



Tech20050304-1-3

Error Code Definitions

Understanding error codes

There are several situations in which you may see an error code. The Cellwatch software will report an error code either in the bottom center status bar region of the Cellwatch window (see figure 1 below) or in the log file. (The Cellwatch log files are located in c:\Program Files\Cellwatch\logfiles\).

Error codes will also be seen in the Diagnostics window (accessible by clicking Diagnostics → System test in Cellwatch).

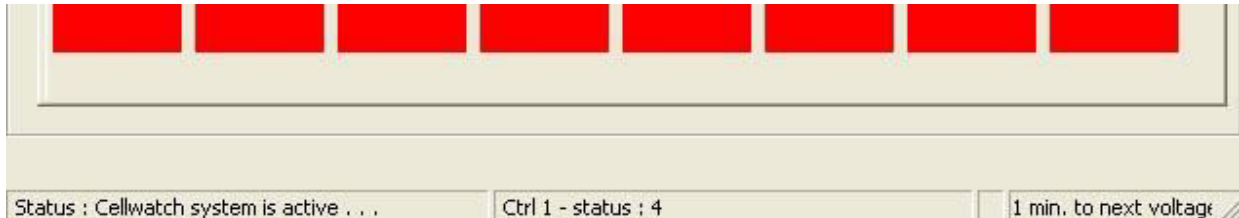


Figure 1 - An error will be denoted by the word "status" in the center status panel.

When the problem occurs in the RS-485 link to the CU

The "no loop back" (code #4) means that no response has been received to a command that was sent to the control unit. This can mean the command never reached the CU (in which case, verify the RS-485 cable).

When the problem lies in the DCM loop

When the RS-485 link to CU is fine, but the DCM loop doesn't respond, you'll see an error code #6 (missing DCM data). This means an echo was received, but included **no** DCM data. Check all the DCMs are powered, and that the fiber optic loop is correctly connected (black to white, etc.)

If your DCM loop is correctly powered and connected, but there is noise affecting the data transmitted from the DCMs, you may see an error code #9. (Please note however, that error code #9 means that there's a problem **somewhere** in the data packet – and so it's a good idea to rule out the RS-485 / CU portion by using pressing the DIA button in Diagnostics several times without error).



Error code table

The following error code numbers may be referenced in the Cellwatch software, either through dialog boxes on screen or in the log file.

Error Code	Meaning
1	<p>Port Busy</p> <p>The software was unable to open the COM port. Either the specified port does not exist or it is being used by another program.</p> <p>This can occur if Cellwatch is already running in another Windows session and a user logs onto the iBMU with their domain (or just another) username and password.</p>
2	<p>Comms Busy</p> <p>This occurs in rare cases when the RS-485 communications link to the control unit is being polled too frequently. (Cellwatch has attempted to write data to the comm port before the previous comm. port routine has finished within Cellwatch.)</p> <p>This can occur in Diagnostics mode when command buttons have been clicked too frequently.</p>
4	<p>Echo data: Missing ("No Loop Back") DCM Data: Unknown</p> <p>No data has been received from the control unit in response to a command.</p> <p>This can be caused by:</p> <ul style="list-style-type: none"> • An unpowered DCM in the loop • Crossed fiber optic connections □ Too much noise on the system. • Someone has broken the RS-485 connection.
5	<p>Echo data: Incorrect DCM data: Missing</p> <p>The control unit echoed the command back incorrectly. Additionally, the expected DCM data was missing.</p> <p>This could be caused by noise on a DCM affecting the command packet (the command is never interpreted / executed and so no data is sent back to the CU).</p> <p>Equally, noise on the RS-485 bus could cause the command packet to be incorrectly interpreted and relayed by the Control Unit.</p>



6	Echo data: OK DCM data: Missing <p>The control unit echoed the command back correctly, but the DCM payload data was missing.</p> <p>This could be caused by a fiber connection problem linking the DCMs.</p>
7	Echo data: OK DCM data: Incorrect <p>The control unit echoed the command back correctly, and the DCM payload data was present but was corrupt.</p> <p>This can occur in situations where the DCM loop is suffering noise issues.</p>
8	Unit too warm <p>This message is generated when a DCM „overheat“ code is detected in the returned data from the control unit. Allow the DCM to cool by waiting a few seconds before testing again.</p>
9	Echo data: Incorrect DCM data: Incorrect <p>Both the echoed packet from the CU and the DCM data are corrupt.</p> <ul style="list-style-type: none"> Noise due to DCMs mounted on metal work. Other noise interference. Possibly: the DCM count in the config file and the number of DCMs in a loop do not match.
10	Incomplete reply from XTR <p>Data sent back from a CU in response to an XTR (get extended TP and CT information) is incomplete.</p>
11	Command not sent to control unit <p>There was an error sending the packet from the iBMU to the CU.</p>

I/O error 82: On Windows 98 machines, this occurs when there are too many files in the Cellwatch program folder (usually C:\Program Files\Cellwatch). Delete some files.

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