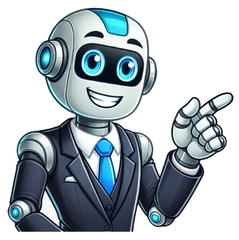
I'm not a bot



My Panelview Plus 7 Performance with firmware v10 gave me this error message: "Error #2: terminal software stopped responding, select recovery options". After talking to Rockwell tech support, they said this was a Bios error and recommended to do a factory reset of the Panelview and download the latest v10 firmware from the Rockwell website. Anyway, this system is supposed to ship soon, and I don't really want to do this in case it causes even more problems down the line. At least right now, the Panelview seems to be running ok for a few days. On the other hand, if this issue happened once, it can happen again. Any advice is appreciated! Has anyone had a similar issue before, and what did you end up doing? Based on your comments about the terminal "losing" its *.MER file, and now a low-level failure that might indicate an inability to run its filesystem.... order a replacement. Chips fail, and even though Rockwell does pretty good burn-in on PV+, it's not impossible that you have a bad SSD chip or interface. Heloo. Can someone help me how to factory reset PanelView 600. 2711-B6C1. Thanks. To recover from a firmware update failure, for example, fatal code 0F, you need to restore your terminal to its out-of-box, factory default state. Follow these steps to restore factory defaults from Maintenance mode. 1. Press and hold the DEFAULT switch on the back of the logic module. 2. Press and release the RESET switch. 3. Release the DEFAULT switch. The maintenance menu is displayed. Maintenance Window with Safe Mode Selected default button pressed, please select maintenance options Maintenance Menu -- ver 0x.xx Special BOOT Action - SAFE Mode Reboot with selected options Selects the special BOOT action that will be executed during this system boot. - SAFE mode---------- The system will start in the configuration mode of FactoryTalk View ME Station. - IMPORTANT---------- FactoryTalk View ME Station will load at start up not the custom HMI application. The HMI application will start normally the next time the terminal is rebooted. The version refers to the boot loader. TIP Terminals require an attached USB keyboard to navigate in Maintenance mode. 154 Rockwell Automation Publication 2711PC-UM002C-EN-P - March 2015 Chapter 8 Troubleshooting 4. Press the down arrow on the keyboard to select the following option: Special BOOT Action -None 5. Press the right arrow three times to select the following option: Special BOOT Action - Restore Factory Defaults 6. Press the up arrow to select ‘Reboot with selected options’. 7. Press Enter on your keyboard to initiate the factory default restore process. The terminal is returned to its out-of-box state, including the firmware, registry, file system, and storage areas. All user data is lost after the restore. I dont have any default switch on the back of the PV600 unit. No key, no switch, no button on the back! This is not a PLUS version. This is the plain PV600 For a PanelView 600. 2711-B6C1 (Standard PanelView) See text But all you need to do is load a new program, it will write over the old. Thanks Mickey. It looks like it worked. This is the RIO module, we talked about it few weeks ago. I ordered a RIO scanner card. I managed the scanner card to go OFF the fault, but never was able to run it. Now iam trying to do that. Bought a 2Gb memory card, did not work. I just want to have it up at least to communicate with it... On the PV 600 now I have the fault flashing. Sorry about that, I did a search on Rockwell for PV600 and didn't notice the manual that came up was for the PV+ No problem, I appreciate your willingness to help. I managed now to reset, but the red Fault LED is flashing. What now? it is the RIO version. Cable connected. Need to address it properly... I guess. ANy help is welcome. Thanks Have you tried to connect to the RS232 port using RSLinx. And load a new program Straight thru cable. DF1 driver? I did not. It is a printer driver. Should I? The RS232 is a printer port. I just made a little program in Panelbuilder32. Onl;y one maintained push button. Now the settings: PV600/RIO/ Aux portownload PLC ype: SLC504.../Name:542/ Rack 0/ Module: 0,2/ Last chassis (check) In block transfer: should I have anything enabled? If yes: is R or W, length? Pass though should be checked? Page 2 At the moment I have the error when validating the program: Tag does not have valid address in the terminals assigned Discrete Block or Block Transfer Channels. What address should I have there? I addressed B3:0/0. Or where is it where I need to address those? Thanks Mickey. I used the strait through cable and manage to get online with the PV600. The next step is the PLC(SLC5/04, L541) to communicate/see it through the RIO. And thats where I am now stuck. Any help is appreciated. Thanks Thanks Mickey. I used the strait through cable and manage to get online with the PV600. The next step is the PLC(SLC5/04, L541) to communicate/see it through the RIO. And thats where I am now stuck. Any help is appreciated. Thanks I have never setup a RIO PanelView. So hopefully those that have will jump in. Read the manual(s) , give it a shot and come back with your question. I'm sure the experts will help out. Thanks Mickey. In the meantime I was successful. Lots of different trial. Looks like I'm coming closer to setup fully, still have a minor issue. SLC504 CPU green LED, communication ok. RIO scanner card no fault, COMM LED is steady GREEN. so far so good. But on the PV600 have error: "Write to Controller logic failed." I use only 1 bit: B3:0/0, when I press the PV push button, maintained, should come on in PLC ladder. But It won't. I use the B3:0 bite as READ setting. If I change it to WRITE, getting error: "Tag does not have address in the terminals assigned Discrete Rack or Blcok Trensfer Channels. Somewhere a minor mistake, but where? It usually helps those to help you if you can post the programs. Both the SLC and the PV. Zip them first. Mickey. The PV600 FRN version is 3.02. DO you think I should upgrade to 4 or higher? I was looking on AB website but did not find... Thanks Mickey. In the meantime I was successful. Lots of different trial. Looks like I'm coming closer to setup fully, still have a minor issue. SLC504 CPU green LED, communication ok. RIO scanner card no fault, COMM LED is steady GREEN. so far so good. But on the PV600 have error: "Write to Controller logic failed." I use only 1 bit: B3:0/0, when I press the PV push button, maintained, should come on in PLC ladder. But It won't. I use the B3:0 bite as READ setting. If I change it to WRITE, getting error: "Tag does not have address in the terminals assigned Discrete Rack or Blcok Trensfer Channels. Somewhere a minor mistake, but where? RIO Panelviews are a bit of a headache because you have to set up the block transfers properly and then stick to those addresses in your applications. The base I/O addresses assigned to the Panelview based on its logical rack, group and size are often not enough. If you set up the block transfers to get more data back and forth, the size of the transfers is critical. The Panelview determines what is what based on the size of the message. This only applies if you have multiple reads and/or multiple writes. In most cases, you can get enough data with one of each. Set up a BTW and a BTR, and make them big enough to cover your needs times two (or three). Maybe you only need to read 8 bits for 8 buttons and four values (written by the Panelview) and you need 10 indicator bits and four indicator values...Go ahead and set up the block transfer for 20 words each way. You will be glad you did later when you need to alter something. I also recommend using a "mirror" pattern. For example: If you need to display a number and you pick "N10:12", and you also need to edit that number, make that address "N11:12". Then you block transfer write in the PLC) could be "N10:0" with a length of twenty, and your BTR can be "N11:0" with a length of twenty. If you have a button controlling bit "N11:0/3" use "N10:0/3" as the indicator for that button. Notice that your indicators must be in the read group (BTW from the PLC) and your control bits and words must be in the write group (BTR from the PLC). Suppose you want to use "B" addresses for buttons (you could use bits within the N11 group, but maybe you have a preference for B13:0/0 through B13:0/15)... Make sure your BTR for that group of addresses does NOT have the same length as the BTR for the "N11" group. It has been many years and I don't have the software any more, but those are the general things to keep in mind. Last edited: Jan 31, 2016 Thanks a lot. I will try to pay attention of these 10000 ambiguous things, especially when I set it up first time. OkiePC, your recommendations are awesome. Very good help, and I tried them. STill "Write to logic controller failed". DO you think the FRN3.02 should be updated to 4 or plus or should work with the 3.02? OkiePC, your recommendations are awesome. Very good help, and I tried them. STill "Write to logic controller failed". DO you think the FRN3.02 should be updated to 4 or plus or should work with the 3.02? I think the firmware probably has nothing to do with it. There may be other things to be gained. I think your error points to a problem with the block transfers. Double check your logic on the PLC side and make sure the sizes you have set up in the Panelview matches up like it should. Google led me here: I knew more about this stuff ten years ago.... I set N10 length for 100 in the PLC. In PV BTR is 50. N11 length is 100 in the PLC. In PV BTW 50. Is the rack number) or shoudl be? The BTR and BTW length need to match the sizes in the Panelbuilder32 application. I think 64 words is the limit. The data table size in the PLC can be longer (but not shorter). In the PLC, you should see the BTR and BTW instructions perform without errors. They also need to repeat, and may need to be interlocked, so they don't happen at the same time. Last edited: Jan 31, 2016 Yes. Thats the case. I dont get why the COMM LED on the RIO scanner card is ON, Green, steady, but the communication/address is not right. It took me long time to figure out how to communicate. Now it does, but still not right. Interesting thing is the error message popping up not all the time just every, maybe minute, or so. But the PB bit is still not coming ON on the PLC when I press the field button. I use only 1 bit, thats N10:0/0. Maintained PB. On PV600 is staying on, but nothing in the PLC. Page 3 I use only 1 bit, thats N10:0/0. Maintained PB. On PV600 is staying on, but nothing in the PLC. If I remember right, you can't use a bit that is written by the Panelview as the indicator for that same button. The Panelview can only read bits for display purposes that are part of its read block and can only write to bits that are part of its write block for control purposes. Are your block transfers (looking at the PLC logic online) repeating and getting done without errors? My bit N10:0/0 is in the rung where I use it as a relay contact (XIC) and turning on the output O:3.0. The transfer is flawless, no error. PV is validating without problem. Just a thought: is it matter where the RIO scanner card located? My is the first slot after the CPU. The second is an Input (I:2) and the third is Output (O:3). I thought the first one after the CPU will be the adress 0. In my case is 1, meaning I have the 32 words of the RIO card, I:1.0 - I1.31). SHould those be not I:0.0 - I:0.31? Slot 0 is the CPU slot. Slot 1 is the next one to the right. You have it correct. That part is ok than. But where is the problem? Post some screenshots of your Panelview RIO setup and the BTR and BTW rungs. I tried with my cell phone, but even after I zipped them, the size is bigger than 400KB. I'll try with my camera Another thought. The pass through is check marked, and System Bits S:34/0 and S:34/5 are made 1 to have ON. Is this needed or not? Is this causing the issue, or maybe not.... I tested with or without passthrou, Bits S:34/0 and S:34/5, 1 or 0. No difference. In your second picture showing the block transfer setup in Panelbuilder32, you show only one block transfer enabled. (Tickbox to the left). FYI, In the future, try using ALT + PrintScreen to take a screenshot of your computer...no camera needed. Then paste the capture in your favorite bitmap editor. Crop it, add notes, circle stuff if you want, save it, and attach it. Attached in word format 2 pictures Not 100% sure, but maybe you need to assign at least one tag to the "W" block so it won't try to delete it. EDIT: Yes, from the user manual for PB32: Message: Unused Block Transfer Channel will be removed. Meaning: A block transfer defined in the Block Transfer dialog is not used by the application. What to do: Remove it from the application or reference it. Manual pdf: Last edited: Jan 31, 2016 I did it, but the additional circle (pilot light) now is in error. That means is not reading/writing. New PanelView Plus 7 Performance Series B P2711p-t10c22d9p out of the box I went through the touch calibration screen and then to the "Welcome to PanelView Plus" screen. I then go to the password screen and it just loops back to the welcome screen over and over. I got on the phone with an AB rep and he said to just return it and get a new one... I have been rebooting it while hold F1, shift-F10, CTRL+SHIFT and nothing. A-B Quality Any solution to this? Last edited: Aug 24, 2022 Factory reset and try again No sure on how to factory reset one of these. There isn't a button on the back There is a button, it is just unlabeled. Edit: When you press the button, it reboots to the maintenance menu, where you can factory reset it. Last edited: Aug 24, 2022 Found it! Its very unlabeled Found it! Its very unlabeled After you factory reset it, then get it all configured, you can return to this menu and back it up. That way, when you have to do this again, you can restore your backup. This has happened to us twice in the ~two dozen we've setup. They don't like to boot with the thumb drive in, so I what I think happened is that at some point during the setup, someone left the thumb drive in, thought it was frozen and yanked the power. It was then stuck with the welcome screen infinite loop. After you factory reset it, then get it all configured, you can return to this menu and back it up. That way, when you have to do this again, you can restore your backup. This has happened to us twice in the ~two dozen we've setup. They don't like to boot with the thumb drive in, so I what I think happened is that at some point during the setup, someone left the thumb drive in, thought it was frozen and yanked the power. It was then stuck with the welcome screen infinite loop. Yup, I had the welcome screen infinite loop and I didn't know how to factory reset it. I just did factory reset and it seems to be working properly now. I think the same thing caused it, but I had a keyboard plugged in instead of a thumb drive. What if ours doesn't have that button? Check again, it took me a while to find it myself. In today’s article I’ll walk you through resetting your PanelView Plus 7 to Factory Defaults: Step 1) Plug a USB Keyboard into your PanelView Plus 7: Step 2) Cycle Power to your PanelView Plus 7 while holding down the F1 Key: Step 3) When the Maintenance Menu comes up, press the down arrow key once to select “Special BOOT Option – None” Step 4) Now press the right key until you see “Special BOOT Option – Factory Defaults” Step 5) Now press the up arrow key to select “Reboot With Selected Options” and press enter: Step 6) At this point your PanelView Plus 7 will reboot and reload the default firmware it came with, which in this case was 7.0: Step 7) This also reset the units desktop access password back to the default password of “password” To watch a video demonstration of the above, check out Episode 38 of The Automation Minute Season 4 below: If you found this article helpful, please share it with your colleagues on LinkedIn, Facebook, Twitter or Goggle Plus! 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