

31 | Troubleshooting

This chapter explains about GP-Pro EX's "Troubleshooting".

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31.1 GP-Pro EX will not start.

Cause	Solution	Reference
There may not be enough memory for the entire PC. 256MB of memory or more is recommended as the minimum system requirement.	<p>Windows 2000 Click Windows' [Start] button - [Settings] - [Control Panel] - [System] - [Detail] - [Change] command. Change both "Initial Size" and "Max Size" to the recommended value of "Total Paging File Size for All Drives". Restart the PC and then start GP-Pro EX.</p> <p>Windows XP Click Windows' [Start] button - [Settings] - [Control Panel] - [System] - [Detail Settings] - [Settings] - [Detail Settings] - [Change] command. Change both "Initial Size" and "Max Size" to the recommended value of "Total Paging File Size for All Drives". Restart the PC and then start GP-Pro EX.</p>	<p>☞ "3.2.1 Operating Environment for GP-Pro EX" (page 3-4)</p>
There may be applications which are incompatible with GP-Pro EX, which prevent its startup.	<p>Exit all applications, click Windows' [Start] button - [Program] - [Startup] command and delete the shortcut for a problematic application. Restart the PC and then start GP-Pro EX.</p>	—
The storage media's capacity may not be enough.	<p>Double-click Windows' My Computer, click the drive where GP-Pro EX is installed and click the [File (F)] - [Properties (R)] command to check the media's free space. If there is not enough free space, empty the Trash or delete unnecessary files on the media.</p>	<p>☞ "3.2.1 Operating Environment for GP-Pro EX" (page 3-4)</p>

31.2 Cannot edit the screen.

Cause	Solution	Reference
<p>Have you created a new project file? On GP-Pro EX, you cannot draw screens before creating a project file.</p>	<p>Select the [Project] menu - [New] command and continue according to the window message.</p>	<p>☞ "6.2.2 Setup Procedure" (page 6-7)</p>

31.3 Cannot save the screen.

Cause	Solution	Reference
Is the destination media write-protected?	Ensure that the media's write protection is not on and the write-protect Property is not set.	—
Is the file read-only (when editing an existing file)?	Right-click the file and select the [Properties] command to check whether the Read-Only "Attribute" is selected.	—
Is the storage media's remaining capacity sufficient?	Use a media with sufficient remaining capacity.	—

31.4 Cannot communicate between the PC and the GP.

Cause	Solution	Reference
The transfer cable may not be connected or the cable may not be a supported type.	<p>USB Use a Digital Electronics Corporation's transfer cable (sold separately). Install the driver.</p> <p>LAN Check whether the set IP address is not used for another function. Check the LAN cable type (straight/cross).</p>	<p>☞ "27.3.2 Transfer Procedure" (page 27-12)</p>
Is the storage media's capacity sufficient when it receives data from the GP?	Use a media with sufficient remaining capacity.	—

31.5 Printer will not operate or will not print normally.

Cause	Solution	Reference
Are the printer settings on Windows correct? Is the driver properly installed?	Check the settings by clicking the Control Panel - Printer's Properties.	—

31.6 Cannot input an address.

Cause	Solution	Reference
Is a window displayed that says "Do you want to register the inputted text as a symbol?"? If it is, the text was inputted in an input format other than the formats defined by GP-Pro EX.	Check whether the device/PLC supports the address to input by clicking the [System Settings] - [Device/PLC Settings] command and input again from the keypad.	<p>☞ " ■ [Peripheral List] Settings Guide" (page 6-113)</p>

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Buzzer rings.

Cause	Solution	Reference
When the [ENT] key on the keypad does not work, you are inputting the address with characters other than single-byte alphanumeric characters or an address out of the device range.	Check whether the device/PLC supports the address to input by clicking the [System Settings] - [Device/PLC Settings] command and input a value within the device range with single-byte alphanumeric characters.	☞ “ ■ [Peripheral List] Settings Guide” (page 6-113)

31.7 Buzzer rings.

Cause	Solution	Reference
The buzzer output bit in the GP system data area may be ON.	Unplug the communication cable connected to the PLC and turn ON/ OFF the GP main unit’s power supply. Then the values in the system data area are reset, and you can turn OFF the buzzer output. If you cannot unplug the communication cable from the PLC, turn OFF the system data area’s buzzer output bit (01 Bit in +14 when connected to the PLC, and 01 Bit in Address 11 in the case of memory link) from the PLC.	☞ “ ◆ System Area Settings” (page 6-110)
The GP system may have crashed for some reason. If the system crashes, Touch may not work and the buzzer may ring continuously. In this case, a “System Error” is then displayed. (In some cases, there is no error message.)	Unplug the communication cable connected to the PLC and turn ON/ OFF the GP main unit’s power supply. If this does not solve the problem, resend the project file to the GP with a forced setup.	☞ “27.7.1 [Transfer Settings] Settings Guide” (page 27-37)

31.8 Touch will not work.

Cause	Solution	Reference
“Operation Inhibit” may be selected for Touch Panel Operation on Back Light Off Detection.	Select Offline Settings’ [System Settings] - [Menu and Error Settings] and set the Touch Panel Operation to “Operational”. Also, replace the backlight with a new one immediately.	☞ “GP User Manual”
The hardware may be broken down.	Execute the Offline Settings’ [Maintenance Menu] - [Touch Panel Check]. If the touched area is not reverse displayed, the hardware may be broken. Please contact your local distributor.	☞ “GP User Manual”

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The screen is dark with nothing displayed.

Cause	Solution	Reference
Is the [Interlock Feature] valid? Touch input cannot be detected, which prevents the touch sound from ringing.	Check the settings for the interlock address.	☞ “11.7 Preventing Malfunctions (Interlock)” (page 11-19)

31.9 The screen is dark with nothing displayed.

Cause	Solution	Reference
The back light OFF bit in the GP system data area may be ON.	Turn OFF 00 Bit in the System Data Area +14 when connected to the PLC, and 00 Bit in + 11 in the case of memory link. However, you can use the touch input by touching the screen, because the LCD (liquid crystal) is working. Touch input is invalid on models without a back light.	☞ “◆ System Area Settings” (page 6-110)
Some data may be stored in the screen display area in the GP system data area. If you put 0 in this address, the screen is displayed, and with FFFF (Hex), the screen disappears.	If values other than 0 and FFFF are stored, the screen display automatically turns OFF after a fixed time. Set 0 to the system data area +9.	☞ “◆ System Area Settings” (page 6-110)
A base screen that is not included in the project file may be set as the initial screen.	Change the settings for the GP’s initial screen number and transfer the screen to the GP to set the existing screen.	☞ “■ [Main Unit Settings] Settings Guide” (page 6-90)
The brightness/contrast may be too low.	Control the brightness/contrast. (Touch the top left → top right or top right → top left of the screen (range: 40 dots) within 0.5 seconds to trigger the settings menu.)	☞ “GP User Manual”
The rated voltage according to the specifications may not be provided.	Provide the rated voltage.	☞ “GP User Manual”

31.10 Does not display parts.

Cause	Solution	Reference
Unintended information may be sent from the PLC (such as a screen number that is not included in the settings).	Separate the display from the PLC and turn ON the GP independently to check it.	—
If the offline screen is not displayed, the power supply may not be of the rated value.	Check the power voltage provided to the GP.	☞ “GP User Manual”

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Cause	Solution	Reference
A base screen that is not included in the project file may be set as the initial screen.	Check whether or not a screen number exists as the initial screen number in the GP's initial settings.	☞ "6.13.6 ■ [Main Unit Settings] Settings Guide ◆ Display Settings" (page 6-90)
Standby Mode or Start Time may be set.	In [System Settings]'s [Main Unit Settings], set the Standby Mode as "None" and the Start Time at "0" seconds.	☞ "6.13.6 ■ [Main Unit Settings] Settings Guide ◆ Display Settings" (page 6-90)
Color pictures may be transferred to a monochrome display.	Check whether or not the main unit model is the same model as set in [System Settings]'s [Device Settings].	☞ "6.13.6 ■ [Device Settings] Settings Guide ■ [Device Settings] Settings Guide" (page 6-89)
Is the GP communicating properly with the PLC? Some parts requiring address settings are not displayed if they are not properly communicating with the PLC.*1	Set the proper communication settings for the PLC.	—

*1 The display of parts at power ON and during a screen change is as follows.

- When only one device/PLC is set, the display and action of all parts will not occur until the communication confirmation with the device is completed.

(A Screen Change switch's action is allowed, but it will not be displayed.)

However, if there is no part on the screen allotted with the device's address (when only the internal device is used, etc.), the switch will be displayed without waiting for the completion of the communication confirmation.

- When multiple device/PLCs are set, each device's communication state will be confirmed, and the display and action of parts will occur in order of when the device's address was allotted.

At this time, parts that do not have address settings such as Function Switches, Date/Time Displays, and keypads will be displayed regardless of the communication state. Also, if there is no part on the screen allotted with the device's address (when only the internal device is used, etc.), all parts will be displayed without waiting for the completion of the communication confirmation.

31.11 Will not communicate with the PLC.

Cause	Solution	Reference
The PLC type may be wrongly selected.	Select the PLC type according to the PLC to which you will connect.	☞ "6.13.6 ■ [Device/PLC Settings] Settings Guide" (page 6-115)
The communication cable may not be correctly connected or there may be a wrong wire connection.	Rewire the communication cable correctly and connect it firmly to the connector.	—
Is the terminating resistance correctly set?	Reset the terminating resistance with a correct value at the correct position. The position and value of the terminating resistance depend on the PLC.	—
Are the initial settings for communication correct?	Reset them correctly.	☞ "6.13.2 ■ Device/PLC Driver Settings" (page 6-67)

Memo