
Error when starting the system from power off

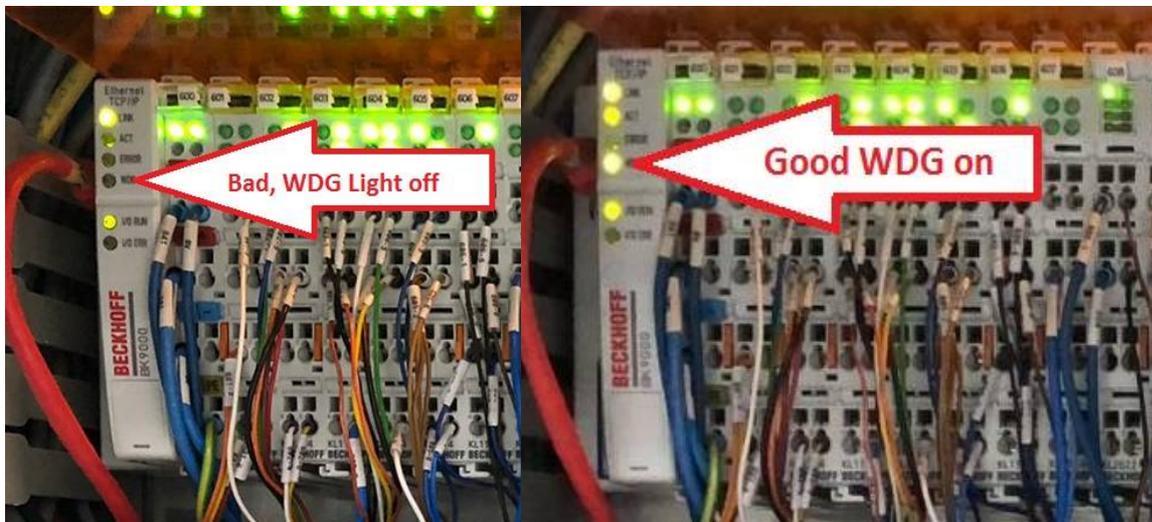
Wordentec WAVE systems should start and be useable within a few seconds of power up.

The power up sequence is:

- 1) Switch on at the main isolator
- 2) Ensure both emergency stop buttons are in the out position
- 3) Press the green reset button.

If connected correctly this should switch on the system PC, the touch screen and any peripheral devices such as genius scan controllers.

We have noticed, on a few windows 10 systems, that on occasion this does not happen correctly. The start up link does not work correctly so the PC boots up to a windows desktop. When this happens the operator generally opens the software manually. Unfortunately, the initial software boot is happening in the background. The second boot request then causes two versions of the software to be running at the same time. This appears to crash the Beckhoff i/o which reverts to set up config mode. When this occurs no outputs or inputs register in WAVE and a stream of errors appear. This stream usually starts with shutter and power errors. Also, the i/o watchdog light of the Beckhoff base station does not illuminate.

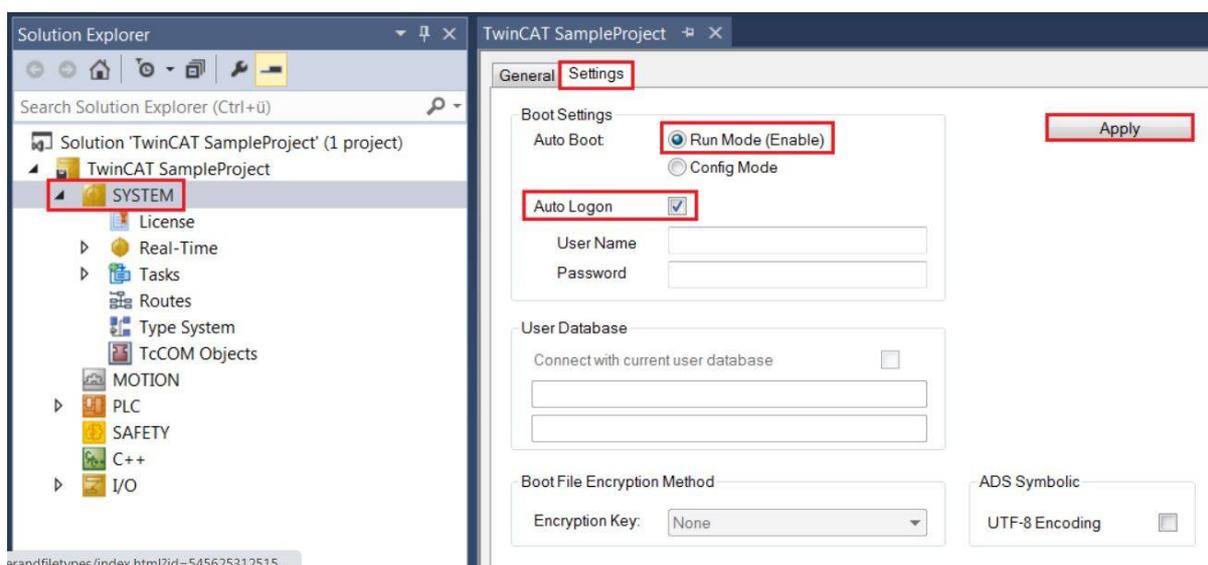


To fix this issue:

- 1) Change the auto boot setting in the twincat3 configuration page.
- 2) Change the target software within the twincat3 start up directory
- 3) Restart the system and ensure the twincat is running and the correct software has booted.

Change the auto-boot setting.

- 1) Click the twincat shell icon at the bottom left of the screen and open the system manager
- 2) Open the project by either loading the last solution from the menu in the centre of the screen or choose "open from target" from the file menu at the top right
- 3) Open the navigation tree at the left side of the screen
- 4) Double click the "system" block of text at the top of the screen to open a dialogue box.
- 5) Choose the settings tab and check the boxes shown below. Use "Admin" and the machine project number in lower case letters for the password. Apply, save and close



Check or change the target software

- 1) Ensure the WAVE software is not running. Close using the X at the top of the screen.
- 2) In the windows taskbar at the bottom of the screen, open windows explorer.
- 3) Navigate to C:\TwinCAT\3.1\Target\Start up\
- 4) There should be only one shortcut in this directory. Right click and check the properties are correct. The file paths must match the latest version of the software.
- 5) Check your shortcut by double clicking, when the software starts, check the software number in "help/about"

Restart the system and check

- 1) Close the WAVE software, choose restart from the shut-down menu
- 2) Check that the PC starts correctly and after a 20 seconds the WAVE software is running
- 3) Using help/about at the top left of the screen check it's the correct, latest version.