

TT191101 – Troubleshoot - IO Module Errors Reporting

Note

This Support Knowledge Base article KB is the result of a support request.

It is not part of the official documentation of DEOS AG and does not claim to be complete.

The article is intended to support the solution of a similar problem.

If you have any questions, comments or additions, please contact DEOS AG Support.

Title

Troubleshoot - IO Module Errors Reporting (TT191101)

Object

OPEN EMS

Reference version

-

Date

11.2019

Author

EK

Goal

To troubleshoot IO module and collect information for errors reporting

Content:

Not secure | 192.168.170.101/client/index.html

Table
Transfer
COSMOS IO modules
AI8AO4 DDC101
analog inputs (DDC101)
analog outputs (DDC101)
DI16 addr.01 (-)
digital inputs addr.01
DI8DO12 DDC101
DO8TH addr.02 (-)

OPEN IO-module DS-C-DI16 (-)

analog inputs | digital inputs | digital outputs | analog outputs

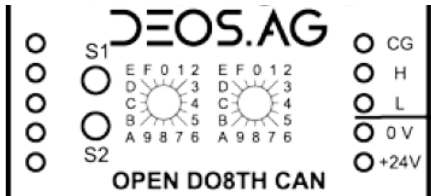
digital inputs (addr.01 ddc101)

General | module status | report manual operation ☒ | report module error ☒

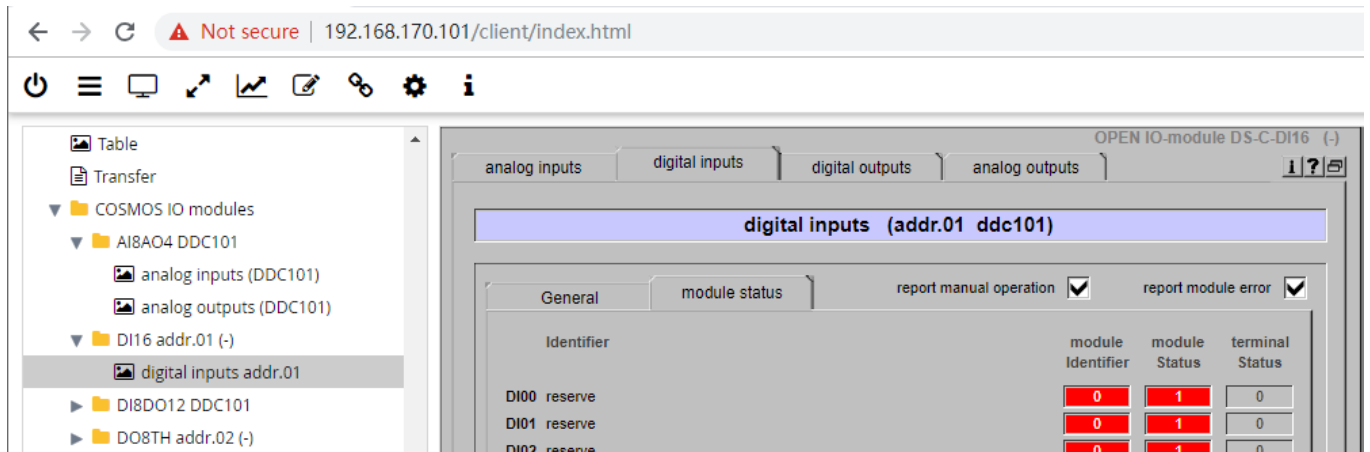
Identifier	module Identifier	module Status	terminal Status
DI00 reserve	0	1	0
DI01 reserve	0	1	0
DI02 reserve	0	1	0

TT191101 – Troubleshoot - IO Module Errors Reporting

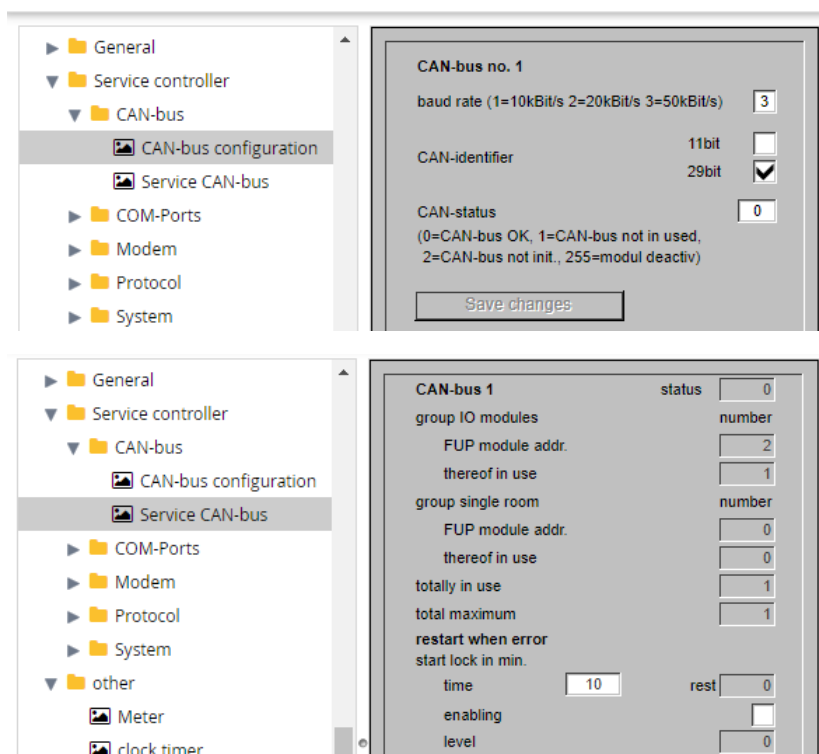
1. If you cannot see the IO module in the controller, first you can refer to TT180703 for troubleshooting of the communication problem
2. If the problem still happens, please send us the following information for troubleshooting
3. First, please capture a small video showing the flashing of the S1 and S2 LED on the IO module with problem



4. Second, access the control using a browser (e.g. Chrome), and check the IO module status, by clicking “COSMOS IO module”, and then the module with problem. Then click on the “module status” tab to show the error in RED



5. Third, click on “Service controller”, “CAN-bus”, and click on both “CAN-bus configuration” and “Service CAN-bus” pages



6. Forth, click on “system”, “CAN-BUS”, capture all the information using the scroll bar and send us all the screens, most importantly at the bottom showing all the IO modules status

CAN1 / CAN-Ring HSB (High Safety Bus)

CAN Settings

Port	1	1 / 2
Baud Rate	50000	
Mode	NORMAL	NORMAL / RING-MODE

CAN Bus Statistics

Timestamp	11.10.2019 09:58:43
Ring Status	OFF
CAN Quality	15 Value: 0..100
Device Counter	1
Telegram Count	1170
Telegram Sent Count	754
Telegram Received Count	416
Error Count	26
Last Runtime	0.000
Min Runtime	0.000

ONLINE (session expired)

CAN List Of Device (Detect:11.10.2019 09:58:40)

DetectionTime	Adr	Status	SenderTyp	Ser	HW	SW	HWTyp	NotFou	Restart
11.10.2019 08:20:27	0x01:01	NOT_FOUND	COSMOS OP0		0.0	0.0		1	0
11.10.2019 08:20:23	0x02:02	ACTIVE	DO8TH	1550530025	3.3	1.2	DA8TH	0	0

7. Lastly, click on the service button , and then click on “service”

Not secure | 192.168.170.101/client/index.html

Service
Options

8. Click on the 3 pages (pview.htm, lognews.htm, sysinfo.htm) and send us all the information on these pages (not just screen capture)

Project name : Testing

Controller program name : DDC101

Page	Content
pview.htm	Show all running processes
shm.htm	Show all used shared memory blocks
lognews.htm	The latest entries of the log file
password.htm	Enter a password
sysinfo.htm	System information
package.htm	Shows all installed Packages
modemlog.htm	The latest entries of the modem log file

9. If you're using Chrome, you can right click on the page, and select "Save as..."

← → ↻ ⓘ Not secure | 192.168.170.101:3000/sysinfo.htm

Project name : Testing

Controller program name : DDC101

System parameter	
Hardware type	COSMOS 600 OPEL
Hardware version	5.00
Firmware version	1.056a
MAC address	3018CF00135B
Serial number	OPEAA04955
Kernel-Version	Linux version 2.6.24
COM-Mode	COM2

Back
Forward
Reload
Save as...
Print...
Cast...
Translate to English
View page source
Inspect

Alt+Left Arrow
Alt+Right Arrow
Ctrl+R
Ctrl+S
Ctrl+P

Ctrl+U
Ctrl+Shift+I

CET 2016

10. Do the same for "pview.htm"

← → ↻ ⓘ Not secure | 192.168.170.101:3000/pview.htm

Project name : Testing

Controller program name : DDC101

Current system time:
11.10.2019
10:10:58

Process-ID	pview	lognews	regel
command line	/pview -inifile pview.ini	/lognews -inifile lognews.ini	../prog
Status	PS_RUNNING	PS_RUNNING	PS_RU
PID	1812	1790	1813
priority	0	0	0
SW-watchdog timeout	0	0	30

Back
Forward
Reload
Save as...
Print...
Cast...
Translate to English
View page source
Inspect

Alt+Left Arrow
Alt+Right Arrow
Ctrl+R
Ctrl+S
Ctrl+P

Ctrl+U
Ctrl+Shift+I

11. And "lognews.htm"

← → ↻ ⓘ Not secure | 192.168.170.101:3000/lognews.htm

Project name : Testing

Controller program name : DDC101

the latest entries of the global log file:

3.10.2019 15:55:57 : filexch -> Version 1.026
3.10.2019 15:55:59 : msgclnt -> Version 1.054
3.10.2019 15:56:00 : preset -> Version 1.054e
3.10.2019 15:56:02 : transfer -> Version 1.056a
3.10.2019 15:56:04 : mdmsrv -> Version 1.056a
3.10.2019 15:56:05 : pview -> Version pview 1.056a
3.10.2019 15:56:07 : comser2 -> Version 1.056a
3.10.2019 15:56:08 : mpmtcpip -> Version mpmtcpip 1.056a
3.10.2019 15:56:09 : uploader -> Version 1.051
3.10.2019 15:56:09 : uploader -> HW-Version der

Back
Forward
Reload
Save as...
Print...
Cast...
Translate to English
View page source
Inspect

Alt+Left Arrow
Alt+Right Arrow
Ctrl+R
Ctrl+S
Ctrl+P

Ctrl+U
Ctrl+Shift+I