/volatile setting.
2020	Too many volatile timer variables.	The total number of volatile timer variables exceeds the number specified for volatile in the retentive/volatile setting.
2021	Too many retentive counter variables.	The total number of retentive counter variables exceeds the number specified for retentive in the retentive/volatile setting.
2022	Too many volatile counter variables.	The total number of volatile counter variables exceeds the number specified for volatile in the retentive/volatile setting.

Continued

Error No.	Error Message	Cause and Solution
2023	Too many date variables.	The total number of retentive date variables exceeds the number specified for retentive in the retentive/volatile setting.
2024	Too many volatile date variables.	The total number of volatile date variables exceeds the number specified for volatile in the retentive/volatile setting.
2025	Too many retentive time variables.	The total number of retentive time variables exceeds the number specified for retentive in the retentive/volatile setting.
2026	Too many volatile time variables.	The total number of volatile time variables exceeds the number specified for volatile in the retentive/volatile setting.
2027	Too many PID variables.	The number of PID variables exceeds 8.
2028	Too many addresses.	The number of records in the CHMI refresh table exceeds the operation upper limit (256).
2029	Too many addresses.	The word addresses (ED) including the increase by reduction exceed 256.
2030	Unassigned symbol *** is used in the logic. Please set its address.	An unassigned symbol is used in the logic.
2502	*** Retentive variable is assigned to I/O.	A retentive variable is assigned to I/O when the variable method is used.
2031	*** Single variable is mapped to multiple I/O.	One variable is mapped to multiple I/Os.
2032	I/O variable is not mapped to a terminal and is in use.	An unassigned I/O variable is used when the address method is used.




[Comment]

Error No.	Error Message	Cause and Solution
3006	Too many variable comments.	The number of variable comments exceeds the upper limit (the number of variable comment blocks x 40 + 210).
3007	Too many rung comments.	The number of line comments exceeds the upper limit (the number of line comment blocks x 10 + 55).

[Memory check]

Error No.	Error Message	Cause and Solution
3008	Logic contains too many steps.	The total number of steps in the logic exceeds the upper limit of the logic (the number of logic blocks x 500).

## 1.6.4 Errors displayed during simulation

Error Message	Cause and Solution	Reference
Please stop and exit the simulation to continue.	The user tried to close the Editor during simulation. Before closing the Editor, complete simulation.	 GP-Pro EX Reference Manual "31.2.2 Procedure" (page 31-4)
Cannot change language during simulation.	The user tried to change the operating language in the Editor [Option Settings] when simulation was in progress. Before changing the operating language, complete simulation.	 GP-Pro EX Reference Manual "5.15.7 [Preferences] Settings Guide" (page 5-166)
The simulation could not be started.	Simulation does not start due to some problem. The file may have been broken. Reinstall GP-Pro EX.	 GP-Pro EX Reference Manual "3.2.1 GP-Pro EX Operating Environment Requirements" (page 3-3)
Failed to start Simulation due to project error. Run Error Check to find problems.	The simulation did not start due to a problem with communication with a connected device. Run the simulation after an error in the project file is corrected.	—




## 1.6.5 Errors displayed during transfer operation

### ■ Common errors

Error Message	Cause and Solution	Reference
Invalid IP Address	The designated IP address' value is illegal. Input a correct IP address.	_____
The IP Address already exists. Add/Change is disabled.	When adding an IP address, the IP address is already set. Designate an unused IP address.	_____
Failed to receive the folder list. Moved to the root folder.	The folder displayed in the CF-card tool could not display so the display moved to the root folder. The cause can be that the folder has been deleted or that the CF-card has been changed. Confirm whether the folder has been deleted or the CF-card has been taken out.	☞ GP-Pro EX Reference Manual "32.5 Transferring Data Only to a CF Card" (page 32-28)
The defined file name already exists. Use another name.	This appears when you are trying to rename a file in the CF-card tool and the file name already exists. Designate an unused file name.	_____
CF card connection terminated.	The connection has been cut because of a removed cable, etc. Make sure that all cables are correctly connected. [LAN] <ul style="list-style-type: none"> <li>• Make sure that the PC's IP address is correctly set.</li> <li>• Make sure that the type of cable is correct.</li> </ul> [USB] <ul style="list-style-type: none"> <li>• Make sure that the USB cable is made by Pro-face.</li> <li>• Make sure that the driver is installed.</li> </ul>	_____
Invalid password	The password that you have entered is incorrect. Enter the correct password.	☞ GP-Pro EX Reference Manual "32.6 Transferring with Passwords" (page 32-31)
Invalid password.Send operation canceled.	This appears when you enter the incorrect password 3 times. Enter the correct password.	_____
Failed to open the socket.	The LAN port is not enabled. Check the PC's LAN settings.	_____
Failed to read the project.	Either the file is damaged, or the file you have selected is not a project file. Select the correct project file.	_____

Continued



Error Message	Cause and Solution	Reference
Failed to connect to the display unit.	Either a cable is loose, or you are using an unsupported main unit. Confirm the cable's type and connection, and make sure the USB driver is installed.	 GP-Pro EX Reference Manual "32.2 Transferring Project Files via USB Cable Transfer" (page 32-5)
Failed to access the file.	You may not have permission to access this file. Check the PC's access privileges.	_____
Communication error.	You cannot communicate either because the cable is disconnected, or because of noise. Check the cable's surroundings and make sure that the cable is not severed, and that no noise is occurring. (Do not use a USB extension cable, etc.)	_____
Memory error.	The PC's memory is insufficient. Shut down another application or restart the OS and run the transfer tool again.	_____
Failed to recognize the display unit. Confirm the model is supported by GP-Pro EX or the transfer tool.	You are trying to transfer to a device that cannot be recognized by the editor. Confirm whether or not the destination unit is a GP.	_____
Failed to acquire the information.	Either the system is not downloaded, or the model is not supported. Confirm whether the model is supported, and transfer the main unit's system again.	 GP-Pro EX Reference Manual "32.10.1 [Transfer Settings] Settings Guide" (page 32-59)
Failed to check the password. Please input the password again.	The password cannot be checked. The file may be damaged. Please check it again in an area with no electrical noise. (Do not use a USB extension cable, etc.)	_____
Failed to connect because the display unit was communicating with the transfer tool.	It is communicating with another computer. Wait until the communication finishes.	_____
Failed to write data.	The file cannot be accessed and cannot be written to the GP due to damage, etc. After checking the access privileges for the PC's hard drive, force the data to be sent.	 GP-Pro EX Reference Manual "32.10.1 [Transfer Settings] Settings Guide" (page 32-59)
Failed to receive the project. Run the operation again.	A data error occurred when receiving data. Confirm that there is not a lot of noise occurring. (Do not use a USB extension cable, etc.)	_____

Continued

Error Message	Cause and Solution	Reference
Did not send project.	The project data does not exist on the GP unit. (The unit is showing the default Initial Start Mode screen, etc.) Or the data is damaged. First, transfer the project.	☞ GP-Pro EX Reference Manual "32.1 Settings Menu" (page 32-2)
Failed to save CF card data.	Either the CF-card is not correctly inserted, or it is write-protected. Make sure the CF-card can be used (you may not be able to access CF-cards not made by Pro-face).	_____
The project does not match the defined display unit.	The transfer source project and the project inside the main unit are different and therefore could not be compared. Only the same project can be compared.	☞ GP-Pro EX Reference Manual "32.4 Comparing Project Changes Prior to Transfer" (page 32-25)
Format error.	The initialization of the main unit device failed. Transfer again in a location where there is not a lot of noise occurring.	_____
Unable to locate defined display unit.	The designated communication device does not exist or cannot be used. Confirm the PC's LAN settings and check if the USB driver is installed.	_____
Transfer failed.	An error occurred during communication. Confirm that there is not a lot of noise occurring. (Do not use a USB extension cable, etc.)	_____
Write error occurred on the display unit.	The data write to the main unit failed due to a flash malfunction. If there is no improvement even after a forced transfer, please contact your local GP distributor.	☞ GP-Pro EX Reference Manual "32.10.1 [Transfer Settings] Settings Guide" (page 32-59)
Model does not support CF cards or card is missing.	Confirm whether the CF-card is correctly inserted. (You may not be able to access CF-cards not made by Pro-face.)	_____
The defined file name already exists. Use another name.	There is a directory with the same name as the file you are trying to copy. Delete the content of the CF-card and retransmit the file. If an error occurs while you are transmitting the project, force the transfer.	☞ GP-Pro EX Reference Manual "32.5 Transferring Data Only to a CF Card" (page 32-28)
Failed to write to the CF-card.	The CF-card may not be correctly inserted, or it may be write-protected. Make sure that the files in the CF-card are not write-protected.	_____

Continued

Error Message	Cause and Solution	Reference
File required for transferring not found.	A file needed for transfer is damaged or does not exist on the hard drive. Reinstall the transfer tool.	☞ GP-Pro EX Reference Manual "32.10.5 Installing the Transfer Tool" (page 32-68)
Timeout error.	Confirm that there is not a lot of noise occurring. (Do not use a USB extension cable, etc.)	_____
Exception error.	A module needed for transferring may not be correctly installed. Reinstall the transfer tool.	☞ GP-Pro EX Reference Manual "32.10.5 Installing the Transfer Tool" (page 32-68)
Failed to send the project. Its size exceeds the maximum capacity.	The data size of the project file you are trying to transfer exceeds the GP's screen capacity. Decrease the data size by deleting unnecessary screen data, etc.	☞ GP-Pro EX Reference Manual "5.7 Viewing the Project Information" (page 5-44)
Unable to transfer. Target types are different.	The project file is not compatible with the model to which it is transferred. Change the type of the project file to a file compatible with the target model, and retry the transfer.	☞ GP-Pro EX Reference Manual "5.15.6 [System Settings] Setting Guide ■ [Display]" (page 5-128)
A network project (NPX) is set up on the folder. The Transfer Tool cannot retrieve a network project.	The NPX file is set but not received. Receive NPX via Pro-Server EX.	_____

■ When data is transferred with modem

Error Message	Cause and Solution	Reference
Unable to transfer by modem. I/O drivers are different.	Transfer by modem failed because the type or version of the I/O driver did not match. Download a correct I/O driver by using USB or LAN. Download a correct runtime system or protocol by using USB or LAN.	_____
Unable to transfer by modem. Run time systems are different.	Transfer by modem failed because the version of the run time system or protocol did not match, or because the protocol type is different.	_____

Continued


Error Message	Cause and Solution	Reference
Unable to transfer. Target types are different.	The type of Fonts which is registered did not match.Download a correct runtime system or protocol by using USB or LAN.	_____
Unable to transfer by modem. Projects or editor versions are different.	The type or the edit version of the project did not match.Download a correct runtime system or protocol by using USB or LAN.	_____

■ When the CF memory loader is used




Error Message	Cause and Solution	Reference
Files required to create boot data are missing.	The system file for the memory loader is not installed. Install the file again.	☞ GP-Pro EX Reference Manual “32.7.2 Transfer Process ◆ Create a startup CF Card/USB” (page 32-42)
Failed to create the backup file.	The probable causes are that the free space in the CF card is insufficient, the file cannot be accessed, or the project file is corrupt. Check the destination again.	_____
This model is not supported.	The selected project is for a model which does not support the memory loader tool. Check the model of the project file.	☞ GP-Pro EX Reference Manual “1.3 List of Supported Functions by Device” (page 1-5)
Failed to read the backup file.	The probable causes are that the backup file is corrupt, or the file requires certain access rights. Check the access rights for the backup file.	☞ GP-Pro EX Reference Manual “32.6.3 Remove/Change Transfer Password” (page 32-34)
Failed to reserve memory.	The PC memory may be insufficient. Close the other applications that are running.	_____
Invalid backup file.	The selected file is not a backup file. Select a valid file.	_____
The system cannot find the path specified.	The specified pathname does not exist or is invalid. Specify an existing, valid pathname.	_____

## ■ Errors displayed during online monitoring of the logic program

The following error messages are displayed when a logic program (project file) cannot be transferred from the Display for the purpose of monitoring it on the PC side (during online monitoring).

Error Message	Cause and Solution	Reference
Failed to start Monitor.	The cables may not be connected or the communication setting may be wrong. Confirm that the cables are connected properly. Select [Option Settings] from the [View] menu and check [Communication Settings] for [Monitor Step].	 GP-Pro EX Reference Manual "5.15.7 [Preferences] Settings Guide ■ Monitor Step" (page 5-172)

## ■ Errors displayed with ProjectCopy

Error Message	Cause and Solution	Reference
Select project.	If you try to execute the copy operation without selecting a project file, this error message appears. Before executing the copy operation, select a project file.	 GP-Pro EX Reference Manual "37.9.3 Project-Copy (Copy Tool) Settings Guide" (page 37-166)
Project does not exist.	If you select a project file that does not exist, this error message appears. Check if the project file exists, and select a project file again.	
Copy destination not found.	If the folder for storing a project file is not located in the specified directory, this error message appears. The WinGP folder configuration may have been changed for some reason. Re-install the WinGP folder.	 GP-Pro EX Reference Manual "37.3.2 Setup Procedure ■ Install/Uninstall" (page 37-11)
Copying failed.	If the system failed in copy operation for any reason, this error message appears.	—
Unable to copy as connected devices/PLCs are different.	If the type of connection device specified in a project to copy does not match with the connection device driver of WinGP, this error message appears. Before copying the project, change the type of the connection device, or transfer the project by using a transfer tool.	 GP-Pro EX Reference Manual "5.15.6 [System Settings] Setting Guide ■ [Device/PLC] Setting Guide" (page 5-161)

Continued

Error Message	Cause and Solution	Reference
Unable to copy as WinGP is running.	If you try to execute the copy operation when WinGP is active, this error message appears. Close WinGP first, and then execute the copy operation.	☞ GP-Pro EX Reference Manual “37.3.2 Setup Procedure • Transferring from CF Card or USB storage” (page 37-21)
CF card folder as defined in project not found. Select a CF card folder.	If you try to copy a project that enables use of a CF card file, and the CF card folder specified in the project cannot be referred to from the copy tool, this error message appears. In the dialog displayed after this message, specify the folder for storing a target file.	☞ GP-Pro EX Reference Manual “37.9.3 Project-Copy (Copy Tool) Settings Guide” (page 37-166)
This project is open or has errors in the Model Settings. Please edit and save the project again.	If you try to copy a project that raises an error message about a transfer failure when saving the project with GP-Pro EX, this error message appears. Re-edit the project with the GP-Pro EX.	☞ GP-Pro EX Reference Manual “5.15.6 [System Settings] Setting Guide ■ [Display]” (page 5-128)
Copy operation failed. The device/PLC driver version is out of date. Use the Transfer Tool to download required files.	This error message appears when the driver version of a connected device of WinGP is older than that of a connected device of an editor that edited the project. The copy tool does not transfer the driver for the connected device. Transfer the data using transfer tool.	_____
Copy operation failed. A required font is not available. Use the Transfer Tool to download required files.	This error message appears when WinGP does not have the font file set in project. The copy tool does not transfer the font file for the connected device. Transfer the data using transfer tool.	_____
Project Display Unit Setting: *****. Connected Display Unit: PS-*****. Change display unit in the project settings and then run transfer operation.	If the model specified in a project does not match with the model of the copy destination, this error message appears. In this case, change the model specified in the project before executing the copy operation.	☞ GP-Pro EX Reference Manual “5.15.6 [System Settings] Setting Guide ■ [Display]” (page 5-128)

## 1.6.6 Errors displayed when the GP-Viewer EX function is used

### ■ Errors displayed in dialog boxes on GP-Viewer EX

Error No.	Error Message	Cause	Solution
RFAA001	Server refused connection.	User authentication has failed three times. Connection will be terminated.	Retry, starting from making a connection.
RFAA002	Failed to save Remote Viewer data	A: Insufficient space in destination disk. B: No access rights. C: File is locked D: Hardware trouble.	A: Confirm disk space. B: Check access right to the destination folder. C: Check if other application (includes GP-Viewer EX) is using the specified file. D: Check the hardware.
RFAA003	Cannot create a temporary file.	A: Insufficient system disk space. B: No access right to the temporary folder. C: Hardware trouble.	A: Check system disk space. B: Check access right of the folder that Environment Variable TMP specifies. C: Check the hardware.
RFAA004	Network is not available.	A: Invalid settings in TCP/IP. B: Disabled network adapter. C: Cable disconnection.	A: Check the TCP/IP protocol and settings. B: Check if the network adapter is properly equipped and enabled. C: Check the cables used to connect the LAN.
RFAA005	Cannot find the address. Failed to connect to the specified server.	Specified IP address may be invalid or DNS cannot comprehend.	Please confirm IP address and/or server name with your network administrator.
RFAA006	Authentication failed. Enter again.	A: User ID or Password is invalid B: GP Viewer cannot be used by the specified user because of an insufficient security level.	A: Enter a valid user ID and password. B: Enter a user ID and password that enables using GP-Viewer.  If there are no security issues, you can either disable GP-Viewer EX security on the server, or reduce the security level.

Continued

Error No.	Error Message	Cause	Solution
RFAA007	Cannot open the Remote Viewer settings file. File name: ****	A: No file. B: No access right. C: Hardware trouble.	A: Confirm if the file exists. B: Check access right to the file. C: Check the hardware.
RFAA008	Failed to read the specified file. File name: ****	A: The specified file is not the GP-Viewer configuration file. B: Unsupported file. C: File is corrupt.	Please confirm the specified file.
RFAA009	Failed to write to the Remote Viewer settings file. File name: ****	A: Insufficient space in destination disk. B: No access rights. C: Hardware trouble.	A: Confirm disk space. B: Confirm the writing authority. C: Check the hardware.
RFAA010	Cannot access file: ****.  (File name : ****)	File may not exist or may be corrupt.	Some files are missing in order to launch GP-Viewer EX. Installation update is required.
RFAA011	Unable to create a folder (****) for screen captures. (Folder name : ****)	A: No access rights B: Hardware problems	Check access rights to the destination folder.
RFAA012	Failed to capture the screen.	A: Insufficient memory B: Other operation has higher priority	Please run screen capture again.
RFAA013	Unable to open the screen capture file. File: ****	GP-Viewer creates .JPG files when capturing screens. GP-Viewer uses a third-party application to browse this types of file. This error occurs when the application failed to start.	Check if other applications such as Internet Explorer can open .JPG files properly. Using applications such as Internet Explorer, try browsing the files identified in the error message
RFAA014	Failed to save the screen capture. File: ****	A: Insufficient space in destination disk. B: No access rights. C: Hardware trouble.	A: Confirm disk space. B: Confirm the writing authority. C: Check the hardware.
RFAA015	Communication error. Details: ****	Unable to communicate with the server.	Either, refer to the error details and follow the instructions, or if server is operating, check for network problems.
RFAA016	Unable to load file. File: ****	A: File is corrupt B: Improper installation of GP-Viewer EX	Please uninstall then re-install GP-Viewer EX.

Continued



Error No.	Error Message	Cause	Solution
RFAA017	Failed to execute due to a communication error. Details code: ****	Unable to communicate with the server.	Either, refer to the error details and follow the instructions, or if server is operating, check for network problems.
RFAA018	Communication line disconnected.	A: Cable disconnected B: Network equipment failure C: Server is off.	Check the network cable, equipment, and peripherals.
RFAA019	GP-Viewer EX Service is disabled on the server. Enable Remote Viewer in the server settings.	GP-Viewer EX Service is disabled on the server.	Enable Remote Viewer in the server settings.
RFAA022	Unable to connect to server.	A: Server is not a GP-Viewer EX server. B: Server is down. (Server is not running.) C: Server uses a previous version of the runtime. D: Cable is disconnected. E: Network failure. F: Server is busy. GP-Viewer EX on another machine is retrieving screen and storage data. G: Server is busy. GP-Viewer EX on another machine is updating screen data on the server.	A: Check server IP address. B: Check server power supply. C: Check runtime version on the server. D,E:Check the network. F,G:Wait for server and the other application to complete their communication and try again.
RFAA023	Unable to access CF Card.	A: CF Card is not inserted. B: The cap of CF connector is open. C: CF Card is unformatted D: CF Card is corrupt.	Check CF Card memory status on the display unit GP-Viewer EX are connecting to.
RFAA024	Unable to access USB memory.	A: USB memory is not inserted B: USB memory is unformatted C: USB memory is corrupt	Check USB memory status on the display unit GP-Viewer EX are connecting to.
RFAA025	GP-Viewer EX is not supported by the server.	GP-Viewer EX is not supported by the server.	Check if the model and runtime version are compatible with GP-Viewer EX.

Continued

Error No.	Error Message	Cause	Solution
RFAA026	The specified folder does not exist on the server. Check external storage for the specified folder.	The specified folder does not exist on the server. Check external storage for the specified folder.	The specified folder does not exist on the server. Check external storage for the specified folder.
RFAA027	Unable to access external storage.	A USB memory and a CF card aren't being inserted.	Check USB memory or CF Card status on the display unit you are connecting to.
RFAA028	Unable to save file from the server	A: No access right to the temporary folder or save folder. B: Insufficient space in destination disk. C: The file path is too long D: Hardware trouble.	A: Check the access rights. B: Check available disk space. C: Shorten the file path for the GP-Viewer EX configuration file. D: Check the hardware.
RFAA029	No reply from server.	A: The IP address of the server mistakes it. B: Cable disconnected C: Server is off. (Server is not running.) D: Server is not a GP-Viewer EX server. E: The transfer port number mistakes it. (It doesn't fit a server.)	A: Confirm the server IP address. B: Check the network cable, equipment, and peripherals.
RFAA030	Server connection error. Unable to read files from the server.	Server connection error. Unable to read files from the server.	Reconnect to the server and retrieve all files. If recovery is not possible, upgrade GP-Viewer EX, or uninstall then re-install GP-Viewer EX.
RFAA031	Unable to open file. ****	A: Manual is not installed. B: The application required to display the manual is not installed.	A: Check if the manual is available in the specified folder. B: Check if the application to display the manual is installed.
RFAA032	Files successfully retrieved: ****. Files failed to save: ****.  (Number of files : ****)	A: No access rights to the file. B: The other Remote Viewer is using the file. C: File is in use by another application.	Check the contents of the message/cause.

Continued

Error No.	Error Message	Cause	Solution
RFAA033	Server operating system version is unsupported. Information: ****	Server operating system version is unsupported.	Please upgrade GP-Viewer EX.
RFAA034	Failed to update due to a communication error. Details: ****	Unable to communicate with the server.	Either, refer to the error details and follow the instructions, or if server is operating, check for network problems.

**■ Errors displayed on GP-Viewer EX system menu**

Errors that occur during communication with the destination node are mainly displayed on the system menu.

**NOTE**

- Besides the following errors displayed on the GP-Viewer EX system menu, errors are displayed on the GP screen. For errors other than the errors shown below, refer to the following:

☞ “1.7 Display-related errors” (page 1-157)

Error No.	Error Message	Cause	Solution
COA1004A	Failed to read from SRAM.	A: A read load is applied to SRAM. B: File data is corrupted.	A: Lengthen the viewer information update cycle or reduce the number of connected viewers. B: Restart the server.
COA1004B	No accessing SRAM while processing.		
COA10040	A communication error occurred during communication with the destination node. Please confirm that the network connection to the node has been properly established.	A: Server is down. (Server is not running.) B: Network failure. C: Server is busy. GP-Viewer EX on another machine is retrieving screen and storage data.	A: Check server power supply. B: Check the network. C,D: Wait for server and the other application to complete their communication and try again.
COA10041	The destination node did not respond within the specified time. Please confirm that the network connection to the node has been properly established.	D: Server is busy. GP-Viewer EX on another machine is updating screen data on the server.	
COA10042	The destination node did not respond within the specified time. Please confirm that the network connection to the node has been properly established.		
COA10043	Communication with the destination Node stopped because the destination or local Node closed.	The destination node has closed.	Check the destination node status (i.e. whether the Display is on).

## 1.6.7 When the pass-through function is used

Error Message	Description
Timeout error is occurred.	Time out occurred when connecting with the setting registered in the Pass-through Configuration Tool. Check that the GP is connected.
Failed to open port of Virtual Com Driver.	Failed to open Virtual COM when connecting with the setting registered in the Pass-through Configuration Tool. Check that port number set by applications such as ladder software is the same.
The node is already connected.	Connected to the GP that has already been connected with pass-through function. Check the connection status of pass through function with the Pass-through Configuration Tool.
Virtual COM port driver is not normally installed. Please install Virtual COM port driver	Virtual COM port driver is not properly installed. After deleting virtual COM port driver, reinstall.
The port nubmer of virtual COM is overlapped. Please change virtual port number of virtual Com in the device manager	Port number of virtual COM duplicated. Chage the corresponding COM port number with device manager.

# 1.7 Display-related errors

## 1.7.1 Common to all Display models

### ■ Errors displayed when communication fails


The following error messages are displayed when there is a problem in the communication with the connected device (PLC, etc.).

**NOTE**

- The following error messages are common to all drivers (device/PLC types). For the specific errors of each device/PLC types, please refer to “GP-Pro EX Device/PLC Connection Manual”.

Error No.	Error Message	Cause and Solution	Countermeasure
RHxx006	(Driver Name):(Port Name) Received data has been parity error	An error occurred due to a lack of receiving data. The cause could be the noise or loose connection.	Please check the noise suppression and connector's insertion. If Memory-Link method is used, please check if the Data Length/Parity Bit of host side and the display side have the same settings.
RHxx007	(Node Name):(Port Name) Received data has been framing error		
RHxx008	(Driver Name): This machine does not have any Ethernet interface	An error occurred when a Ethernet-supporting driver is selected in GP-Pro EX's [Device/PLC Settings] but the data is transferred to the main unit model which cannot use Ethernet connection.	Please check if the main unit model in use supports a Ethernet connection. If it does, please check if the Display Type settings of GP-Pro EX are correct.
RHxx009	(Driver Name):(Port Name) Cannot use the port	An error occurred when two or more driver types are selected to an identical COM port.	Please check the port settings in GP-Pro EX's [Device/PLC Settings].
RHxx010	(Driver Name): TCP port number ***** is overlapped, or it is not completed to close the last TCP connection	TCP port number of the display unit side is overlapped, or the device/PLC is reset during communication.	(1) If TCP port number is overlapped, allocate different port number. (2) Reset the main unit.
RHxx011	(Driver Name): Connection was closed	An error occurred in the connection environment during communication.	Please check if the network environment is normal. Please specify the cause via procedures such as directly connecting PC, GP and device/PLC, and then checking if IP address is recognized via PING command.

Continued

Error No.	Error Message	Cause and Solution	Countermeasure
RHxx012	(Driver Name): UDP Port number is overlapped	An error occurred when UDP port number of touch panel side is overlapped.	If UDP port number is overlapped, please allocate different port number.
RHxx013	(Driver Name): COM1: The 9th pin has not been set to VCC (5V Power Supply). Please check your cable or connected equipment.	9th pin of COM1 is connected as RI input.(e.g. Set to use Isolation Unit (RS-232C Type))	Please designate [RI] in [RI/DVV] settings of GP-Pro EX's [Device/PLC Settings].
RHxx033	(Node Name): Error has been responded for initial communication command (Error Code: (Decimal))[(Hex)])	Communication settings and wiring are correct. Since the causes depend on the selected driver, please contact your local GP distributor.  "1.11.2 Contact us!" (page 1-211)	
RHxx034	(Node Name): Error has been responded for device read command (Error Code: (Decimal))[(Hex)])		
RHxx035	(Node Name): Error has been responded for device write command (Error Code: (Decimal))[(Hex)])		
RHxx036	(Node Name): Error has been responded for device read command (Error Code: (Decimal))[(Hex)] There are out of range devices)	Device/PLC cannot recognize the Read request of the address set via the display unit side, and return the error code. It might be set to request the address which is out of PLC's address range on the display unit side.	(1) Please check the manual of device/PLC in use for the detail of receiving error codes. (2) Please check if the address set is within the range of device/PLC device address in use.*1
RHxx037	(Node Name): Error has been responded for device write command (Error Code: (Decimal))[(Hex)] There are out of range devices)	Device/PLC cannot recognize the Write request of the address set on the display unit side, and return the error code. It might be set to request the address which is out of PLC's address range on the display unit side.	

Continued

Error No.	Error Message	Cause and Solution	Countermeasure
RHxx038	(Node Name): Error has been responded for device read command (Error Code: (Decimal))[(Hex)] There are write only devices)	Device/PLC cannot recognize the Read request of the address set on the display unit side, and return the error code. It might be set to request the write only address of device/PLC on the display unit side.	(1) Please check the manual of device/PLC in use for the detail of receiving error codes. (2) Please check if the address is set to read the write only address. *1 If Parts that perform reading operation such as Lamps and Data Display are used, please set the read address.
RHxx039	(Node Name): Error has been responded for device write command (Error Code: (Decimal))[(Hex)] There are read only devices)	Device/PLC cannot recognize the Write request of the address set on the display unit side, and return the error code. It might be set to request the read only address of device/PLC on the display unit side.	(1) Please check the manual of device/PLC in use for the detail of receiving error codes. (2) Please check if the address is set to write in the read only address. *1 If Parts that perform writing operation such as Switches, Data Display (Input Permit), Trigger Action and D-script are used, please change to readable/writable address.

Continued

Error No.	Error Message	Cause and Solution	Countermeasure
RHxx040	(Node Name): Illegal response for initial communication command	An error occurred on device/ PLC side	Please check that the communication settings or the connected device settings are specified properly.
RHxx041	(Node Name): Illegal response for device read command		
RHxx042	(Node Name): Illegal response for device write command		
RHxx043	(Node Name): Checksum error response for initial communication command		
RHxx044	(Node Name): Checksum error response for device read command		
RHxx045	(Node Name): Checksum error response for device write command		
RHxx049	(Node Name): Unknown devices exist in read devices	Wrong device and address are created via Indirect Address Designation.	Please check if settings of Indirect Address Designation are within the recognizable address range.
RHxx050	(Node Name): Unknown devices exist in write devices		
RHxx051	(Node Name): Out of range devices exist in read devices (Address: (Device Address))	In the Data Display (Text Display) or D-script's memory or memset, area from the start address to the end address is not within the address range.	Please check if the settings which is across multi-addresses, such as Data Display (Text Display) or D-script, are within the address range. *1
RHxx052	(Node Name): Out of range devices exist in write devices (Address: (Device Address))		

Continued





Error No.	Error Message	Cause and Solution	Countermeasure
RHxx053	(Node Name): You cannot read the write only device (Address: (Device Address))	The Protocol driver detected read-out of the write only device, or write-in of the read only device	(1) Please check the manual of device/PLC in use for the detail of receiving error codes. (2) Please check if the address is set to read the write only address. *1 If Parts that perform reading operation such as Lamps and Data Display are used, please set the read address.
RHxx054	(Node Name): You cannot write the read only device (Address: (Device Address))		
RHxx065	(Node Name): TCP connection open error (IP Address: (IP Address))	IP address and port number of device/PLC are not recognized. The cause could be that the power of HUB or device/PLC is not ON, or cable is unplugged.	(1) Please check the settings of IP address and Port number on display unit side and device/PLC side. (2) Please check if the network environment is normal. Please specify the cause via procedures such as directly connecting PC, GP and device/PLC, and then checking if IP address is recognized via PING command.
RHxx066	(Node Name): UDP target not found (IP Address: (IP Address))		

Continued

Error No.	Error Message	Cause and Solution	Countermeasure
RHxx067	(Node Name): Response timed out for initial communication command	The causes could be the following: (1) The communication settings are not the same between GP unit and PLC. (2) Wiring has problems such as a wrong wire connection or loose connection. (3) Selection of device/PLC is wrong. (4) The power of device/PLC is not ON, or it is reset.	(1) Please check if the communication settings of display unit side and device/PLC side are the same. Please refer to “GP-Pro EX Device/PLC Connection Manual” for the details. (2) Please reconfirm the wiring. Please check the cable and connector’s insertion. About wire connection, please refer to “GP-Pro EX Device/PLC Connection Manual” for the details. When using COM 2, please check if Online Adaptor (CA4-ADPONL-01) is connected. (3) Please reconfirm the GP-Pro EX’s [Device/PLC Settings].
RHxx068	(Node Name): Response timed out for device read command		
RHxx069	(Node Name): Response timed out for device write command		
RHxx070	(Node Name): The cable has been disconnected or the target has been powered off	The command cannot be sent due to the cause that the device/PLC power is not ON or cable is unplugged, etc.	(1) The Display Type settings of GP-Pro EX do not match the main unit model in use. (2) Please check if the power of device/PLC is ON. (3) Please check if the cable’s wiring is right, and if cable is correctly connected.
RHxx071	(Node Name): The extend unit (Unit Name) is not implemented	The Expansion Unit is not recognized.	Please check if the Expansion Unit is correctly attached.


Continued

Error No.	Error Message	Cause and Solution	Countermeasure
RHxx072	(Node Name): Since a buffer was insufficient, the read request was un-receivable	A read request was made through sampling, extended D-script, Pro-Server EX, etc. to the device in off-scan mode.	A read request was made through sampling, extended D-script, Pro-Server EX, etc. to the device for which communication scan has been stopped. Turn OFF the appropriate bit between LS9550 and LS9559 <sup>*2</sup> and start the communication scan of the connected device.  GP-Pro EX Reference Manual "7.3 Disconnecting Multiple Connected Devices/ PLCs" (page 7-12)
RHxx073	(Node Name): Since a buffer was insufficient, the write request was un-receivable	A write request was made through a script, a touch, Pro-Server EX, etc. to the device in off-scan mode.	A write request was made through a switch, D-script, extended D-script, Pro-Server EX, etc. to the device for which communication scan has been stopped. Turn OFF the appropriate bit between LS9550 and LS9559 <sup>*2</sup> and start the communication scan of the connected device.  GP-Pro EX Reference Manual "7.3 Disconnecting Multiple Connected Devices/ PLCs" (page 7-12)
RHxx084	(Node Name): Too many requests to write. The request was ignored.	A write operation was continued at timing which exceeds the processing speed of the communication driver. Example) When a write operation to a connected device set up with a baud rate of 9600 is continued according to the update timing of the tag scan counter.	Check if a D-script or other setting has been specified which continues writing at fast speed. This error may occur when writing to a device which communicates at a low speed such as 9600 bps is continued with a D-script using a bit which turns ON/OFF at fast speed (such as the LS9400 tag scan counter).

Continued

Error No.	Error Message	Cause and Solution	Countermeasure
RHxx085	(Node Name): Too many requests to read. The request was ignored.	A read operation was continued at timing which exceeds the processing speed of the communication driver. Example) When a read operation from a connected device set up with a baud rate of 9600 is continued according to the update timing of the tag scan counter.	Check if a D-script or other setting has been specified which continues reading at fast speed. This error may occur when reading from a device which communicates at a low speed such as 9600 bps is continued with a D-script using a bit which turns ON/OFF at fast speed (such as the LS9400 tag scan counter).

\*1 If the error occurred in all screens, please check the addresses set via functions which operate in all screens, such as System Data Area, Alarm, Global D-script, Global Window and Sampling (Historical Trend Graph). To check the addresses, from [System Settings Window] in GP-Pro EX, select [Peripheral List] and see [List of Device/PLC Management Addresses].

 GP-Pro EX Reference Manual “5.15.6 [System Settings] Setting Guide ■ [Peripheral List] Setting Guide” (page 5-158)

If the error occurred in specific screens, please check the addresses via functions which operate in specific screens.

Continued

- \*2 The setting range of the bit addresses to control whether to execute or to stop the communication scan is the internal device address' LS9550 to LS9557. Each device/ PLC address starting from Bit 0 is assigned sequentially to each driver's device/PLC starting from the first unit.

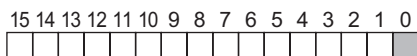
LS Area

LS9550	Driver 1's 1st to 16th units
LS9551	Driver 1's 17th to 32nd units
LS9552	Driver 2's 1st to 16th units
LS9553	Driver 2's 17th to 32nd units
LS9554	Driver 3's 1st to 16th units
LS9555	Driver 3's 17th to 32nd units
LS9556	Driver 4's 1st to 16th units
LS9557	Driver 4's 17th to 32nd units
LS9558	Reserved
LS9559	Reserved

e.g.)

You can set the bit addresses controlling the communication scan of the Driver 1's first to 16th units to LS9550.

[LS9550]



Bit 0: Scans ON/OFF the Driver 1's first PLC.

Stops the scan (scans OFF) of the Driver 1's first PLC by turning ON Bit 0. Turn OFF Bit 0 to resume the scan.

You cannot stop the communication scan of a device specified with the System Area Start Address. However, if you are not using the System Data Area, you can stop the communication scan.




GP-Pro EX Reference Manual "5.15.6 [System Settings] Setting Guide ◆ System Area Settings" (page 5-155)

- You can set the LS area's addresses with 32 bits on some devices/PLCs. In this case, the lower 16 bits are used for the bit addresses controlling the communication scan.
- When you turn OFF the communication scan, the displayed part's data will remain. However, if you change screens and then display the screen again, the part's data will not be displayed.

■ Errors starting with RAAA (Application errors)

Error No.	Error Message	Cause and Solution	Reference
RAAA001	No project data exists. (Transfer a project.)	No project file exists. Transfer a project.	<p>☞ GP-Pro EX Reference Manual “32.2.2 Transfer Process ■ Transfer from PC to GP (Send)” (page 32-6)</p> <p>☞ GP-Pro EX Reference Manual “32.3.2 Transfer Process ■ Transfer from PC to GP (Send)” (page 32-13)</p>
RAAA002	The project data size exceeds the capacity.	The project data size exceeds the maximum capacity*. Or, the number of screens exceeds 16,000 files. Reference the “Project Information” in GP-Pro EX, and make sure it does not exceed the general capacity. *The maximum capacity of the project data size varies depending on the Display model. (Example: 8 MB for GP-3500T).	<p>☞ GP-Pro EX Reference Manual “5.7 Viewing the Project Information” (page 5-44)</p>
RAAA003	The project data is invalid. (Transfer the project again.)	There is an error in the project file. Transfer the project again.	<p>☞ GP-Pro EX Reference Manual “32.2.2 Transfer Process ■ Transfer from PC to GP (Send)” (page 32-6)</p> <p>☞ GP-Pro EX Reference Manual “32.3.2 Transfer Process ■ Transfer from PC to GP (Send)” (page 32-13)</p>
RAAA004	The system screen is invalid. (Execute forced transfer.)	The system screen does not exist or is invalid. Force a transfer.	<p>☞ GP-Pro EX Reference Manual “32.10.1 [Transfer Settings] Settings Guide” (page 32-59)</p>
RAAA005	The specified initial screen no. does not exist. (****)	The screen cannot display because the screen number designated in the Initial Screen Settings does not exist in the project. Change the Initial Screen No. or add the screen. The screen number designated in the parentheses is displayed.	<p>☞ GP-Pro EX Reference Manual “5.15.6 [System Settings] Setting Guide ◆ Display” (page 5-130)</p>

Continued

Error No.	Error Message	Cause and Solution	Reference												
RAAA006	The project data contains functions that are not supported by this version.	There are functions that cannot be recognized by the runtime program. The editor's version and runtime's version may not match. Update the runtime's version.	—												
RAAA007	The no. of parts in the screen exceeds the limit. (MAX 384)	There are more than 384 parts set on a single screen. The number of parts exceeds the limit during a screen change or when opening a window. Make sure to set parts within the permitted range.	 GP-Pro EX Reference Manual "5.16.1 Restrictions for Creating Screens ■ Number of Screens that can be Created" (page 5-184)												
RAAA008	The font (****) does not exist. (Transfer the font with the project.)	The font you are trying to display does not exist in the system. Download the font into the system. The following table shows the font names. <table border="1" data-bbox="554 803 993 1205"> <tr><td>English Standard</td></tr> <tr><td>Japanese Standard</td></tr> <tr><td>Korean Standard</td></tr> <tr><td>Chinese (Simplified Character) Standard</td></tr> <tr><td>Chinese (Traditional Character) Standard</td></tr> <tr><td>English Stroke</td></tr> <tr><td>Japanese Stroke</td></tr> <tr><td>Korean Stroke</td></tr> <tr><td>Chinese (Simplified Character) Stroke</td></tr> <tr><td>Chinese (Traditional Character) Stroke</td></tr> <tr><td>Cyrillic Alphabet Stroke</td></tr> <tr><td>Thai Stroke</td></tr> </table>	English Standard	Japanese Standard	Korean Standard	Chinese (Simplified Character) Standard	Chinese (Traditional Character) Standard	English Stroke	Japanese Stroke	Korean Stroke	Chinese (Simplified Character) Stroke	Chinese (Traditional Character) Stroke	Cyrillic Alphabet Stroke	Thai Stroke	 GP-Pro EX Reference Manual "6.4 [Font] Settings Guide" (page 6-18)
English Standard															
Japanese Standard															
Korean Standard															
Chinese (Simplified Character) Standard															
Chinese (Traditional Character) Standard															
English Stroke															
Japanese Stroke															
Korean Stroke															
Chinese (Simplified Character) Stroke															
Chinese (Traditional Character) Stroke															
Cyrillic Alphabet Stroke															
Thai Stroke															
RAAA010	The CF card has not been inserted, or the CF card hatch is open.	The CF card cannot be accessed. Check if the CF card is inserted or if the CF hatch can close. Insert the CF card and close the hatch.	 GP3000 Series Hardware Manual												

Continued







Error No.	Error Message	Cause and Solution	Reference
RAAA011	Failed to start from the CF card.	Regardless of whether DIP SW1 is ON, the necessary file does not exist to start from the CF-card. Or the necessary file may have an error. Copy the startup project to the CF-card again.	
RAAA012	The project data contains functions that are not supported by this model.	The current model includes functions which the runtime program cannot recognize. Change to an applicable model.	
RAAA013	USB storage location not found.	The USB storage device cannot be accessed due to the poor connection or recognition problem. Check if the USB storage device is connected. If connected, disconnect and then reconnect the USB storage device.	
RAAA014	Failed to start from USB storage.	The file required for startup from the USB storage device does not exist, or the file required for startup may be defective. Copy the required startup project onto the USB storage device again.	
RAAA050	Clock Setting Error	When changing the clock data, the data write to the clock IC failed. The IC chip may be broken.	
RAAA051	Low battery	Due to the low voltage of the backup lithium battery, the backup SRAM's data is erased, and the clock data will not be correctly kept. Supply enough power to the GP and set the clock data again. The battery requires 24 hours of charging to reach a level that allows backup operation, and about 96 hours (4 days) to be fully charged.	☞ GP3000 Series Hardware Manual
RAAA052	There is a problem with the hardware. (****)	(****) indicates where the problem is in the Display. (Example: When an error occurred with the LAN port, "LAN" is displayed.) This may be caused by a fault in the GP unit. Please contact your local GP distributor.	
RAAA100	The system start device address is incorrect.	The system device start address is not set correctly or has an error. Set the correct address while offline, or transfer a project.	☞ GP-Pro EX Reference Manual "5.15.6 [System Settings] Setting Guide ◆ System Area Settings" (page 5-155)

Continued



Error No.	Error Message	Cause and Solution	Reference
RAAA101	Illegal/Undefined Device Address	A device address in the part or function settings is illegal. Make sure to set the correct device address.	—
RAAA102	Failed to read from the Device/PLC. (****)	Failed to read from the device/PLC. Confirm the connection status, such as whether the communication cable is disconnected, etc. The part name is entered in the parentheses.	☞ GP3000 Series Hardware Manual
RAAA103	The specified address is incorrect. (****)	The designated address is incorrect. Make sure to set the correct address.	—
RAAA110	Remote PC Access error. Unable to recover.	An internal initialization error or system error occurred. Restart the GP unit, or review the screen settings.	☞ “2.15.10 System Menu ■ Offline, CF Starting, Error, Reset” (page 2-176)
RAAA111	Unable to certify Remote PC Access server.	The password is invalid. Check if the password matches the password specified on the Server PC.	
RAAA112	Failed to connect to Remote PC Access server.	No Server PC is found, or the connection to the Server PC is not established. Check if the IP address matches with that for the Server PC. Check if the Server PC is active. Check the settings on the Server PC. Check if the Server PC Firewall is enabled.	☞ GP-Pro EX Reference Manual “35.3.2 Procedure ■ Procedure” (page 35-7)
RAAA113	Connecting to Remote PC Access server.	The previous disconnection process is not completed. Wait for a while (75 seconds maximum), and then retry connecting to the server.	—
RAAA114	Missing Remote PC Access license key code. Enter key code in offline mode.	With GP-Pro EX, the RPA function key code has not been set up. Enter an RPA key code in offline mode.	☞ GP-Pro EX Reference Manual “2.6.3 GP-Viewer EX and RPA license settings” (page 2-44)
RAAA115	PC input is restricted.	[Touch Input Inhibition] is set in the RPA window display. Disable the setting of [Touch Input Inhibition].	☞ GP-Pro EX Reference Manual “35.4.1 Remote PC Access Window Display Settings Guide” (page 35-23)

Continued

Error No.	Error Message	Cause and Solution	Reference
RAAA120	D-Script Error (The specified function does not exist or the function has an error.)	The function called in the D-Script does not exist. Or there is an error in the function. Check the function's format.	 GP-Pro EX Reference Manual "20.10 Program Instructions/Conditional Expressions" (page 20-66)
RAAA121	D-Script Error (These functions are nested to 10 levels or more.)	Functions in the D-Script are nested to 10 levels or more. Reduce the levels in the "if" and "loop" structures. * A nesting level is when function A calls function B, and then again when function B calls function C (function calling level).	 GP-Pro EX Reference Manual "20.10.8 Conditional Expressions ■ loop - endloop" (page 20-145)
RAAA122	D-Script Error (An expression exists, that is not supported by this version.)	An incompatible function was found in the project data's D-Script. Update the runtime's version.	—
RAAA123	D-Script Error (The SIO operation function is used in a condition where no Device/PLC has been set.)	SIO Operation functions are used in a D-Script while the device/PLC settings are not set. Configure the device/PLC settings.	 GP-Pro EX Reference Manual "5.15.6 [System Settings] Setting Guide ■ [Script I/O Settings] Settings Guide" (page 5-164)
RAAA124	The D-Script has an error.	There is an error in the used D-Script. Check the commands' format.	 GP-Pro EX Reference Manual "20.10 Program Instructions/Conditional Expressions" (page 20-66)
RAAA130	Global D-Script Error. (The Total No. of Global D-Scripts exceeds the maximum of 32.)	The total number of Global D-Scripts exceeds the limit. The maximum number of Global D-Scripts available is 32 (each function also counts as one script).	 GP-Pro EX Reference Manual "20.9.1 D-Script/Global D-Script Restrictions" (page 20-57)
RAAA131	Global D-Script Error. (The total no. of devices exceeds the maximum of 255.)	The total of all devices in the Global D-Script exceeds the limit of 255 devices. Reduce the number of used devices by using the Memory Operation function, etc.	
RAAA132	Global D-Script Error (The specified function does not exist or the function has an error.)	The function called in the Global D-Script does not exist. Or there is an error in the function. Check the function's format.	 GP-Pro EX Reference Manual "Chapter 20.10 Program Instructions/Conditional Expressions" (page 20-66)




Continued

Error No.	Error Message	Cause and Solution	Reference
RAAA133	Global D-Script Error (These functions are nested to 10 levels or more.)	Functions in the Global D-Script are nested to 10 levels or more. Reduce the levels in the “if” and “loop” structures. * A nesting level is when function A calls function B, and then again when function B calls function C (function calling level).	☞ GP-Pro EX Reference Manual “20.10.8 Conditional Expressions ■ loop - endloop” (page 20-145)
RAAA134	Global D-Script Error (An expression exists, that is not supported by this version.)	An incompatible function was found in the project data’s Global D-Script. Update the runtime’s version.	_____
RAAA135	Global D-Script Error (The SIO operation function is used in a condition where no Device/PLC has been set.)	SIO Operation functions are used in a Global D-Script while the device/PLC settings are not set. Configure the device/PLC settings.	☞ GP-Pro EX Reference Manual “5.15.6 [System Settings] Setting Guide ■ [Script I/O Settings] Settings Guide” (page 5-164)
RAAA136	The Global D-script has an error.	There is an error in the used Global D-Script. Check the commands’ format.	☞ GP-Pro EX Reference Manual “Chapter 20.10 Program Instructions/Conditional Expressions” (page 20-66)
RAAA140	Extended D-Script Error (The total no. of functions exceeds the max of 255.)	The total number of Extended Scripts exceeds the limit. The maximum number of Extended Scripts is 255. Reduce the number of scripts by combining two scripts into one, etc.	☞ GP-Pro EX Reference Manual “20.9.2 Extended Script Restrictions” (page 20-61)
RAAA141	Extended D-Script Error (The specified function does not exist or the function has an error.)	A function called in the Extended Script does not exist. Or there is an error in the function. Check the function’s format.	☞ GP-Pro EX Reference Manual “Chapter 20.10 Program Instructions/Conditional Expressions” (page 20-66)
RAAA142	Extended D-Script Error (These functions are nested to 10 levels or more.)	Functions in the Extended Script are nested to 10 levels or more. Reduce the levels in the “if” and “loop” structures. * A nesting level is when function A calls function B, and then again when function B calls function C (function calling level).	☞ GP-Pro EX Reference Manual “20.10.8 Conditional Expressions ■ loop - endloop” (page 20-145)

Continued

Error No.	Error Message	Cause and Solution	Reference
RAAA143	Extended D-Script Error (An expression exists, that is not supported by this version.)	An incompatible function was found in the project data's Extended Script. Update the runtime's version.	—
RAAA144	Extended D-Script Error (The SIO operation function is used in a condition where no Device/PLC has been set.)	SIO Operation functions are used in a Extended Script while the device/PLC settings are not set. Configure the device/PLC settings.	☞ GP-Pro EX Reference Manual "5.15.6 [System Settings] Setting Guide ■ [Script I/O Settings] Settings Guide" (page 5-164)
RAAA145	The Extended D-Script has an error.	There is an error in the used Extended Script. Check the commands' format.	☞ GP-Pro EX Reference Manual "Chapter 20.10 Program Instructions/Conditional Expressions" (page 20-66)
RAAA150	The provided password is incorrect. Please enter the correct one.	The security feature's password input is incorrect. Confirm that the input is correct (upper-case/lower-case letters, etc.) and enter the password again.	☞ GP-Pro EX Reference Manual "■ Password/User ID Input Windows" (page 21-16)
RAAA151	Change the screen from the host.	This appears when a screen change occurs from the PLC (host) by the forced screen change method (the traditional method for a screen change), and you cancel the displayed password input. If you want to cancel, make sure to use a cancel notification bit and return to the previous screen from the PLC (host).	—
RAAA152	Cannot use the COM port.	This appears when the COM port you are trying to use is already in use by another feature. Check the settings again.	☞ GP-Pro EX Reference Manual "7.4 Changing a Device/PLC" (page 7-18)
RAAA153	No dictionary file was found.	The English dictionary file does not exist in internal storage or in the CF-card. Transfer the project data again.	—
RAAA154	The specified filing data cannot be used with this project.	This appears if the designated filing data does not match the project data when transferring filing data from the CF-card to SRAM. Make sure to use filing data that matches the project data.	☞ GP-Pro EX Reference Manual "23.6 Saving Sampling Data to CF Card/USB storage" (page 23-20)

Continued

Error No.	Error Message	Cause and Solution	Reference
RAAA155	The IP address duplicates that of another device. Please change the address of either this machine or the other. (IP:***.***.***.***, MAC:**:**:**:**:**:**)** <sup>*1</sup>	A machine with the same IP address exists on the network. Change the IP address of this machine or of the other machine.	 GP-Pro EX Reference Manual "32.2.2 Transfer Process ■ Transfer from PC to GP (Send)" (page 32-6)
RAAA156	The 9th pin of the COM port has not been set to VCC (5V Power Supply). Please check your cable or connected equipment.	The COM port's 9-pin could not be set to VCC (5V power supply). Check the COM port's connection cable and the machine it is connected to. Then reset the machine or verify the project's script settings are set to a 5V power supply.	 GP-Pro EX Reference Manual "5.15.6 [System Settings] Setting Guide ■ [Script I/O Settings] Settings Guide" (page 5-164)
RAAA157	Cannot put the Device/PLC into off-scan state when the system start device address is assigned to it.	The connected device (main PLC) assigned to the system start device address has been set to off-scan mode. You cannot normally set the main PLC to off-scan mode. However, it can be set by changing the setting to not use the system data area. Otherwise, cancel the off-scan setting.	 GP-Pro EX Reference Manual "5.15.6 [System Settings] Setting Guide ◆ System Area Settings" (page 5-155)

\*1 IP addresses are shown as decimal, MAC addresses are shown as hexadecimal.

## ■ Errors starting with RAAE

Error No.	Error Message	Cause and Solution	Reference
RAAE001	Unable to restore history data.	If the history data file is damaged, the checksum of the history data file does not match, and the previous history data is abnormal, this error message appears. In this case, restart the GP after clearing the history data.	_____
RAAE002	History data too big. Unable to restore history data.	If the volume of the stored history data file is larger than the size specified in the GP-Pro EX, and the previous history data is abnormal, this error message appears. Normally, this error does not occur but may occur when a history data file is exchanged. In this case, restart the GP after clearing the history data.	_____
RAAE003	Failed to save history data.	If the system failed while saving a history data file, this error message appears. When the history data file has already been opened by other software, or the history data file storage folder does not exist, this error occurs. In this case, the current history data cannot be saved.	_____
RAAE004	Recent history data does not exist. Restoring previous history data.	If no history data file exists and the previous history data file is normal, this error message appears. When the system fails while saving a history data file or a history data file is deleted, this error occurs. In this case, restore the previously saved history data and then restart the GP.	_____
RAAE005	There is no history to restore.	If no history data file exists and the previous history data file is abnormal, this error message appears. When the system fails while saving a history data file or a history data file is deleted, this error occurs. In this case, restart the GP after clearing the history data.	_____

Continued

Error No.	Error Message	Cause and Solution	Reference
RAAE006	Recent history data is too big. Restoring previous history data.	If the volume of the stored history data file is larger than the size specified in GP-Pro EX, and the previous history data is normal, this error message appears. Normally, this error does not occur but may occur when a history data file is exchanged. In this case, restore the previously saved history data, and then restart the GP.	—
RAAE007	Recent history data is corrupted.	If the history data file is damaged, the checksum of the history data file does not match, and the previous history data is normal, this error message appears. In this case, restore the previously saved history data and then restart the GP.	—
RAAE008	[LanSys.cfg] File is missing. Using initial value.	If no Lansys.cfg file exists, this error message appears. In this case, the local node name and port settings will be reset to the initial settings. Re-enter the local node name and port while in offline mode.	—
RAAE009	[system.cfg] File is missing. Using initial value.	If no system.cfg file exists, this error message appears. In this case, all settings in [Main Unit Settings] will be reset to the initial settings. Transfer the project file again.	—

■ Errors starting with REAA

Error No.	Error Message	Cause and Solution	Reference
REAA016	Could not use the *** port (No: ***).	Opening the *** (UDP or TCP) port No. (***) failed. The system port number may have been used already. Please check the system port number and use available one.	—
REAA017	Attempted to access a write-protect area (***)	You cannot write to the write-protected area (LS0000 to LS0019, LS2032 to LS2095, LS9000 to LS9999) using a D-script or across the network. Please do not write data to the write-protected area using a D-script or across the network.	—

Continued

Error No.	Error Message	Cause and Solution	Reference
REAA018	Attempted to access a device outside the address range (***)	An attempt was made to access a device outside the address range. Be sure to use the address in the device range.	—
REAA021 REAA022	An invalid ID has (Node, Device, Address) has been specified.	An invalid ID was specified. You are accessing a device which does not exist. Force the transfer of the files or check if the supported devices are used or not.	☞ “2.12.3 Forcing the transfer of project files” (page 2-78)
REAA026 REAA027 REAA028	Illegal/Undefined Device Address	An invalid device was specified. You are accessing a device which does not exist. Force the transfer of the files.	
REAA080	Can not load Web Server	The system file may have been deleted. Forcibly transfer the system using GP-Pro EX.	☞ GP-Pro EX Reference Manual “32.10.1 [Transfer Settings] Settings Guide” (page 32-59)
REAA081	Web Server is not transferred	The system file may have been deleted. Forcibly transfer the system using GP-Pro EX.	☞ GP-Pro EX Reference Manual “32.10.1 [Transfer Settings] Settings Guide” (page 32-59)
REAA082	Can not start Web Server	The system file may have been deleted. Forcibly transfer the system using GP-Pro EX.	☞ GP-Pro EX Reference Manual “32.10.1 [Transfer Settings] Settings Guide” (page 32-59)

■ Errors starting with RFAF

Error No.	Error Message	Cause and Solution	Reference
RFAF001	Can not use Port	An unusable port is specified as the Web Server port. Change the port number used by Web Server using GP-Pro EX or while in offline mode. Change the settings of the other function that is using the port number used by Web Server or stop Web Server.	☞ “2.14.1 Setting the remote viewer function (GP-Viewer EX, Web Server)” (page 2-85)



## ■ Other errors (System errors)

### ◆When the GP's internal system will not start correctly

When there is a problem with the files related to starting the system, the following error messages will be displayed on the forced transfer screen. Transfer the system data again with the transfer tools.

**NOTE**

- For details about the transfer tools, please refer to GP-Pro EX Reference Manual “32.10 Setting Up Transfer Tool” (page 32-56) .

Error Message	Affected Files	Cause
Start up Error : Boot.cfg	BOOT.CFG	Boot.cfg file, needed for startup, is deleted or damaged. Try a forced transfer of the project file.
Start up Error : Default Font	*****.FNT	Default font data is deleted or damaged. Try a forced transfer of the project file.
Start up Error : LanSys.cfg	LANSYS.CFG	LAN settings file is damaged. Try a forced transfer of the project file.
Start up Error : System.cfg	SYSTEM.CFG	Files needed to start the GP system (system settings files) do not exist. Try a forced transfer of the project file.
Start up Error : CF memory loader	BOOT.CFG	Abnormal Boot.cfg file data in the CF-card during startup. Try loading again by changing the CF card or by another method.
Start up Error : CF MOUNT Error	_____	CF-card read failed during startup.CF
Start up Error : Runtime Load NG	BOOT.SYS LDMODULE.SYS STARTUP.SYS RUN****.SYS	GP internal system data is deleted or damaged
Start up Error : Runtime Start NG	_____	Errors occurred during the GP system's startup: <ul style="list-style-type: none"> <li>• Default font load error</li> <li>• User font load error. Try a forced transfer of the project file.</li> </ul>
Compulsion Transfer Mode (DipSW2=ON)	_____	Forced transfer display due to dipswitch 2 = ON*1
Compulsion Transfer Mode (Panel Touch)	_____	Compulsion transfer display forced by continuously touching the right or left bottom of the screen during startup. *1

\*1 This item does not indicate an error

**◆When an abnormal file is detected during the GP's startup**

When there is a problem with the files needed after the system starts up, the following error messages will be displayed on the normal transfer screen. After fixing the problem, transfer the files again with the transfer tools.

**NOTE**



- For details about the transfer tools, please refer to GP-Pro EX Reference Manual “32.10 Setting Up Transfer Tool” (page 32-56) .

Error Message	Cause and Solution	Reference
Cannot read the file (****) required for startup. Please transfer the project data again.	A file needed for startup could not be read. Transfer again and restore the system. The file name displayed inside the brackets is either abnormal or does not exist.	
An illegal or undetermined Device Address exists (*****). Please check the settings and transfer the project data again.	Appears when the device address used by a part or function's settings is invalid. The part or function name using the invalid address is displayed in the brackets. However, sometimes the brackets are not displayed.	_____
The no. of Devices/PLCs exceeds the limit. Please check the settings and transfer the project data again.	The no. of devices/PLCs exceeds the maximum setting. (Large-scale units: 4, medium-scale units: 2). Reconfirm the project settings and transfer it again.	☞ GP-Pro EX Reference Manual “5.15.6 [System Settings] Setting Guide ■ [Peripheral List] Setting Guide” (page 5-158)

**■ At startup of WinGP**

Error Message	Cause and Solution	Reference
Unable to load file [Root-Frame.dll].	If the rootFrame.dll file is damaged or does not exist, this error message appears. In this case, re-install WinGP.	☞ GP-Pro EX Reference Manual “37.3.2 Setup Procedure ■ Install/ Uninstall” (page 37-11)
This application has failed to start because ****.dll was not found. Re-installing the application may fix this problem.	If the WinGP system configuration file is damaged or does not exist, this error message appears. In this case, re-install WinGP.	
[.ini] Initialization file is missing. Startup will use default values.	If the PCRuntime.ini file is damaged or does not exist, this error message appears. In this case, the system will start after all IPC settings are reset to the initial settings. Transfer the project file again.	_____

Continued

Error Message	Cause and Solution	Reference
Startup canceled because of error.	If an error occurs for an unexpected reason during startup, this error message appears.	_____
Please restart Windows.	After installation of WinGP, if you try to start WinGP without restarting Windows, this error occurs. Restart Windows first, and then start WinGP.	_____
Cannot continue because the install path exceeds 200 characters.	If the WinGP installation folder is in a low-level directory or the pathname is too long, this error message appears. Uninstall WinGP once, and then re-install it in a directory whose pathname is within 200 characters.	 GP-Pro EX Reference Manual “37.3.2 Setup Procedure ■ Install/Uninstall” (page 37-11)
Unable to use the WinGP API communication function, which requires installation of either the WinGP SDK or Pro-Server EX. Please confirm one of these is installed.	If the API communication is enabled and WinGP SDK has not been installed, this error message appears. In this case, re-install WinGP or install Pro-Server EX.	
Project Display Unit Setting: *****. Connected Display Unit: PS-*****. Change display unit in the project settings and then run transfer operation.	If the model specified in a project does not match with the model of the copy destination, this error message appears. In this case, change the model specified in the project before executing the copy operation.	 GP-Pro EX Reference Manual “5.15.6 [System Settings] Setting Guide ■ [Display]” (page 5-128)

## 1.7.2 When the DIO board type GP3000 series is used

### ■ I/O driver errors

Error No.	Error Message	Cause and Solution
RGE*002	Illegal Parameter	The data type of the symbol variable assigned to the I/O is illegal. The I/O setting value is illegal. When this error occurs, transfer the program again.
RGE*003	Device offset beyond limit.	The address of the symbol variable assigned to the I/O is out of range. When this error occurs, transfer the program again.
RGE*004	Terminal config overlapped.	The number of I/O terminals exceeds the limit (6 bit inputs and 2 bit outputs). When this error occurs, transfer the program again.
RGE*005	Illegal terminal sequence.	The I/O terminal numbers are not specified in ascending order. When this error occurs, transfer the program again.
RGE*006	Insufficient terminals.	The number of I/O terminals is not appropriate (insufficient). When this error occurs, transfer the program again.
RGE*009	Driver config overlapped.	The driver has been registered twice. When this error occurs, transfer the program again.
RGE*011	Unmatched bit/word term.	The variable type specified in the I/O is incorrect. Transfer the project data again.
RGE*012	Illegal level number	Something is wrong with the I/O driver. Transfer the project data again.
RGE*013	Illegal data address gotten.	The I/O driver information is incorrect. Transfer the project data again. The controller information is incorrect. Transfer the project data again.
RGE*014	Driver/Units not registered.	The I/O driver or I/O is not registered. Transfer the project data again.
RGE*050	Different ID unit connected.	The I/O board being connected is different from the I/O board in the project. Transfer the project data again.
RGE*100	DIO read data chattering	Chattering occurred during the input from the DIO board. This may be caused by noise or GP unit failure. If this error occurs frequently, the unit may be faulty and require repair.
RGE*101	DIO write data error	Although data was output to the DIO board, it was not output when the output result was fed back. This may be caused by noise or GP unit failure. If this error occurs frequently, the unit may be faulty and require repair.

**■ Runtime error**

The following error messages are displayed while the logic program is running.

Error No.	Error Message	Cause and Solution
RGAA001	Watchdog error	The possible causes are that the operation has entered an endless loop in the program, or that the program uses many instructions which wait for logic programs. With GP-Pro EX, select [Main Unit Settings] in [System Settings Window], open the [Logic Settings] tab, and set the time for [WDT (Watchdog Timer) Settings] longer.

## 1.7.3 Errors displayed with the LT3000 series

### ■ I/O driver errors

#### ◆When the STD driver is used:

Any of the following error messages appears depending on the result of the I/O monitoring of the module connected to the STD driver. When an error message appears online, an error code of [RGEE\*\*\*] (Any of the error numbers described below is stored to \*\*\*) and the corresponding error message appear in the system menu.

Error No.	Error Message	Cause and Solution
001	Invalid module type	The specified module type is not supported. The project file may not have been transferred successfully. Transfer the project file again.
002	Invalid value	The type of the variable assigned to the terminal is invalid, or the terminal setting is invalid. The project file may not have been transferred successfully. Transfer the project file again.
003	Out of device range	The variable address assigned to the terminal is invalid. The project file may not have been transferred successfully. Transfer the project file again.
004	Too many term. setting	The number of terminals is invalid. (The number of terminals is excessive.) The project file may not have been transferred successfully. Transfer the project file again.
005	Invalid terminal order	The terminal numbers are not arranged in ascending order. The project file may not have been transferred successfully. Transfer the project file again.
006	Not enough terminals	The number of terminals is invalid. (The number of terminals is insufficient.) The project file may not have been transferred successfully. Transfer the project file again.
007	Repeat module settings	Module registration is duplicated. The project file may not have been transferred successfully. Transfer the project file again.
008	Too many mod. settings	The number of modules is invalid. (The number of terminals is excessive.) The project file may not have been transferred successfully. Transfer the project file again.
009	Repeat driver settings	Driver registration is duplicated. The project file may not have been transferred successfully. Transfer the project file again.
010	I/O setting mismatch	The terminal setting is invalid. (The I/O setting in the module does not match.) The project file may not have been transferred successfully. Transfer the project file again.

Continued

Error No.	Error Message	Cause and Solution
011	Bit/Word mismatch	The terminal setting is invalid. (The variable type setting in the module does not match.) The project file may not have been transferred successfully. Transfer the project file again.
012	Invalid level	The driver is invalid. The project file may not have been transferred successfully. Transfer the project file again.
013	Invalid address	The driver information or controller information is invalid. The project file may not have been transferred successfully. Transfer the project file again.
014	Invalid driver ID	Because an error occurred during driver/module registration, the driver/module has not been registered. The project file may not have been transferred successfully. Transfer the project file again.
015	Invalid module order	The module numbers are not arranged in ascending order. The project file may not have been transferred successfully. Transfer the project file again.
016	File version mismatch	The driver file version does not match. The project file may not have been transferred successfully. Transfer the project file again.
050	I/O board ID mismatch	The connected I/O board does not match. The display model may be different. Check the display model, and transfer the project file again.
051	Unsupported model	The model does not support this driver. The display model may be different. Check the display model, and transfer the project file again.
052	I/O init. error	The system failed during I/O board initialization. The project file may not have been transferred successfully. Transfer the project file again. If this error persists, the GP unit may be faulty. Please contact your local GP distributor.
053	I/O ROM error	An error occurred with the I/O board system ROM. The project file may not have been transferred successfully. Transfer the project file again. If this error persists, the GP unit may be faulty. Please contact your local GP distributor.
054	I/O RAM error	An error occurred with the I/O board system RAM. The project file may not have been transferred successfully. Transfer the project file again. If this error persists, the GP unit may be faulty. Please contact your local GP distributor.

Continued

Error No.	Error Message	Cause and Solution
055	I/O microprocessor err	An error occurred with the I/O board microprocessor. The project file may not have been transferred successfully. Transfer the project file again. If this error persists, the GP unit may be faulty. Please contact your local GP distributor.
056	I/O IF RAM error	An error occurred with the I/O board system I/F RAM. The project file may not have been transferred successfully. Transfer the project file again. If this error persists, the GP unit may be faulty. Please contact your local GP distributor.
057	I/O E2PROM error	An error occurred with the I/O board system E2PROM. The project file may not have been transferred successfully. Transfer the project file again. If this error persists, the GP unit may be faulty. Please contact your local GP distributor.
100	I/O board error	The I/O board is not responding. The project file may not have been transferred successfully. Transfer the project file again. If this error persists, the GP unit may be faulty. Please contact your local GP distributor.
101	Special I/O error	An error occurred with the special I/O parameter setting. The parameter setting is invalid. Correct the parameter setting, and issue a parameter change request.
102	Acc/Dec table error	An error occurred with the special I/O parameter setting. The parameter setting is invalid. Correct the parameter setting, and issue a speed-up/down table preparation request.
103	Init. parameter error	An error occurred with the special I/O parameter setting for initial processing. The parameter setting is invalid. Correct the parameter setting, and issue a parameter change request.
200	Word read error	The system failed while reading integer-type terminal data. The project file may not have been transferred successfully. Transfer the project file again.
201	Bit read error	The system failed while reading bit-type terminal data. The project file may not have been transferred successfully. Transfer the project file again.
202	Word write error	The system failed while writing integer-type terminal data. The project file may not have been transferred successfully. Transfer the project file again.
203	Bit write error	The system failed while writing bit-type terminal data. The project file may not have been transferred successfully. Transfer the project file again.



◆ **When the EXM driver is used:**

Any of the following error messages appears depending on the result of the I/O monitoring of the module connected to the EXM driver. When an error message appears online, an error code of [RGEF\*\*\*] (Any of the error numbers described below is stored to \*\*\*) and the corresponding error message appear in the system menu.

Error No.	Error Message	Cause and Solution
001	Invalid model	The specified module type is not supported. The project file may not have been transferred successfully. Transfer the project file again.
002	Invalid value	The type of the variable assigned to the terminal is invalid, or the terminal setting is invalid. The project file may not have been transferred successfully. Transfer the project file again.
003	Out of device range	The variable address assigned to the terminal is invalid. The project file may not have been transferred successfully. Transfer the project file again.
004	Too many term. setting	The number of terminals is invalid. (The number of terminals is excessive.) The project file may not have been transferred successfully. Transfer the project file again.
005	Invalid terminal order	The terminal numbers are not arranged in ascending order. The project file may not have been transferred successfully. Transfer the project file again.
006	Not enough terminals	The number of terminals is invalid. (The number of terminals is insufficient.) The project file may not have been transferred successfully. Transfer the project file again.
007	Repeat module settings	Module registration is duplicated. The project file may not have been transferred successfully. Transfer the project file again.
008	Too many mod. settings	The number of modules is invalid. (The number of terminals is excessive.) The project file may not have been transferred successfully. Transfer the project file again.
009	Repeat driver settings	Driver registration is duplicated. The project file may not have been transferred successfully. Transfer the project file again.
010	I/O setting mismatch	The terminal setting is invalid. (The I/O setting in the module does not match.) The project file may not have been transferred successfully. Transfer the project file again.

Continued

Error No.	Error Message	Cause and Solution
011	Bit/Word mismatch	The terminal setting is invalid. (The variable type setting in the module does not match.) The project file may not have been transferred successfully. Transfer the project file again.
012	Invalid level	The driver is invalid. The project file may not have been transferred successfully. Transfer the project file again.
013	Invalid address	The driver information or controller information is invalid. The project file may not have been transferred successfully. Transfer the project file again.
014	Invalid driver ID	Because an error occurred during driver/module registration, the driver/module has not been registered. The project file may not have been transferred successfully. Transfer the project file again.
015	Invalid module order	The module numbers are not arranged in ascending order. The project file may not have been transferred successfully. Transfer the project file again.
016	File version mismatch	The driver file version does not match. The project file may not have been transferred successfully. Transfer the project file again.
050	I/O board ID mismatch	The connected I/O board does not match. The display model may be different. Check the display model, and transfer the project file again.
051	Unsupported model	The model does not support this driver. The display model may be different. Check the display model, and transfer the project file again.
052	I/O board init. error	The system failed during I/O board initialization. The project file may not have been transferred successfully. Transfer the project file again. If this error persists, the GP unit may be faulty. Please contact your local GP distributor.
100	Module init. error	The module may not be properly connected. Connect the module properly, and turn ON the power switch again. If this error persists, the GP unit may be faulty. Please contact your local GP distributor.
101	Module init. resp err	
102	Module init. send err	
103	Module init. rcv. err	
104	Module init. end err	
105	Module connections err	The connected I/O board does not match. The display model may be different. Check the display model, and transfer the project file again.


Continued

Error No.	Error Message	Cause and Solution
106	Unsupported module	The connected module is not supported. Remove the unsupported module and then turn ON electric power again.
107	Mode setting error	Mode setting value is faulty. The project file may not have been transferred successfully. Transfer the project file again.
108	Analog data range error	Upper limit and lower limit setting values of the analogue module are faulty. The project file may not have been transferred successfully. Transfer the project file again.
109	Module settings error	The module does not operate due to the data mismatch between the connected module and the set data. The connected module does not match with the information specified in the project file. Connect the specified module, and turn ON the power switch again.
120	Module validation err	The module partially operates due to the data mismatch between a connected module and the set data. The connected module does not match with the information specified in the project file. Connect the specified module, and turn ON the power switch again.
121	Module response error	The module may not be properly connected. Connect the module properly, and turn ON the power switch again. If this error persists, the GP unit may be faulty. Please contact your local GP distributor.
122	Module send error	
123	Module receive error	
124	Module comm. setting	Difficulties in transmission data. The module may not be properly connected. Connect the module properly, and turn ON the power switch again. The GP unit may be faulty. Please contact your local GP distributor.
125	Module ACK error	The module may not be properly connected. Connect the module properly, and turn ON the power switch again. The GP unit may be faulty. Please contact your local GP distributor.
126	Module comm. error	
127	Analog output error	Analogue output request flag write is not completed. The project file may not have been transferred successfully. Transfer the project file again. If this error persists, the GP unit may be faulty. Please contact your local GP distributor.
128	Output data error	The output data is out of the setting range, or the data output is stopped. Output data within the setting range.

Continued

Error No.	Error Message	Cause and Solution
129	Analog power error	An external power supply is not connected to the analog module. Connect a power supply to the analog module.
130	Input data error	The input data is out of the setting range, or the data input is stopped. Input data within the setting range. Or the analogue input cable might be damaged. Connect an undamaged analogue input cable.
200	Word read error	The system failed while reading integer-type terminal data. The project file may not have been transferred successfully. Transfer the project file again.
201	Bit read error	The system failed while reading bit-type terminal data. The project file may not have been transferred successfully. Transfer the project file again.
202	Word write error	The system failed while writing integer-type terminal data. The project file may not have been transferred successfully. Transfer the project file again.
203	Bit write error	The system failed while writing bit-type terminal data. The project file may not have been transferred successfully. Transfer the project file again.

■ Errors displayed with the LT-3000 series

Error Message	Cause and Solution	Reference
ID on I/O board does not match.	The I/O board cannot be normally recognized. The I/O board may have a fault. Turn ON the power switch again, and execute forced-transfer of the project file. If this same error persists, the I/O board may have a fault. Please contact your local distributor.	 "2.12.3 Forcing the transfer of project files" (page 2-78)
Failed to transfer firmware to I/O board. Use forced transfer method.	The I/O board firmware file is damaged. The I/O board firmware cannot be normally transferred to the I/O board flash memory. Execute forced-transfer of a project file. If this same error persists, the I/O board may have a fault. Please contact your local distributor.	

## 1.8 Errors displayed with an expansion unit

This chapter describes errors that appear on the Display when using an expansion unit.

### 1.8.1 When the GP3000 Series DIO board type is used

Refer to the following section:

☞ “1.7.2 When the DIO board type GP3000 series is used” (page 1-180)

### 1.8.2 When the FLEX NETWORK unit is used

If an error appears when using the FLEX NETWORK unit, please check the Error code list in the manual of a relevant unit.

Unit	Manual name
FLEX NETWORK Series	FLEX NETWORK Analog Unit User Manual
	FLEX NETWORK Single-Axis Positioning Unit User Manual
	FLEX NETWORK DIO Unit User Manual
	FLEX NETWORK High Speed Counter Unit User Manual
	FLEX NETWORK 2ch Analog Unit User Manual

#### ■ Display-related errors (common to FLEX NETWORK units)



##### ◆ System Design Errors

Error No.	Error Message	Cause	Solution
001	Not supported unit.	This model is incorrect (model of unsupported unit).	The project file may not have been sent correctly. Send the file again.
002	Illegal Parameter.	The data type of the symbol variable assigned to the FLEX NETWORK unit is illegal. The FLEX NETWORK unit setting value is illegal.	
003	Device offset beyond limit.	The address of the symbol variable assigned to the FLEX NETWORK unit is out of range.	
004	Terminal config overlapped.	The number of FLEX NETWORK unit terminals exceeds the limit.	

Continued

Error No.	Error Message	Cause	Solution
005	Illegal terminal sequence.	The I/O terminal numbers are not specified in ascending order.	The project file may not have been sent correctly. Send the file again.
006	Insufficient terminals.	The number of I/O terminals is not appropriate (insufficient).	
007	Units config overlapped.	FLEX NETWORK unit S-No. is duplicated and set.	
008	Units count over limit.	The maximum number of connected FLEX NETWORK units (63 units) is exceeded. The maximum value of S-No. (S-No. 63) is exceeded. S-No. of the FLEX NETWORK unit that occupies more than one node has exceeded the max. (S-No. 63).	
009	Drivers config overlapped.	The driver has been registered twice.	
010	Unmatched In/Out terminal.	The input/output settings of the FLEX NETWORK unit are not correct.	
011	Unmatched bit/word term.	The variable type specified in the FLEX NETWORK unit is incorrect.	
012	Illegal level number.	Something is wrong with the I/O driver.	
013	Illegal data addr. Got ten.	The I/O driver information is incorrect. The controller information is incorrect.	
014	No drivers/units registered.	The I/O driver or FLEX NETWORK unit is not registered.	

◆Runtime Errors

Error No.	Error Message	Cause	Solution
100	Unit communication error.	A communication error has occurred between the main unit and the FLEX NETWORK unit. Possible causes of this error are that the communication cable is disconnected; the FLEX NETWORK unit is not connected; or an incorrect unit model is set in the project file.	The S-No. or communication speed set in the editor may differ from that set in the unit. If this error reoccurs even after the setting difference has been corrected, check the following items: <ul style="list-style-type: none"> <li>• Communication cable disconnection</li> <li>• Unit power supply</li> <li>• Termination resistor setting of unit</li> </ul>
101	4ch. analog setting error.	Communication with the 4ch. analog unit has failed.	Check the following items: <ul style="list-style-type: none"> <li>• Communication cable disconnection</li> <li>• Unit power supply</li> <li>• Termination resistor setting of unit</li> <li>• Editor settings and model of the connected unit</li> </ul>
102	2ch. analog setting error.	Communication with the 2ch. analog unit has failed.	
103	Analog unit's wire broken.	The 4 to 20mA-ranging input signal of the 4ch. or 2ch. analog unit is cut off.	Check if the input signal is disconnected.
104	Counter unit's error.	An error has occurred in the high-speed counter unit.	For details, use a command to call up the unit's error code.  Flex Network High Speed Counter Unit User Manual
105	Counter initial error.	Initializing the high-speed counter unit has failed.	Check the following items: <ul style="list-style-type: none"> <li>• Communication cable disconnection</li> <li>• Unit power supply</li> <li>• Termination resistor setting of unit</li> <li>• Editor settings and model of the connected unit</li> </ul>
106	Counter communication err.	A communication error with the high-speed counter unit has occurred. Possible causes of this error are that the communication cable is disconnected; the high-speed counter unit is not connected; or an incorrect unit model is set in the project file.	Check the following items: <ul style="list-style-type: none"> <li>• Communication cable disconnection</li> <li>• Unit power supply</li> <li>• Termination resistor setting of unit</li> <li>• Editor settings and model of the connected unit</li> </ul>
107	Positioning Unit's error.	An error has occurred in the positioning unit.	For details, use a command to call up the unit's error code.  Flex Network Single-Axis Positioning Unit User Manual

Continued

Error No.	Error Message	Cause	Solution
108	Comm.position error.	A communication error with the positioning unit has occurred. Possible causes of this error are that the communication cable is disconnected; the positioning unit is not connected; or an incorrect unit model is set in the project file.	Check the following items: <ul style="list-style-type: none"> <li>• Communication cable disconnection</li> <li>• Unit power supply</li> <li>• Termination resistor setting of unit</li> <li>• Editor settings and model of the connected unit</li> </ul>
109	2ch. analog comm. error.	A communication error with the 2ch. analog unit has occurred. Possible causes of this error are that the communication cable is disconnected; the 2ch. analog unit is not connected; or an incorrect unit model is set in the project file.	

◆Internal Errors

Error No.	Error Message	Cause	Solution
200	SetValue func.(INT) NG.	Integer-type Terminal data of the FLEX NETWORK unit could not be read.	The project file may not have been sent correctly. Send the file again.
201	SetValue func.(bit) NG.	Bit-type Terminal data could not be read.	
202	GetValue func.(INT) NG.	Integer-type Terminal data could not be written.	
203	GetValue func.(bit) NG.	Bit-type Terminal data could not be written.	

■ Errors checked with system variables (high speed counter unit, single-axis positioning unit)

You can display error codes on the GP screen by using the system variables indicating I/O driver error codes during logic program running.

◆High-Speed Counter Unit Errors

Error No.	Definition
1	Set value error on the cam switch.
2	Set data error on the Ring Counter value (Counter 1).
3	Set data error on the Ring Counter value (Counter 2).



## ◆Single-Axis Positioning Unit Errors

Error Name	Error No.	Description	RUN	Solution
Command Error	1 (0001h)	During RUN mode, Start Movement was input.	Cont.	Do not perform a Start Movement or switch the run mode to setting mode (or vice versa) during RUN mode.
	3 (0003h)	Auto RUN's Control Mode designates an undefined mode.	Stop	Perform Origin Point Return.
	4 (0004h)	When Auto RUN's Speed Data is set to a value lower than the designated Start value, Auto RUN will begin using the designated Start value.	Cont.	Set Auto RUN's Speed Data to a value greater than or equal to Auto Startup Speed Data.
	5 (0005h)	Auto RUN's Acceleration Time setting is lower than the Minimum value. Auto RUN will begin using the Minimum value.	Cont.	Extend Auto RUN's Acceleration Time or decrease the Speed Data.
	7 (0007h)	Auto RUN's Speed Data is set to "0".	Stop	Set Auto RUN's Speed Data within the setting range.
	8 (0008h)	Auto RUN's Auto Startup Speed Data is set to "0".	Cont.	Set Auto RUN's Auto Startup Speed Data within the setting range.
	9 (0009h)	During teaching operation, the position setting has been changed to INC instead of ABS. Please change to ABS	Stop	Change the position setting to ABS.
	19 (0013h)	During Manual RUN, a manual movement command was issued for the direction opposite the current direction. Decelerate and Stop.	Cont.	Do not perform a Start Movement in the direction opposite to the operation direction during Manual RUN mode.
	20 (0014h)	When Manual RUN speed data is set to lower than the minimum JOG speed, Manual RUN's speed data is used as the Startup speed.	Cont.	Set Manual RUN Speed data to a value greater than or equal to the minimum JOG speed.
	21 (0015h)	When the High Speed Origin Point Return's Speed data is lower than the Origin Point Return Speed data, the High Speed Origin Point return is performed using the Origin Point Return Speed data.	Cont.	Set the High Speed Origin Point Return's Speed data to a value greater than or equal to the Origin Point Return Speed data.
22 (0016h)	Manual RUN's Acceleration Time setting is lower than the Minimum value. Acceleration will begin using the Minimum time value.	Cont.	Extend Manual RUN's Acceleration Time or decrease the Speed data.	

Continued

Error Name	Error No.	Description	RUN	Solution
Command Error	23 (0017h)	Manual RUN's Auto Startup Speed data is set to "0".	Cont.	Set Manual RUN's Auto Startup Speed data within the setting range.
	24 (0018h)	Manual RUN's Speed data is set to "0".	Stop	Set Manual RUN's Speed data within the setting range.
	25 (0019h)	After Origin Point Return, the Minimum Origin Point Return Speed data is set to "0".	Stop	Set the Minimum Origin Point Return Speed data of Origin Point Return within the setting range.
	32 (0020h)	After High Speed Origin Point Return, the High Speed Origin Point Return Speed data is set to "0".	Stop	Set the High Speed Origin Point Return Speed data of High Speed Origin Point Return within the setting range.
	35 (0023h)	Common Parameter/Auto RUN Position data's speed data exceeds the maximum speed.	Stop	Set Common Parameter/Auto RUN Position data's speed data to a value less than or equal to the maximum speed.
	38 (0026h)	Common Parameter's designated Origin Point Return Method is undefined.	Stop	Check the Origin Point Return Method.
	39 (0027h)	The single-axis positioning unit was started from the teaching loader when immediate stop and deceleration stop were turned on.	Stop	Turn off immediate stop and deceleration stop and then start the single-axis positioning unit from the teaching loader.
Hardware Error	513 (D201h)	EEPROM parameter area error	Stop	The unit may be faulty.
Servo Error	768 (D300h)	An alarm occurred in the servo driver.	Stop *1	Release the servo driver alarm.

Continued

Error Name	Error No.	Description	RUN	Solution
Data Error	1025 (D401h)	The unit stopped in a state in which it cannot fully decelerate in speed + position mode.	Stop	Switch control mode when the unit can decelerate in speed + position mode.
	1026 (D402h)	Control mode switching input was set from ON to OFF when the unit was accelerating or decelerating in speed + position mode.	Cont.	Do not set control mode switching input from ON to OFF when the unit accelerates or decelerates in speed + position mode.
	1040 (D410h)	Speed data exceeds the maximum speed set in the parameter.	Stop	Set Speed data to a value less than or equal to the maximum speed.
	1041 (D411h)	Target position data for Auto RUN exceeds the lower- or upper-limit position data range set in the parameter.	Stop	Set target position data for Auto RUN within the setting range of the lower-limit position data and upper-limit position data.
Overrun	2049 (D801h)	+ (CW) direction overrun	Stop <sup>*1</sup>	+O.T was entered. If +O.T is not entered, review the O.T inversion operation setting.
	205D (D802h)	- (CCW) direction overrun	Stop <sup>*1</sup>	-O.T was entered. If -O.T is not entered, review the O.T inversion operation setting.
Comm. Error	32773 (8006h)	A communication error occurred between the single-axis positioning unit and teaching loader. This alarm cannot be read from AGP.	Cont.	Check the teaching loader connection.
Operation Error	36865 (9001h)	Operation was performed from AGP during teaching loader operation.	Stop <sup>*1</sup>	Do not operate the single-axis positioning unit from GP when the teaching loader is in operation.
	36865 (9002h)	Operation was performed from the teaching loader during AGP operation.	Cont.	Do not perform operation from the teaching loader when the single-axis positioning unit is being operated from GP.

■ When the PROFIBUS is used

Error No.	Error Message	Handling method
RHxx128	PROFIBUS master is not in RUN mode or Packet interpreter program (FB99) is not running.	Check the condition of the connected device or if FB99 has been called.
RHxx129	Packet interpreter program (FB99) from PLC reports address error (Address:Device address).	Check the device described in the error message.
RHxx130	Packet interpreter program (FB99) from PLC reports device error (Address:Device address)	Check if the size of the data block is set within the allowable range in the device/PLC settings.
RHxx131	Packet interpreter program (FB99) from PLC reports command error (Address:Device address)	Check if the input device is set to write in the project file settings.
RHxx132	Packet interpreter program (FB99) from PLC reports datablock error (Address:Device address)	Restart the system. If the problem continues, please contact your local GP distributor. ☞ "1.11.2 Contact us!" (page 1-211)
RHxx144	Waiting for PROFIBUS master	Check if the master's power is ON and the cable is properly connected.
RHxx145	Wrong configuration received from PROFIBUS master.	Check the I/O settings of the master and of the slave.
RHxx146	Watchdog failed	Check the connection to the connected device.
RHxx147	Unknown error.	Restart the system. If the problem continues, please contact your local GP distributor. ☞ "1.11.2 Contact us!" (page 1-211)
RHxx148	Wrong parameter data received from PROFIBUS Master	Compare User_Pm_Data with the original unchanged GSD file.

■ When the DeviceNet (Slave) unit is used

Error No.	Error Message	Handling method
RHxx128	Error During Initialization of Interface Module	The unit may be faulty. Check the module.
RHxx129	Illegal Initialization Parameter	Decrease the size of input or output area in the device/PLC settings and the unit settings.
RHxx130	Incorrect Interface Module Detected	Connect the correct module.
RHxx131	Network Communication Error, LED Status: [0x0*]*1	Check the settings of cables, communication speed, input/output sizes, and master (scanner). Please check the LED status for details.

The following information is displayed in \*1.

Example: Network Communication Error, LED Status: [0x04]\*1

Error No.	Network LED	Module LED	Description
0x00 to 0x04	Does not illuminate	Flashing (Green)	Indicates any of the following conditions: No electricity is supplied on the network cable, a cable is not connected or the configuration (including settings) has not been set.
0x04	Does not illuminate	Illuminating (Green)	Indicates any of the following conditions: No electricity is supplied on the network cable, a cable is not connected or the baud rate has not been properly set.
0x04 to 0x05	Flashing (Green)	Illuminating (Green)	Indicates any of the following conditions: This slave has not been set on the network or the configuration has not been properly set. Check the node number.
0x05	Illuminating (Green)	Illuminating (Green)	The master is in stop mode.
0x06	Illuminating (Red)	Illuminating (Green)	Check the network settings. Indicates any of the following conditions: The baud rate is not correct or the node settings overlap.

■ **When the EX module is used**

Refer to the following section.

☞ “1.7.3 Errors displayed with the LT3000 series 1.7.3 Errors displayed with the LT3000 series” (page 1-182)

■ Errors displayed when CANopen is used

	Error No.	Error Message	Description		Handling method
Project data-related errors	000	No error	————	Initialization errors	————
	001	Illegal instruction(s)	One or more I/O instructions are not correct.		Check the setting value of the operands of I/O driver instruction and transfer the project file again.
	002	Too many instructions	The number of I/O instructions is not correct (more than 15)		Check the number of I/O driver instruction. Delete 1 or more instructions and transfer the project file again.
	003	Invalid driver ID	The driver/unit registry results in an error and has not been registered.		The project file might not have been sent properly. Transfer the project again.
	004	Repeat driver setting	The driver is registered twice.		
	005	Invalid level	The level of driver is not correct.		
	006	Invalid address	The driver information is not correct. The controller information is not correct.		
	007	Driver not registered	Driver is not registered.		
	008	Invalid PDO configuration	PDO configuration is not correct.		Check the PDO configuration and transfer the project file again.
	009	Invalid terminal type	The terminal type is not correct.		The project file might not have been sent properly. Transfer the project again.
	010	Concise DCF not found	Concise DCF file is missing.		The project file might not have been sent properly. Transfer the project again.
	011	Invalid Concise DCF	Concise DCF file is corrupted (e.g. concise DCF file contains no object or objects contain no data)		The project file might not have been sent properly. Transfer the project again.
	012	Invalid firmware	Firmware for CANopen master module is corrupted		The project file might not have been sent properly. Transfer the project again.

Continued

	Error No.	Error Message	Description		Handling method
	013	Configuration could not download to CANopen Module	CANopen network configuration could not be downloaded to CANopen module. Error occurred during cDCF download.		The project file might not have been sent properly. Transfer the project again.
	014	Invalid value	Error flag is set, but Error code is 0.		The project file might not have been sent properly. Transfer the project again.
H/W-related errors	050	I/O board ID mismatch	Wrong board is inserted in the AGP or the board is broken	Hardware errors	The AGP type might not be correct. Check the AGP type and transfer the project file again. Please contact customer support.
	051	CANopen unit initialization error	The initialization of the IO board fails		The project file might not have been sent properly. Transfer the project again. If this does not resolve the problem, the module itself may be broken. Please contact customer support.
Application-related errors	100	Fatal error: Bus off	No bus connection due to hardware error (e.g. short circuit)	Fatal master errors	Check the communication cable connection status and the baud rate settings of all nodes and then transfer the project again. If this does not resolve the problem, the module itself may be broken. Please contact customer support.
	101	Fatal error: high priority receive queue overrun	High priority receive queue in master module got overrun		Review the network settings such as reducing PDOs.
	102	Fatal error: high priority transmit queue overrun	High priority transmit queue in master module got overrun		Review the network settings such as extending the node monitoring interval.
	103	Fatal error: low priority receive queue overrun	Low priority receive queue in master module got overrun		
	104	Fatal error: low priority transmit queue overrun	Low priority transmit queue in master module got overrun		Review the network settings such as reducing PDOs and SDOs.
	105	Fatal error: CAN controller overrun	The hardware CAN controller in the master module got overrun (1 or more messages are lost)		
	106	Fatal error: duplicate node id detected	1 or more slaves in the network use the same node ID as the AGP (127)		Check the node ID switch of the slave for duplicate node IDs.

Continued

	Error No.	Error Message	Description		Handling method
Application-related errors	107	Fatal error: module has unsupported features	One or more nodes contain features that are not supported by CANopen Master unit.	Fatal master errors	Review the node configuration.
	108	Fatal error: invalid Concise DCF	Total network configuration is inconsistent.		Download the project again. If this error reoccurs despite the downloading, review the project settings and node configuration.
	109	Fatal error: mandatory module configuration error	The Concise DCF file is inconsistent for one or more mandatory modules		Review the project settings and node configuration.
	110	Master fatal error	Fatal error occurred without explicit description		Reset the Display.
	111	Invalid value in instruction	An operand value out of range was specified in the I/O driver instruction and the instruction was executed.		Specify an operand value within the range and execute the I/O driver instruction.
	112	Mandatory module is missing	A module specified as a mandatory module has a failure.		Check that the mandatory module is connected properly and that the module is turned ON.
	120	SDO Communication Error	Problem occurred during SDO communication (SDOR, SDOW or during initialization of the network)	Runtime errors	Check if SDO communication specification information is correct. If correct, check the network communication status or reset the network.
	121	CANopen module timeout(Input)	Firmware does not update the Input process image within given time (4ms).		Firmware is not running normally. Reset the Display.
	122	CANopen module timeout(output)	Firmware did not copy the process output image from DPRAM within given time(10ms)		
	123	CANopen module interface is busy	Firmware is not communicating with SDO.		






Continued








	Error No.	Error Message	Description		Handling method
Application-related errors	130	Incorrect PDO received	AGP received a PDO with too few data bytes	Non-fatal errors	Reset the network. If this error reoccurs despite the resetting, review the project settings and node configuration.
	131	SDO queue overrun	Overrun of the application specific SDO interface		
	132	Master alone	No other nodes are in the network.		
	150	Identity error of an optional slave	Mismatch between configured slave and slave in the network	Slave errors	Review the project settings and node configuration.
	151	Unexpected state for one or more optional slaves	Optional slave does not match the network status (e.g. network operational, slave preoperational)		Reset the network. If this error reoccurs despite the resetting, review the project settings and node configuration.
	152	Unexpected state for one or more mandatory slaves	Mandatory slave does not match the network status (e.g. network operational, slave preoperational)		
	153	Faulty slave	One or more slaves are in error		Review the project settings and node configuration.
	154	Inconsistent Concise DCF for one or more slaves	Network configuration for this particular slave is inconsistent		
	155	Concise DCF mismatch for one or more slaves	Configuration of the slave does not match its object dictionary		
	156	Identity error for one or more slaves	Mismatch between configured slave and slave in the network		

# 1.9 Errors displayed by Internet Explorer





## 1.9.1 Errors displayed when Web Server is accessed

Error No.	Error Message	Cause and Solution	Reference
0xC0A20205	Select device name	The monitor was started without [Connection Device Name] selected in [Device View]. Select a connection device name in [Device View].	 GP-Pro EX Reference Manual "36.12.1 Standard Template HTML Setting Guide ◆ Device View Page" (page 36-71)
0xC0A20206	Enter device address	The monitor was started without [Device Address] selected in [Device View]. Select [Device Address] in [Device View].	 GP-Pro EX Reference Manual "36.12.1 Standard Template HTML Setting Guide ◆ Device View Page" (page 36-71)
0xC0A20207	Select access points	The monitor was started without [Access Points] selected in [Device View]. Select [Access Points] in [Device View].	 GP-Pro EX Reference Manual "36.12.1 Standard Template HTML Setting Guide ◆ Device View Page" (page 36-71)
0xC0A20208	Select data type	The monitor was started without [Data Type] selected in [Device View]. Select [Data Type] in [Device View].	 GP-Pro EX Reference Manual "36.12.1 Standard Template HTML Setting Guide ◆ Device View Page" (page 36-71)
0xC0A20209	Select update cycle	The monitor was started without [Update Cycle] selected in [Device View]. Select [Update Cycle] in [Device View].	 GP-Pro EX Reference Manual "36.12.1 Standard Template HTML Setting Guide ◆ Device View Page" (page 36-71)


Continued

Error No.	Error Message	Cause and Solution	Reference
0xC0A2020A	Insufficient memory	“No Memory” is set. Forcibly transfer the system using GP-Pro EX. If this error still occurs despite forcible transfer of the system, reduce the screen data capacity.	 GP-Pro EX Reference Manual “32.10.1 [Transfer Settings] Settings Guide” (page 32-59)
0xC0A2020B	Invalid request	The cause of this error may be that the URL was edited and an invalid request was sent. Transfer the standard HTML template again using [Site Transmission] in [Transfer Tool]. Alternately, forcibly transfer the system using GP-Pro EX.	 GP-Pro EX Reference Manual “32.10.1 [Transfer Settings] Settings Guide” (page 32-59)
0xC0A20218	Invalid URL	The cause of this error may be that the URL was edited and an invalid request was sent. Make sure that the folder specified in the Web folder of [Remote Monitoring Settings] in the System Settings window exists in the CF card or USB memory. Alternately, retransfer the standard HTML template using [Site Transmission] in [Transfer Tool] or forcibly transfer the system using GP-Pro EX.	 GP-Pro EX Reference Manual “32.10.1 [Transfer Settings] Settings Guide” (page 32-59)
0xC0A2021A	Cannot open URL	The cause of this error may be that the URL was edited and an invalid request was sent. Make sure that the folder specified in the Web folder of [Remote Monitoring Settings] in the System Settings window exists in the CF card or USB memory. Alternately, retransfer the standard HTML template using [Site Transmission] in [Transfer Tool] or forcibly transfer the system using GP-Pro EX.	 GP-Pro EX Reference Manual “32.10.1 [Transfer Settings] Settings Guide” (page 32-59)
0xC0A2021C	Cannot stat page for URL	The cause of this error may be that the URL was edited and an invalid request was sent. Make sure that the folder specified in the Web folder of [Remote Monitoring Settings] in the System Settings window exists in the CF card or USB memory. Alternately, retransfer the standard HTML template using [Site Transmission] in [Transfer Tool] or forcibly transfer the system using GP-Pro EX.	 GP-Pro EX Reference Manual “32.10.1 [Transfer Settings] Settings Guide” (page 32-59)




Continued

Error No.	Error Message	Cause and Solution	Reference
0xC0A2021E	Missing form name	The cause of this error may be that the path after /goform/ was specified incorrectly and accessed. Retransfer the standard HTML template using [Site Transmission] in [Transfer Tool] or forcibly transfer the system using GP-Pro EX.	 GP-Pro EX Reference Manual "32.10.1 [Transfer Settings] Settings Guide" (page 32-59)
0xC0A2021F	Form **** is not defined	The cause of this error may be that the path after /goform/ was specified incorrectly and accessed. Retransfer the standard HTML template using [Site Transmission] in [Transfer Tool] or forcibly transfer the system using GP-Pro EX.	 GP-Pro EX Reference Manual "32.10.1 [Transfer Settings] Settings Guide" (page 32-59)
0xC0A20220	Form didn't call webDone	The cause of this error may be that the path after /goform/ was specified incorrectly and accessed. Retransfer the standard HTML template using [Site Transmission] in [Transfer Tool] or forcibly transfer the system using GP-Pro EX.	 GP-Pro EX Reference Manual "32.10.1 [Transfer Settings] Settings Guide" (page 32-59)
0xC0A20224	Page Not Found	A nonexistent HTML folder may have been accessed. Make sure that the folder specified in the Web folder of [Remote Monitoring Settings] in the System Settings window exists in the CF card or USB memory. Alternately, retransfer the standard HTML template using [Site Transmission] in [Transfer Tool] or forcibly transfer the system using GP-Pro EX.	 GP-Pro EX Reference Manual "32.10.1 [Transfer Settings] Settings Guide" (page 32-59)
0xC0A20228	Access Denied Wrong Password	The password may be incorrect. Enter the correct user ID and password. Also check if settings such as whether only the password is used or whether both the user ID and password are used are correct.	_____
0xC0A20229	Access to this document requires a password	The cause of this error may be that the document was accessed via a new window and the password is incorrect. Enter the correct user ID and password. Also check if settings such as whether only the password is used or whether both the user ID and password are used are correct.	_____

Continued

Error No.	Error Message	Cause and Solution	Reference
0xC0A2022A	Access to this document requires a User ID	The cause of this error may be that the document was accessed via a new window and the user ID is incorrect. Enter the correct user ID and password. Also check if settings such as whether only the password is used or whether both the user ID and password are used are correct.	_____
0xC0A20231	Cannot open template file	The standard HTML template is deleted. Make sure that the folder specified in the Web folder of [Remote Monitoring Settings] in the System Settings window exists in the CF card or USB memory. Alternately, retransfer the standard HTML template using [Site Transmission] in [Transfer Tool] or forcibly transfer the system using GP-Pro EX.	 GP-Pro EX Reference Manual "36.12.2 System Settings [Display Unit] - [Remote Viewer] Settings Guide" (page 36-74)
0xC0A20232	Failed to login	Login failed. Enter the correct user ID and password. Also check if settings such as whether only the password is used or whether both the user ID and password are used are correct.	_____
0xC0A20233	Failed to get device address	An incorrect [Device] is set. Set the correct [Device].	_____
0xC0A20234	Failed to read device	An attempt was made to read the device that is not communicating with the connection device. Set the correct [Device]. Alternately, make sure that the Display and connection device are correctly connected.	_____
0xC0A20235	Failed to write device	An attempt was made to write the device that is not communicating with the connection device. Set the correct [Device]. Alternately, make sure that the Display and connection device are correctly connected.	_____
0xC0A20236	Entered data is not consistent with Data Type.	Data was written that differs from the data type set in [Data Type]. Enter the correct data.	_____

Continued

Error No.	Error Message	Cause and Solution	Reference
0xC0A20237	Entered data is too much.	Data beyond the limit was written to the set [Data Type]. Enter the correct amount of data.	 GP-Pro EX Reference Manual "36.7.3 Operating Procedure ■ Viewing and Operating GP Data on the Web Server" (page 36-44)
0xC0A20238	Enter data.	Blank data was entered. Enter the correct amount of data.	 _____
0xC0A20240	Failed to read alarm information	The cause of this error may be that alarm information is not set and the alarm list is collected. Check alarm settings using GP-Pro EX.	 GP-Pro EX Reference Manual "Chapter 19 Alarm" (page 19-1)

## 1.10 Errors displayed when the project converter is used

### ■ Errors displayed in the conversion management information file

Error No.	Error Message	Handling method
501	Internal variable mapped to I/O terminal	An internal variable is mapped to the I/O terminal. Change the variable's type to either input or output.
502	Input variable mapped to output terminal	The variable is marked as an input, but it is mapped to an output terminal. Change the variable's type to output.
503	Output variable mapped to input terminal	The variable is marked as an output, but it is mapped to an input terminal. Change the variable's type to input.
504	Bit variable mapped to integer terminal.	The variable is marked as discrete, but it is mapped to an integer terminal. Change the variable's type to integer.
505	Integer variable mapped to bit terminal.	The variable is marked as an integer, but it is mapped to a discrete terminal. Change the variable's type to discrete.
506	Variable type not supported by I/O driver.	This error occurs when the driver does not recognize the controller variable.
507	A variable isn't mapped to the terminal.	This error occurs when no variable is assigned to a terminal.

■ Other errors

Error Message	Cause	Solution
<p>The selected Device/PLC is unavailable for conversion. Change the Device/PLC before conversion.</p>	<p>A device/PLC type which is not supported by GP-Pro EX is selected.</p>	<p>In GP-PRO/PBIII for Windows, change the device/PLC to a device/PLC supported by GP-Pro EX and then execute Project Converter again. For device/PLCs supported by GP-Pro EX, refer to GP-Pro EX Reference Manual “2.1.3 Devices before and after Conversion” (page 2-6) .</p> <ul style="list-style-type: none"> <li>• How to change [Device/PLC Type] in GP-PRO/PBIII for Windows</li> </ul> <p>(1) Select the [Device/PLC Type] icon in GP-PRO/PBIII for Windows' Project Manager.</p> <p>(2) The [Change] dialog box is displayed. Select the [Device/PLC Type] you want to change to. Always confirm the device address settings after changing the [Device/PLC Type].</p>
<p>Cannot read the source Device/PLC file.</p>	<p>Cannot recognize the convert-from device/PLC type.</p>	<p>In GP-PRO/PBIII for Windows, change the device/PLC to a device/PLC supported by GP-Pro EX and then execute Project Converter again. For device/PLCs supported by GP-Pro EX, refer to GP-Pro EX Reference Manual “2.1.3 Devices before and after Conversion” (page 2-6) .</p> <ul style="list-style-type: none"> <li>• How to change [Device/PLC Type] in GP-PRO/PBIII for Windows</li> </ul> <p>(1) Select the [Device/PLC Type] icon in GP-PRO/PBIII for Windows' Project Manager.</p> <p>(2) The [Change] dialog box is displayed. Select the [Device/PLC Type] you want to change to. Always confirm the device address settings after changing the [Device/PLC Type].</p>

Continued



Error Message	Cause	Solution
The selected model is unavailable for conversion. Change the model.	A display type which is not supported by GP-Pro EX is selected.	<p>In GP-PRO/PBIII for Windows, change the display type to a GP type supported by GP-Pro EX and then execute Project Converter again. For supported models, refer to GP-Pro EX Reference Manual “2.1.2 Model Names Before and After Conversion” (page 2-2) .</p> <ul style="list-style-type: none"> <li>• How to change [GP Type] in GP-PRO/PBIII for Windows</li> </ul> <p>(1) Select the [GP Type] icon in GP-PRO/PBIII for Windows’ Project Manager.</p> <p>(2) The [Change] dialog box is displayed. Select the [GP Type] you want to change to. Be aware that the GP may have different features before and after conversion.</p>
Cannot read the model information file.	Cannot recognize the convert-from GP model.	<p>In GP-PRO/PBIII for Windows, change the display type to a GP type supported by GP-Pro EX and then execute Project Converter again. For supported models, refer to GP-Pro EX Reference Manual “2.1.2 Model Names Before and After Conversion” (page 2-2) .</p> <ul style="list-style-type: none"> <li>• How to change [GP Type] in GP-PRO/PBIII for Windows</li> </ul> <p>(1) Select the [GP Type] icon in GP-PRO/PBIII for Windows’ Project Manager.</p> <p>(2) The [Change] dialog box is displayed. Select the [GP Type] you want to change to. Be aware that the GP may have different features before and after conversion.</p>
Cannot read AGPCnv.cfg file	Failed to load GP-Pro EX’s AGPCnv.cfg file.	Install GP-Pro EX again.
Cannot read the prw file.	Failed to read a GP-PRO/PBIII for Windows file (.PRW). Microsoft Windows access authority may be set to the GP-PRO/PBIII for Windows file (.PRW).	Check the file properties in Explorer and check the access authority settings.

Continued

Error Message	Cause	Solution
Cannot access the parts file.	Failed to read a GP-PRO/PBIII for Windows' Part file (.PDB or .BPD). Microsoft Windows access authority may be set to the GP-PRO/PBIII for Windows' Part file (.PDB or .BPD).	Check the file properties in Explorer and check the access authority settings.
Invalid extention.	An incorrect extension is designated in Project Converter's [Convert To].	Input a correct extension (.prx).

## 1.11 If the problem still continues...

If you cannot solve the problem after reading this manual or other references, you can find a solution using the following steps.

### 1.11.1 Visit our Website!

If you cannot solve the problem after reading this manual or other references, you can access our homepage to find a solution.



This site offers support for GP-Pro EX products.

<http://www.pro-face.com/otasuke/>

The site contains the following content:

Frequently Asked Questions (FAQ)

Sample screens for downloading

The latest manual for downloading

The site is updated periodically with useful content to save you time and effort.

### 1.11.2 Contact us!

If you cannot solve the problem even after reading this manual or other references and after accessing our homepage, you can contact us for assistance.

Contact information

This site will help you contact the closest Pro-face office. Feel free to contact us by email or by phone.

<http://www.pro-face.com/select.htm>

If the problem still continues...

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