COMMUNICATIONS GUIDE
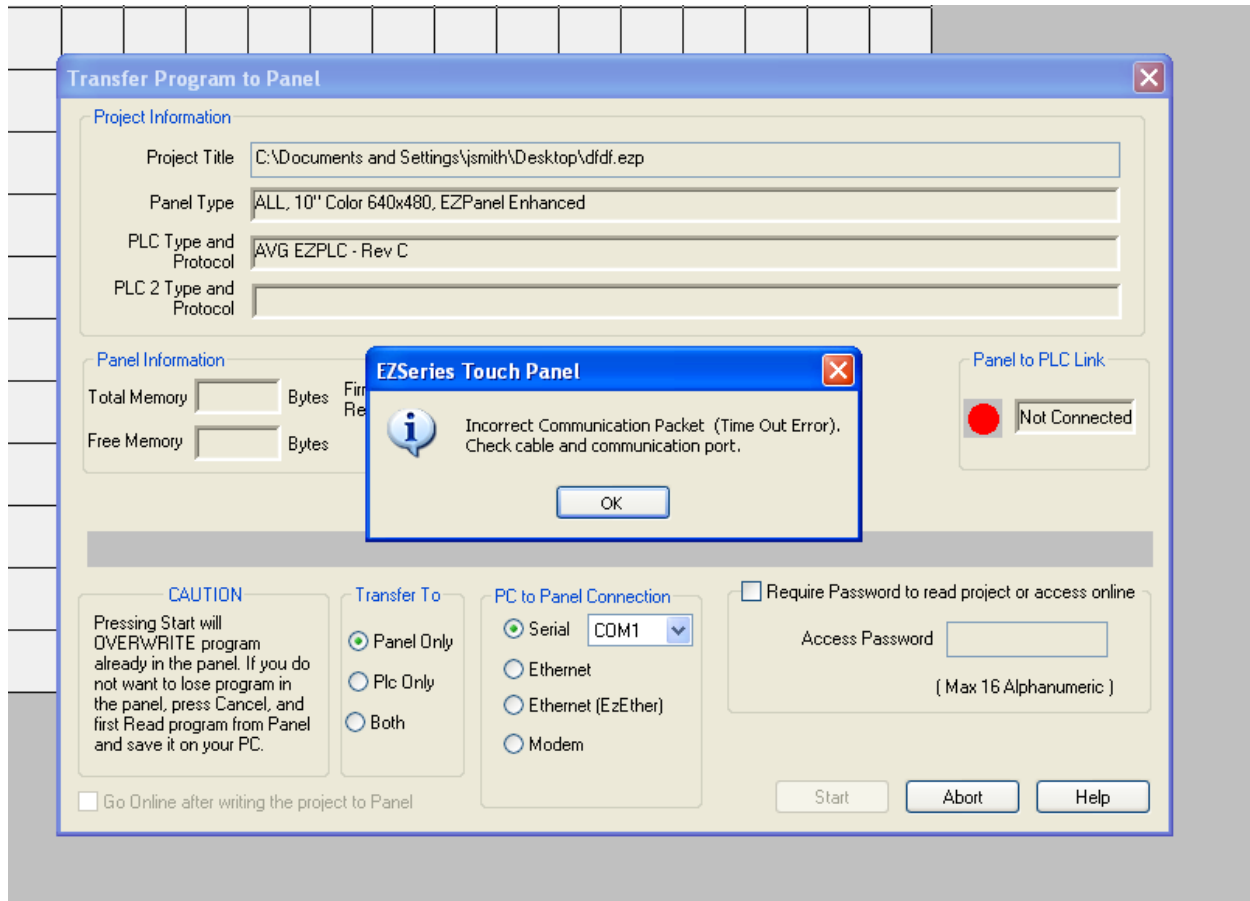
Troubleshooting EZTouch Panel to PC Communication errors

If you are receiving this error:


Checks:

- Make sure you are using an EZ-PGMCBL. ***A standard RS-232 cable will not work.*** You may either purchase an EZ-PGMCBL or fabricate one on site by using the wiring diagram in Appendix A. Verify the integrity of the cable confirming continuity.
- Refer to Appendix B to determine if a software/firmware incompatability exists.
- Check the port selection on the EZTouchPanel. Do this by pressing the ***upper and lower left corners simultaniously***. Press the **English** button, and finally the **Assign Ports** button. **COM1** should be reporting a **Computer**. If not, select COM1 using the up/down arrows then press the Computer button.
- Check that you have the appropriate computer port selected in the EZTouch software.

- Check the communications parameters for your selected port In Windows Device Manager. The port should be set for *38400 BPS, 8 Data bits, No parity, 1 Stop bit and No flow control*.
- If you are using a USB to Serial converter, please be advised that not all converters give satisfactory results. Because of this, two specific models are recommended because they have been proven to work satisfactorily. They are the **ATEN UC-232A** and **BELKIN F5U-409**.
- Check that RSLogix and RSLinx are *not* running. Doublecheck the Processes tab in Windows Task manager to make sure no RSLogix or RSLinx processes are running.
- Check that no other software is opened that may be using the communication port.

If you are receiving this error:
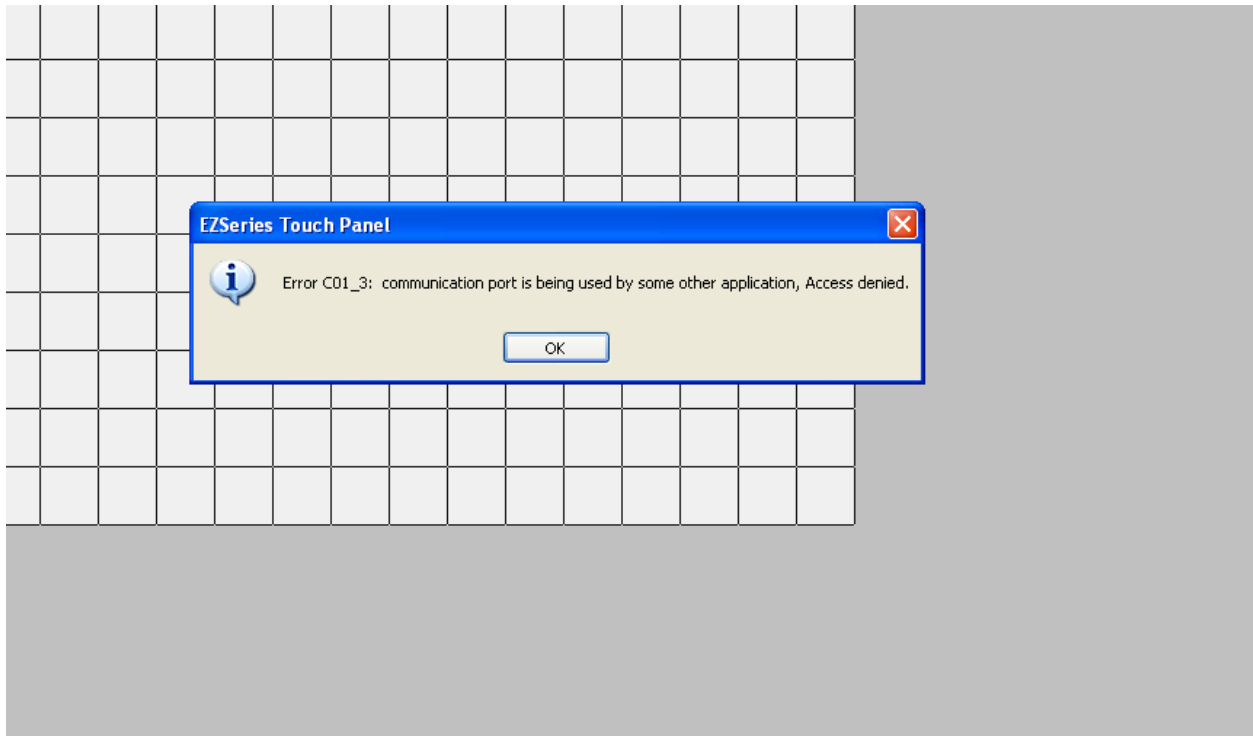
This error indicates another process on your computer is using the communication port. Until the active process relinquishes the port, *no other process will have access to it*. RSLogix and RSLinx are noted for this problem. If they are present on your computer, follow these steps:

- Open Windows Task Manager
- In the **Applications** tab, select the RSLogix and RSLinx applications then **End Task**
- Press the **Processes** tab
- Search for any RSLogix and RSLinx processes, select each then press **End Process**

Please note that RSLogix and RSLinx are **not** the only applications that can capture the communication port. *Look for any other application that may be the problem*.

If you are getting this error only after upgrading your Touch Panel Programming Software, do the following:

- Run the upgrade program again.
- When the upgrade program asks where you want to install the program, *rename the default folder*.
- Let the program install in the selected folder then verify proper operation.
- Run the Uninstall program (located in the installation folder) on the defective install.

<p align="center">***If you are receiving this error:***</p>
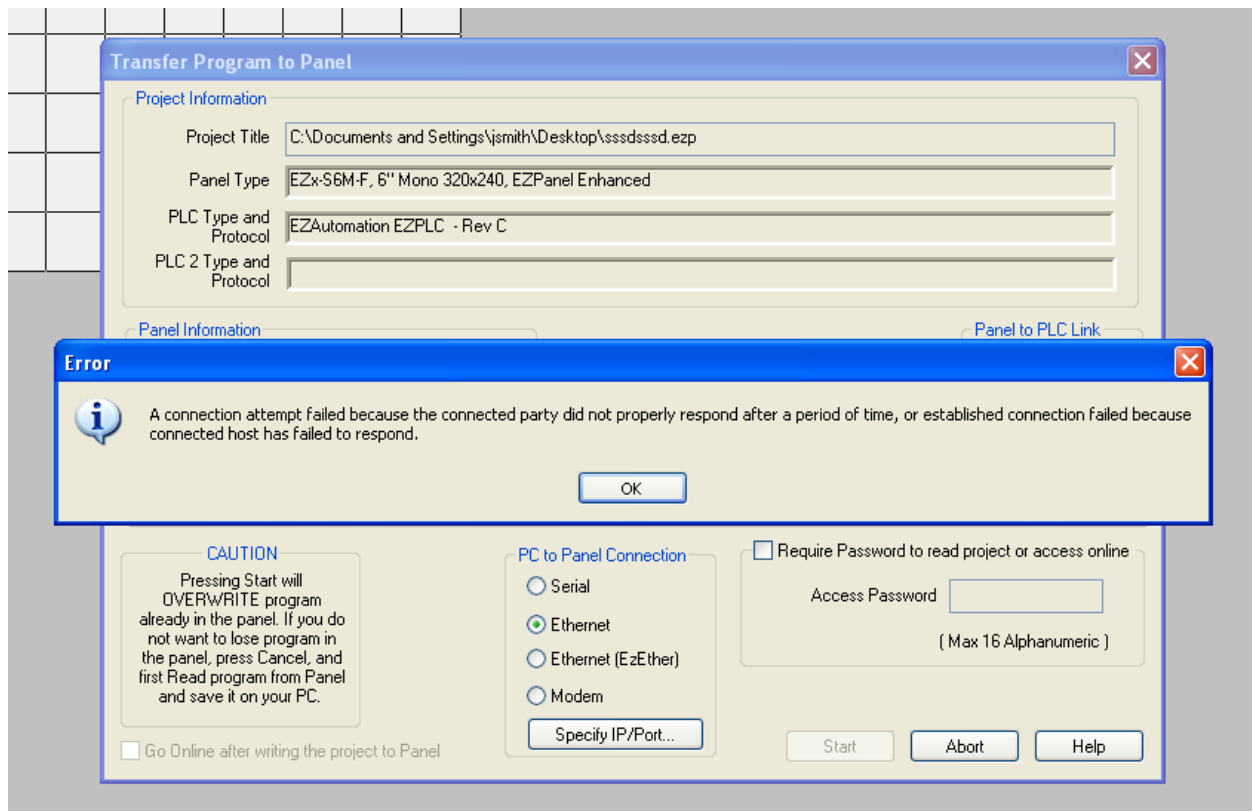
This is an Ethernet error. There are several reasons why this error can occur:

- **Ethernet was inadvertently selected in "PC to Panel Connection"**. When using *serial* to connect computer to panel, make sure **Serial** is selected under **PC to Panel Connection**.

- **Panels whose part (model) number ends in -FE, -FSE, -FU, or -FSU** *cannot* be programmed via Ethernet**.**

- **The panel has not been properly configured for Ethernet communications**. See Appendix C.

- **An IP addressing problem on the programming computer**. On *Windows Task Bar*, click **Start/Settings/Network Connections**. Right-click on the **Local Area Connection** icon then select **Properties**. In the *Local Area Connection Properties* dialog box, highlight **Internet Protocol (TCP/IP)** then press the **Properties** button. For testing purposes, the computer should be set up to use a static address. The *Subnet mask*, *Default gateway*, and the *first three octets* of the IP address **must** match what is programmed on the panel. Contact your IT department for help with addressing and networking issues.

- **A network problem.** Ping the *panel IP* address using a cross-over cable connected directly between the Panel and PC. If pinging is successful, this indicates a problem involving components on your network. Contact your IT department for help to determine problem.
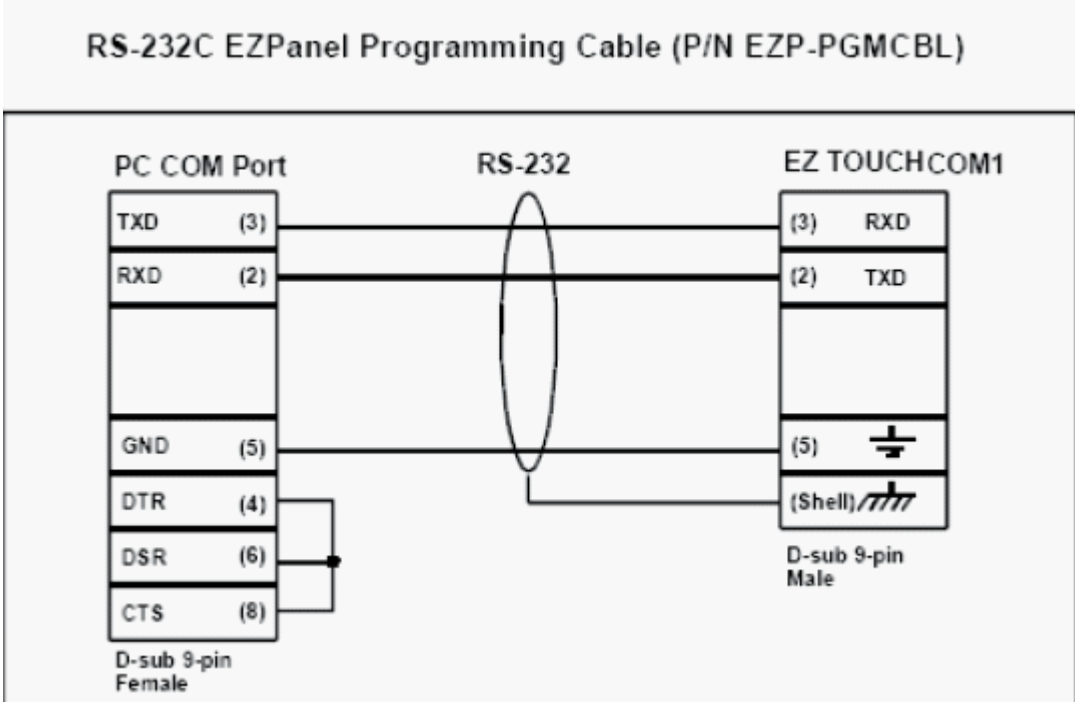
If you are receiving this error:
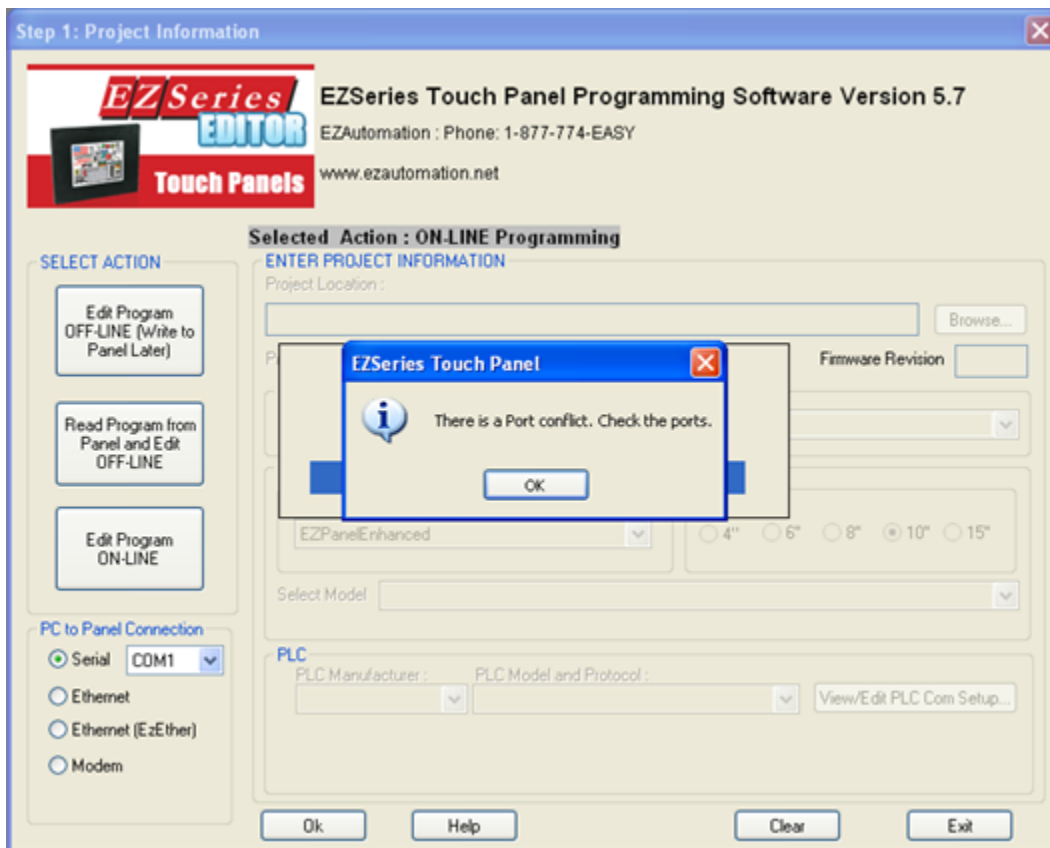
Follow steps on Page 3

Appendix A

EZ-PGMCBL Wiring Diagram

RS-232C EZPanel Programming Cable (P/N EZP-PGMCBL)

Appendix B

Software/Firmware compatibility list*

Starting Serial Number	Highest usable firmware Version	Highest usable Software Version
01	D6	4.3D
02-03	G11	4.3D
04	H0 or Newer	4.3D
05	H1 or Newer	4.3D/**latest please call tech support**
Serial numbers starting with 06 or greater can use the latest software and firmware.		

Note: This compatibility chart **DOES NOT APPLY** to Windows CE based panels. Call Technical Support for the appropriate firmware and installation instructions for these panels.

Caution: *If the panel project is being extracted from the panel, do not use a software version higher than shown on the table above. Doing so may result in an unrecoverable project!   To be on the safe side, do not use a version higher than 4.3D when extracting from panels with serial numbers starting with 04 or 05. Once the panel project is safely stored on your programming computer, continue with upgrading firmware.*

Upgrading Firmware (does NOT apply to CE panels):

- Make a backup copy of your panel program.
- Open your panel program in the EZSeries Touch Panel Programming Software (Press the **Edit Program OFF-LINE** button, select your project, then press the **Ok** button.
- Go to **Setup/Upgrade Firmware**
- Browse to the Firmware folder. The default path is C:\Program Files\EZAutomation\EZPanel Enhanced\Firmware\. If the folder path and/or name was changed from default when the software was installed then browse to \Firmware in that folder path and/or name instead.
- Select the *appropriate* firmware package. Starting in EZSeries Touch Panel Programming Software version 5.0 and above, the 4" panel became available. Select the firmware version with a JR in the name for the 4" only. Starting with Version 5.4, the S and SE panels became available.   Select the firmware package with an SE in the name for these panels. Select the firmware version that has neither JR nor SE in the name for all other panels.
- Press **OK**

*When using EZTouchPanel Editor Version 6.0, the panel firmware *must* be at version K.3.161 or higher. Panels that have serial numbers starting with 05 or lower *cannot* be used with 6.0

**Some earlier versions of the 04 and 05 panels will not accept anything higher than H0 or H1 firmware, respectively. A message will report "not enough memory" if this is the case. If this message is present, use H0 or H1, depending on serial number, and software version no higher than 4.3D.

Appendix C

Setting up Ethernet on AVG Touch Panels

If the Touch Panel has an RMC card installed:

- Connect the Touch Panel to the programming computer with an EZ-PGMCBL programming cable
- Open a panel project
- Select **Remote Access/Remote Card IP Address…**
- Enter *IP Address, Subnet Mask*, and *Gateway*
- Press **Write Ethernet Setup**

Note: If it is desired to use DHCP, use a static IP address initially for testing purposes. After determining the panel functions correctly, DHCP can then be selected. For this function to work, your network *must* have a DHCP server. Please contact your IT department for further information.

If the Touch Panel part (model) number ends in –SE:

- Connect the Touch Panel to the programming computer with an EZ-PGMCBL programming cable
- Open a panel project
- Select **Setup/Ethernet Setup**
- Check **Configure Ethernet Attributes** box
- Enter *IP Address, Subnet Mask*, and *Gateway*
- Press **Set Ethernet Parameters**

If the Touch Panel part (model) number starts with EZC (CE Windows Panel)

- On the Task Bar, press Start/Settings/Network and Dial-up Connections.
- Open AUMAC1
- Enter *IP Address, Subnet Mask*, and *Gateway*
- Double click on the disk icon on Task Bar, just to the left of the clock.
- Select "**Persist Registry Only".** This *must* be done to save the IP setup**.**

Note: If it is desired to use DHCP, use a static IP address initially for testing purposes. After determining the panel functions correctly, DHCP can then be selected. For this function to work, your network *must* have a DHCP server. Please contact your IT department for further information.

Do you still need help?

Technical Support

Most of the frequently encountered problems regarding any communication are answered in the sections above. However, if you still need answers to your questions, please call our technical support at 1-877-774-EASY.

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