



zenon
by COPA-DATA

zenon driver manual

BeckhBc32

v.8.10



COPADATA

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Contents

| | | |
|-----------|--|-----------|
| 1 | Welcome to COPA-DATA help..... | 4 |
| 2 | BeckhBc32 | 4 |
| 3 | BeckhBc32 - data sheet | 5 |
| 4 | Driver history | 6 |
| 5 | Requirements | 7 |
| 5.1 | PC | 7 |
| 6 | Configuration | 7 |
| 6.1 | Creating a driver | 8 |
| 6.2 | Settings in the driver dialog | 11 |
| 6.2.1 | General | 12 |
| 6.2.2 | Driver dialog BeckhoffBc settings | 16 |
| 7 | Creating variables..... | 17 |
| 7.1 | Creating variables in the Editor..... | 17 |
| 7.2 | Addressing | 20 |
| 7.3 | Driver objects and datatypes..... | 21 |
| 7.3.1 | Driver objects | 21 |
| 7.3.2 | Mapping of the data types | 23 |
| 7.4 | Creating variables by importing | 23 |
| 7.4.1 | XML import | 24 |
| 7.4.2 | DBF Import/Export | 25 |
| 7.4.3 | Online import | 30 |
| 7.5 | Communication details (Driver variables) | 32 |
| 8 | Driver-specific functions..... | 38 |
| 9 | Driver command function | 38 |
| 10 | Error analysis | 43 |
| 10.1 | Analysis tool | 43 |
| 10.2 | Error numbers..... | 44 |
| 10.3 | Check list | 44 |

1 Welcome to COPA-DATA help

ZENON VIDEO-TUTORIALS

You can find practical examples for project configuration with zenon in our YouTube channel (https://www.copadata.com/tutorial_menu). The tutorials are grouped according to topics and give an initial insight into working with different zenon modules. All tutorials are available in English.

GENERAL HELP

If you cannot find any information you require in this help chapter or can think of anything that you would like added, please send an email to documentation@copadata.com.

PROJECT SUPPORT

You can receive support for any real project you may have from our Support Team, who you can contact via email at support@copadata.com.

LICENSES AND MODULES

If you find that you need other modules or licenses, our staff will be happy to help you. Email sales@copadata.com.

2 BeckhBc32

FOR WHICH PLCS

This driver is used for communicating with bus terminals / bus connectors by Beckhoff, like BC9000, BK9000 etc. As opposed to the Beckh_32 and BeckhTc32 drivers, it uses a simpler communication, because the bus terminals do not support the complex communication of those drivers.

Tested with the following hardware and software:

- ▶ Beckhoff bus terminals BC9000 Firmware 0xB900

- ▶ TwinCAT v2.9.0 (Build 103)
- ▶ TwinCAT TC ADS Communication Library

ERROR TIMEOUT

After a read or write error at a device, the driver will wait 20 seconds before trying to read values from that device again. In case of an error, the AMS net timeout time will be used. If no AMS router is installed, the TCP/IP timeout time will be used. In this case, there will be a timeout of up to 60 seconds at intervals of about 20 seconds, during which no variables will be queried.

3 BeckhBc32 - data sheet

| General: | |
|------------------|----------------------------------|
| Driver file name | BeckhBc32.exe |
| Driver name | Beckhoff BC-BK 9000 |
| PLC types | Beckhoff BC/BK 9000 bus terminal |
| PLC manufacturer | Beckhoff |

| Driver supports: | |
|---------------------------|---------------|
| Protocol | TC-ADS |
| Addressing: Address-based | Address based |
| Addressing: Name-based | -- |
| Spontaneous communication | -- |
| Polling communication | X |
| Online browsing | -- |
| Offline browsing | X |
| Real-time capable | -- |
| Blockwrite | -- |
| Modem capable | -- |
| RDA numerical | X |

| Driver supports: | |
|--------------------------------------|----|
| RDA String | -- |
| Hysteresis | -- |
| extended API | -- |
| Supports status bit WR-SUC | -- |
| alternative IP address | -- |

| Requirements: | |
|----------------|--|
| Hardware PC | Standard network card |
| Software PC | The TC-ADS software must be installed. (TC-ADS is on the installation medium). TwinCAT does not need to be installed on the same computer. The use of TwinCAT CP is recommended. |
| Hardware PLC | -- |
| Software PLC | Firmware 0xb900 for Beckhoff BC terminals |
| Requires v-dll | -- |

| Platforms: | |
|-------------------|---|
| Operating systems | Windows 10; Windows 7; Windows 8; Windows 8.1; Windows Server 2008 R2; Windows Server 2012; Windows Server 2012 R2; Windows Server 2016 |

4 Driver history

| Date | Driver version | Change |
|----------|----------------|------------------------------|
| 07.07.08 | 900 | Created driver documentation |

DRIVER VERSIONING

The versioning of the drivers was changed with zenon 7.10. There is a cross-version build number as of this version. This is the number in the 4th position of the file version,
For example: **7.10.0.4228** means: The driver is for version **7.10** service pack **0**, and has the build number **4228**.

Expansions or error rectifications will be incorporated into a build in the future and are then available from the next consecutive build number.

Example

A driver extension was implemented in build **4228**. The driver that you are using is build number **8322**. Because the build number of your driver is higher than the build number of the extension, the extension is included. The version number of the driver (the first three digits of the file version) do not have any significance in relation to this. The drivers are version-agnostic

5 Requirements

This chapter contains information on the requirements that are necessary for use of this driver.

5.1 PC

- ▶ BeckhBc32.exe: Is installed during zenon installation
- ▶ TheTcADS Communication Library is required. The software is on the zenon installation medium in the folder `\Software\Driver_3rd_party_software\Beckhoff TC-Ads Software`.
- ▶ It is recommended to use the Software TwinCAT CP from the TwinCAT installation CD, because this way, the AMS Net timeout from the driver configuration will be used instead of the standard TCP/IP timeout.

6 Configuration

In this chapter you will learn how to use the driver in a project and which settings you can change.

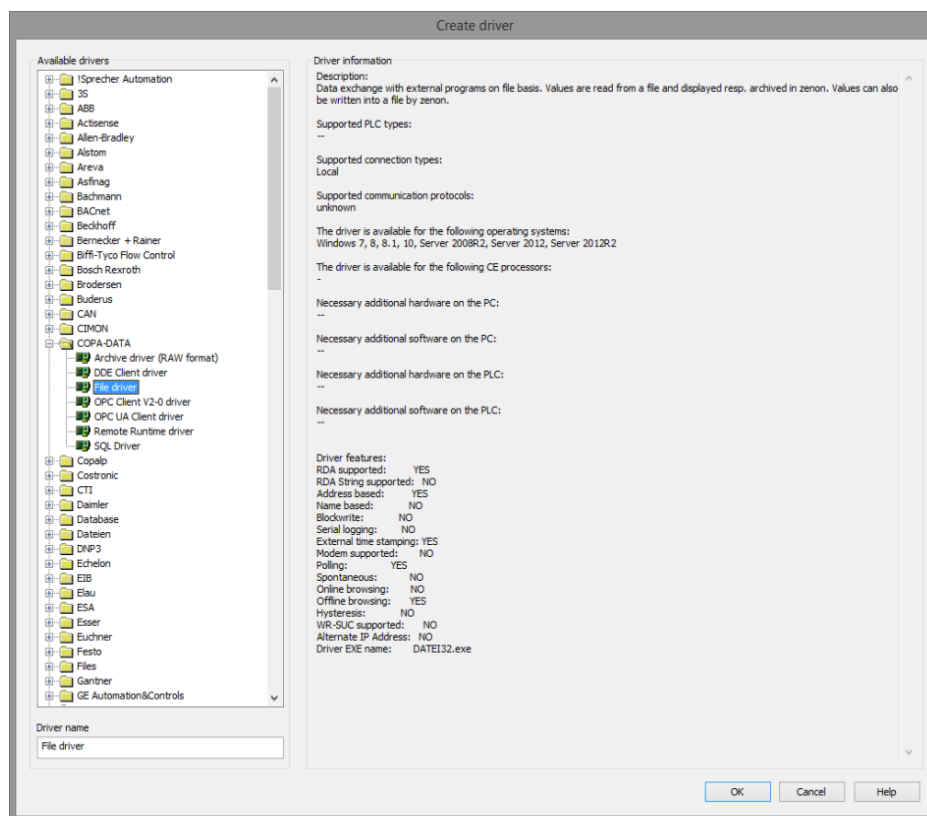


Information

Find out more about further settings for zenon variables in the chapter Variables (main.chm::/15247.htm) of the online manual.

6.1 Creating a driver

In the **Create driver** dialog, you create a list of the new drivers that you want to create.



| Parameter | Description |
|--------------------------|---|
| Available drivers | <p>List of all available drivers.</p> <p>The display is in a tree structure: [+] expands the folder structure and shows the drivers contained therein. [-] reduces the folder structure</p> <p>Default: <i>no selection</i></p> |
| Driver name | <p>Unique Identification of the driver.</p> <p>Default: <i>Empty</i></p> |

| Parameter | Description |
|---------------------------|--|
| | The input field is pre-filled with the pre-defined Identification after selecting a driver from the list of available drivers. |
| Driver information | Further information on the selected driver. Default: <i>Empty</i> The information on the selected driver is shown in this area after selecting a driver. |

CLOSE DIALOG

| Option | Description |
|---------------|--|
| OK | Accepts all settings and opens the driver configuration dialog of the selected driver. |
| Cancel | Discards all changes and closes the dialog. |
| Help | Opens online help. |



Information

The content of this dialog is saved in the file called Treiber_[Language].xml. You can find this file in the following folder:

C:\ProgramData\COPA-DATA\zenon[version number].

CREATE NEW DRIVER

In order to create a new driver:

1. Right-click on **Driver** in the Project Manager and select **New driver** in the context menu.
Optional: Select the **New driver** button from the toolbar of the detail view of the **Variables**.
The **Create driver** dialog is opened.

- The dialog offers a list of all available drivers.



- Select the desired driver and name it in the **Driver name** input field. This input field corresponds to the **Identification** property. The name of the selected driver is automatically inserted into this input field by default.

The following is applicable for the **Driver name**:

 - ▶ The **Driver name** must be unique.
If a driver is used more than once in a project, a new name has to be given each time. This is evaluated by clicking on the **OK** button. If the driver is already present in the project, this is shown with a warning dialog.
 - ▶ The **Driver name** is part of the file name.
Therefore it may only contain characters which are supported by the operating system. Invalid characters are replaced by an underscore (_).
 - ▶ **Attention:** This name cannot be changed later on.
- Confirm the dialog by clicking on the **OK** button.
The configuration dialog for the selected driver is opened.

Note: The language of driver names cannot be switched. They are always shown in the language in which they have been created, regardless of the language of the Editor. This also applies to driver object types.

DRIVER NAME DIALOG ALREADY EXISTS

If there is already a driver in the project, this is shown in a dialog. The warning dialog is closed by clicking on the **OK** button. The driver can be named correctly.



ZENON PROJECT

The following drivers are created automatically for newly-created projects:

- ▶ **Intern**
- ▶ **MathDr32**
- ▶ **SysDrv**



Information

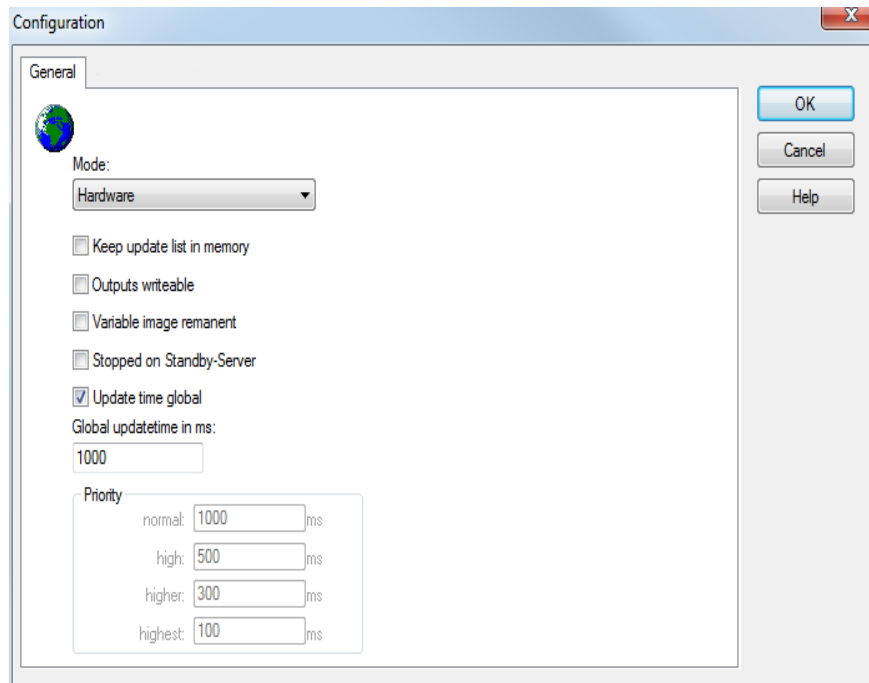
Only the required drivers need to be present in a zenon project. Drivers can be added at a later time if required.

6.2 Settings in the driver dialog

You can change the following settings of the driver:

6.2.1 General

The configuration dialog is opened when a driver is created. In order to be able to open the dialog later for editing, double click on the driver in the list or click on the **Configuration** property.



| Option | Description |
|-------------|---|
| Mode | <p>Allows to switch between hardware mode and simulation mode</p> <ul style="list-style-type: none"> ▶ <i>Hardware:</i> A connection to the control is established. ▶ <i>Simulation - static:</i> No communication between to the control is established, the values are simulated by the driver. In this modus the values remain constant or the variables keep the values which were set by zenon Logic. Each variable has its own memory area. E.g. two variables of the type marker with offset 79 can have different values in the Runtime and do not influence each other. Exception: The simulator driver. ▶ <i>Simulation - counting:</i> No communication between to the control is established, the values are simulated by the driver. In this modus the driver increments the values |

| Option | Description |
|---------------------------------------|--|
| | <p>within a value range automatically.</p> <ul style="list-style-type: none"> ▶ <i>Simulation - programmed:</i> No communication is established to the PLC. The values are calculated by a freely programmable simulation project. The simulation project is created with the help of the zenon Logic Workbench and runs in a zenon Logic Runtime which is integrated in the driver. For details see chapter Driver simulation (main.chm::/25206.htm). |
| Keep update list in the memory | <p>Variables which were requested once are still requested from the control even if they are currently not needed. This has the advantage that e.g. multiple screen switches after the screen was opened for the first time are executed faster because the variables need not be requested again. The disadvantage is a higher load for the communication to the control.</p> |
| Output can be written | <ul style="list-style-type: none"> ▶ <i>Active:</i> Outputs can be written. ▶ <i>Inactive:</i> Writing of outputs is prevented. <p>Note: Not available for every driver.</p> |
| Variable image remanent | <p>This option saves and restores the current value, time stamp and the states of a data point.</p> <p>Fundamental requirement: The variable must have a valid value and time stamp.</p> <p>The variable image is saved in hardware mode if one of these statuses is active:</p> <ul style="list-style-type: none"> ▶ User status <i>M1 (0)</i> to <i>M8 (7)</i> ▶ <i>REVISION(9)</i> ▶ <i>AUS(20)</i> ▶ <i>ERSATZWERT(27)</i> <p>The variable image is always saved if:</p> <ul style="list-style-type: none"> ▶ the variable is of the object type Driver variable ▶ the driver runs in simulation mode. (not |

| Option | Description |
|-------------------------------|---|
| | <p>programmed simulation)</p> <p>The following states are not restored at the start of the Runtime:</p> <ul style="list-style-type: none"> ▶ <i>SELECT(8)</i> ▶ <i>WR-ACK(40)</i> ▶ <i>WR-SUC(41)</i> <p>The mode Simulation - programmed at the driver start is not a criterion in order to restore the remanent variable image.</p> |
| Stop on Standby Server | <p>Setting for redundancy at drivers which allow only one communication connection. For this the driver is stopped at the Standby Server and only started at the upgrade.</p> <p>Attention: If this option is active, the gapless archiving is no longer guaranteed.</p> <ul style="list-style-type: none"> ▶ <i>Active:</i> Sets the driver at the not-process-leading Server automatically in a stop-like state. In contrast to stopping via driver command, the variable does not receive status switched off (statusverarbeitung.chm::/24150.htm) but an empty value. This prevents that at the upgrade to the Server irrelevant values are created in the AML, CEL and Historian. <p>Default: <i>inactive</i></p> <p>Note: Not available if the CE terminal serves as a data server. You can find further information in the zenon Operator manual in the CE terminal as a data server chapter.</p> |
| Global Update time | <p>Setting for the global update times in milliseconds:</p> <ul style="list-style-type: none"> ▶ <i>Active:</i> The set Global update time is used for all variables in the project. The priority set at the variables is not used. ▶ <i>Inactive:</i> The set priorities are used for the individual variables. |

| Option | Description |
|-----------------|---|
| | Exceptions: Spontaneous drivers ignore this option. They generally use the shortest possible update time. For details, see the Spontaneous driver update time section. |
| Priority | <p>The polling times for the individual priority classes are set here. All variables with the according priority are polled in the set time.</p> <p>The variables are allocated separately in the settings of the variable properties.</p> <p>The communication of the individual variables can be graded according to importance or required topicality using the priority classes. Thus the communication load is distributed better.</p> <p>Attention: Priority classes are not supported by each driver, e.g. spontaneously communicating zenon drivers.</p> |

CLOSE DIALOG

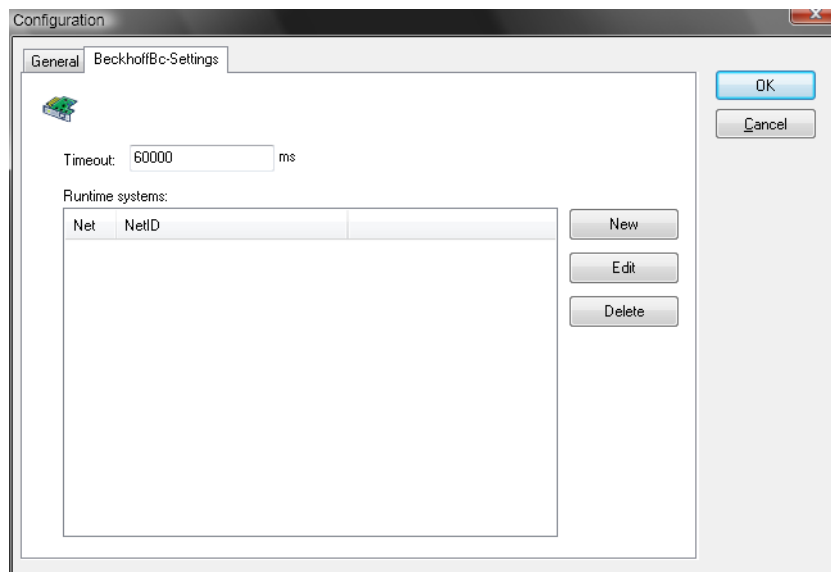
| Option | Description |
|---------------|---|
| OK | Applies all changes in all tabs and closes the dialog. |
| Cancel | Discards all changes in all tabs and closes the dialog. |
| Help | Opens online help. |

UPDATE TIME FOR SPONTANEOUS DRIVERS

With spontaneous drivers, for **Set value**, **advising** of variables and **Requests**, a read cycle is triggered immediately - regardless of the set update time. This ensures that the value is immediately available for visualization after writing. The update time is generally 100 ms.

Spontaneous drivers are **ArchDrv**, **BiffiDCM**, **BrTcp32**, **DNP3**, **Esser32**, **FipDrv32**, **FpcDrv32**, **IEC850**, **IEC870**, **IEC870_103**, **Otis**, **RTK9000**, **S7DCOS**, **SAIA_Slave**, **STRATON32** and **Trend32**.

6.2.2 Driver dialog BeckhoffBc settings

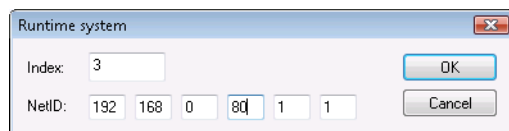


On the "BeckhoffBc settings" page, you can assign the used AMS net addresses to a hardware index. With this hardware index, you can specify the device on which a variable resides.

The mappings are stored in a text file. The name of the file consists of the driver identification, the freely definable name of the driver and the file expansion ".CFG", e.g. "BeckhoffBc32_MeinTreiber.cfg". The file has the following structure:

1. Row: "Version=2" ... File version
2. – nth row: „1,192.168.250.242.1.1" ... HW index and AMS net address are separated with commas

Click on "New" or "Edit" to create or modify entries in the list. Changing the hardware index later on is not possible. This way, a consistent mapping is guaranteed.



In the field "Timeout", you can enter the time during that the AMS router should wait for a response from devices when reading or writing variable values. After this time has passed without a response from a certain device, all variables of that device will be set to "invalid" (IBIT) in the visualization. If no AMS router is installed, the TCP/IP standard timeout time (45 seconds) will be used. Note: The AMS router is a part of the TwinCAT CP installation.

7 Creating variables

This is how you can create variables in the zenon Editor:

7.1 Creating variables in the Editor

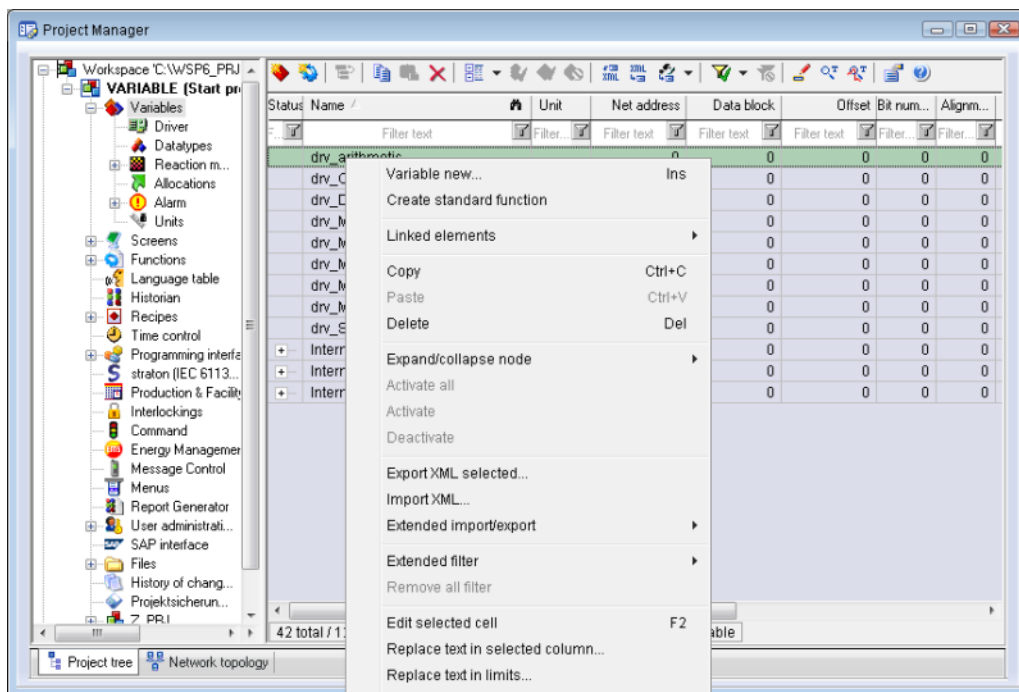
Variables can be created:

- ▶ as simple variables
- ▶ in arrays (main.chm::/15262.htm)
- ▶ as structure variables (main.chm::/15278.htm)

VARIABLE DIALOG

To create a new variable, regardless of which type:

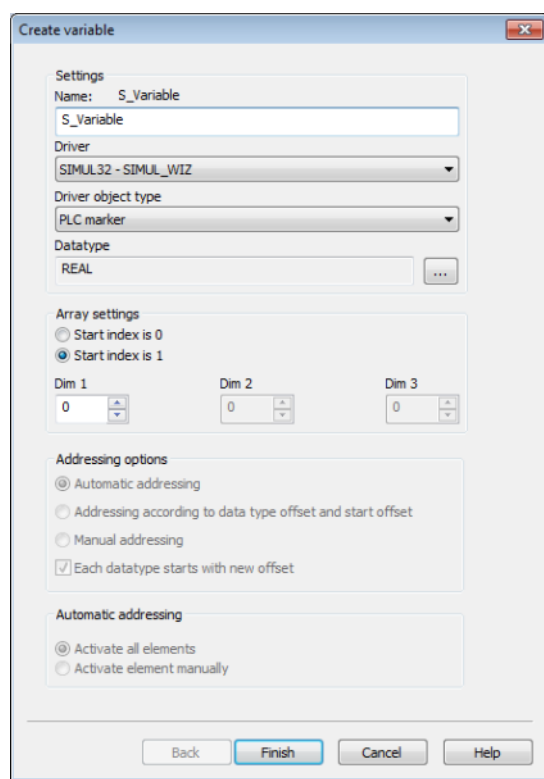
1. Select the **New variable** command in the **Variables** node in the context menu



The dialog for configuring variables is opened

2. Configure the variable
3. The settings that are possible depends on the type of variables

CREATE VARIABLE DIALOG



| Property | Description |
|--|--|
| Name | <p>Distinct name of the variable. If a variable with the same name already exists in the project, no additional variable can be created with this name.</p> <p>Maximum length: 128 characters</p> <p>Attention: the characters # and @ are not permitted in variable names. If non-permitted characters are used, creation of variables cannot be completed and the Finish button remains inactive.</p> <p>Note: For some drivers, the addressing is possible over the property Symbolic address, as well.</p> |
| Drivers | <p>Select the desired driver from the drop-down list.</p> <p>Note: If no driver has been opened in the project, the driver for internal variables (Intern.exe (Main.chm::/Intern.chm::/Intern.htm)) is automatically loaded.</p> |
| Driver Object Type (cti.chm::/28685.htm) | Select the appropriate driver object type from the drop-down list. |
| Data Type | Select the desired data type. Click on the ... button to open the |

| Property | Description |
|-----------------------------|---|
| | selection dialog. |
| Array settings | Expanded settings for array variables. You can find details in the Arrays chapter. |
| Addressing options | Expanded settings for arrays and structure variables. You can find details in the respective section. |
| Automatic addressing | Expanded settings for arrays and structure variables. You can find details in the respective section. |

SYMBOLIC ADDRESS

The **Symbolic address** property can be used for addressing as an alternative to the **Name** or **Identification** of the variables. Selection is made in the driver dialog; configuration is carried out in the variable property. When importing variables of supported drivers, the property is entered automatically.

Maximum length: 1024 characters.

The following drivers support the **Symbolic address**:

- ▶ 3S_V3
- ▶ AzureDrv
- ▶ BACnetNG
- ▶ IEC850
- ▶ KabaDPsServer
- ▶ OPCUA32
- ▶ Phoenix32
- ▶ POZYTON
- ▶ RemoteRT
- ▶ S7TIA
- ▶ SEL
- ▶ SnmpNg32
- ▶ PA_Drv

INHERITANCE FROM DATA TYPE

Measuring range, **Signal range** and **Set value** are always:

- ▶ derived from the datatype
- ▶ Automatically adapted if the data type is changed

Note for signal range: If a change is made to a data type that does not support the set **signal range**, the **signal range** is amended automatically. For example, for a change from **INT** to **SINT**, the **signal range** is changed to 127. The amendment is also carried out if the **signal range** was not inherited from the data type. In this case, the **measuring range** must be adapted manually.

7.2 Addressing

| Group/Property | Description |
|------------------------------------|--|
| General | Property group for general settings. |
| Name | Freely definable name. Attention: For every zenon project the name must be unambiguous. |
| Identification | Freely definable identification. E.g. for Resources label, comments, ... |
| Addressing | |
| Net address | not used for this driver |
| Data block | For variables of object type <i>Extended data block</i> , enter the datablock number here. Adjustable from 0 to 4294967295. You can take the exact maximum area for data blocks from the manual of the PLC. |
| Offset | Offset of variables. Equal to the memory address of the variable in the PLC. Adjustable from 0 to 4294967295. |
| Alignment | not used for this driver |
| Bit number | Number of the bit within the configured offset. Possible entries: 0 to 65535. |
| String length | Only available for String variables. Maximum number of characters that the variable can take. |
| Driver connection/Data Type | Data type of the variable. Is selected during the creation of the variable; the type can be changed here. Attention: If you change the data type later, all other properties of the variable must be checked and adjusted, if necessary. |
| Driver connection/Driver | Object type of the variables. Depending on the driver used, is selected when the variable is created and can be changed here. |

| Group/Property | Description |
|----------------------------|---|
| Object Type | |
| Driver connection/Priority | not used for this driver The driver does not support cyclically-poling communication in priority classes. |

ADDRESS CHANGES IN TWINCAT

At the import from the TwinCat TPY file, address changes are accepted in already existing zenon variables (merging) under the precondition that the variable names have not been changed neither in zenon nor in TwinCat in the mean time! When using the same prefixes at the import, the address changes are also applied correctly.

VARIABLE ADDRESSING

The variables are addressed using the byte offset in the corresponding memory block (flag, input, output) of the control.

7.3 Driver objects and datatypes

Driver objects are areas available in the PLC, such as markers, data blocks etc. Here you can find out which driver objects are provided by the driver and which IEC data types can be assigned to the respective driver objects.

7.3.1 Driver objects

The following object types are available in this driver:

| Driver Object Type | Channel type | Read | Write | Supported data types | Comment |
|--------------------|--------------|------|-------|---|---------|
| Output | 11 | X | X | BOOL, INT, UINT, DINT, UDINT, SINT, USINT | |
| Input | 10 | X | X | BOOL, INT, UINT, DINT, UDINT, SINT, | |

| Driver Object Type | Channel type | Read | Write | Supported data types | Comment |
|-----------------------|--------------|------|-------|---|---|
| | | | | USINT | |
| PLC marker | 8 | X | X | BOOL, INT, UINT, DINT, UDINT, SINT, USINT, REAL, STRING | |
| Communication details | 35 | X | X | BOOL, SINT, USINT, INT, UINT, DINT, UDINT, REAL, STRING | <p>Variables for the static analysis of the communication; is transferred between driver and Runtime (not to the PLC).</p> <p>Note: The addressing and the behavior is the same for most zenon drivers.</p> <p>You can find detailed information on this in the Communication details (Driver variables) (on page 32) chapter.</p> |

| Driver object types | Supported data types | Read | Write |
|---------------------|----------------------|------|-------|
| Marker | | X | X |
| Inputs | | X | X |
| Outputs | | X | X |

Key:

X: supported

--: not supported

7.3.2 Mapping of the data types

All variables in zenon are derived from IEC data types. The following table compares the IEC datatypes with the datatypes of the PLC.

IEC DATA TYPES

List of all IEC datatypes supported by the driver:

| PLC | zenon |
|--------|--------|
| SINT | SINT |
| INT | INT |
| DINT | DINT |
| USINT | USINT |
| UINT | UINT |
| UDINT | UDINT |
| REAL | REAL |
| STRING | STRING |
| BOOL | BOOL |

DATA TYPE

The term **data type** is the internal numerical identification of the data type. It is also used for the extended DBF import/export of the variables.

7.4 Creating variables by importing

Variables can also be imported by importing them. The XML and DBF import is available for every driver.



Information

You can find details on the import and export of variables in the Import-Export (main.chm::/13028.htm) manual in the Variables (main.chm::/13045.htm) section.

7.4.1 XML import

During XML import of variables or data types, these are first assigned to a driver and then analyzed. Before import, the user decides whether and how the respective element (variable or data type) is to be imported:

- ▶ *Import:*
The element is imported as a new element.
- ▶ *Overwrite:*
The element is imported and overwrites a pre-existing element.
- ▶ *Do not import:*
The element is not imported.

Note: The actions and their durations are shown in a progress bar during import. The import of variables is described in the following documentation. Data types are imported along the same lines.

REQUIREMENTS

The following conditions are applicable during import:

- ▶ **Backward compatibility**
At the XML import/export there is no backward compatibility. Data from older zenon versions can be taken over. The handover of data from newer to older versions is not supported.
- ▶ **Consistency**
The XML file to be imported has to be consistent. There is no plausibility check on importing the file. If there are errors in the import file, this can lead to undesirable effects in the project.
Particular attention must be paid to this, primarily if not all properties exist in the XML file and these are then filled with default values. E.g.: A binary variable has a limit value of 300.
- ▶ **Structure data types**
Structure data types must have the same number of structure elements.
Example: A structure data type in the project has 3 structure elements. A data type with the same name in the XML file has 4 structure elements. Then none of the variables based on this data type in the file are imported into the project.

Hint

You can find further information on XML import in the **Import - Export** manual, in the **XML import (main.chm::/13046.htm)** chapter.

7.4.2 DBF Import/Export

Data can be exported to and imported from dBase.



Information

Import and Export via CSV or dBase supported; no driver specific variable settings, such as formulas. Use export/import via XML for this.

IMPORT DBF FILE

To start the import:

1. right-click on the variable list
2. in the drop-down list of **Extended export/import...** select the **Import dBase** command
3. follow the import assistant

The format of the file is described in the chapter File structure.



Information

Note:

- ▶ Driver object type and data type must be amended to the target driver in the DBF file in order for variables to be imported.
- ▶ dBase does not support structures or arrays (complex variables) at import.

EXPORT DBF FILE

To start the export:

1. right-click on the variable list
2. in the drop-down list of **Extended export/import...** select the **Export dBase...** command
3. follow the export assistant



Attention

DBF files:

- ▶ must correspond to the 8.3 DOS format for filenames (8 alphanumeric characters for name, 3 character suffix, no spaces)
- ▶ must not have dots (.) in the path name.
e.g. the path `C:\users\John.Smith\test.dbf` is invalid.
Valid: `C:\users\JohnSmith\test.dbf`
- ▶ must be stored close to the root directory in order to fulfill the limit for file name length including path: maximum 255 characters

The format of the file is described in the chapter File structure.



Information

dBase does not support structures or arrays (complex variables) at export.

FILE STRUCTURE OF THE DBASE EXPORT FILE

The dBaseIV file must have the following structure and contents for variable import and export:



Attention

dBase does not support structures or arrays (complex variables) at export.

DBF files must:

- ▶ conform with their name to the 8.3 DOS format (8 alphanumeric characters for name, 3 characters for extension, no space)
- ▶ Be stored close to the root directory (Root)

STRUCTURE

| Identification | Type | Field size | Comment |
|----------------|-----------|------------|--|
| KANALNAME | Character | 128 | Variable name. The length can be limited using the MAX_LAENGE entry in the project.ini file. |
| KANAL_R | C | 128 | The original name of a variable that is to be replaced by the new name entered under "VARIABLENNAME" (variable name) (field/column must be entered |

| Identification | Type | Field size | Comment |
|------------------|------|------------|---|
| | | | manually). The length can be limited using the MAX_LAENGE entry in the project.ini file. |
| KANAL_D | Log | 1 | The variable is deleted with the 1 entry (field/column has to be created by hand). |
| TAGNR | C | 128 | Identification. The length can be limited using the MAX_LAENGE entry in the project.ini file. |
| EINHEIT | C | 11 | Technical unit |
| DATENART | C | 3 | Data type (e.g. bit, byte, word, ...) corresponds to the data type. |
| KANALTYP | C | 3 | Memory area in the PLC (e.g. marker area, data area, ...) corresponds to the driver object type. |
| HWKANAL | Num | 3 | Net address |
| BAUSTEIN | N | 3 | Datablock address (only for variables from the data area of the PLC) |
| ADRESSE | N | 5 | Offset |
| BITADR | N | 2 | For bit variables: bit address For byte variables: 0=lower, 8=higher byte For string variables: Length of string (max. 63 characters) |
| ARRAYSIZE | N | 16 | Number of variables in the array for index variables ATTENTION: Only the first variable is fully available. All others are only available for VBA or the Recipegroup Manager |
| LES_SCHR | L | 1 | Write-Read-Authorization 0: Not allowed to set value. 1: Allowed to set value. |
| MIT_ZEIT | R | 1 | time stamp in zenon (only if supported by the driver) |
| OBJEKT | N | 2 | Driver-specific ID number of the primitive object comprises TREIBER-OBJEKTYP and DATENTYP |

| Identification | Type | Field size | Comment |
|-------------------|-------|------------|---|
| SIGMIN | Float | 16 | Non-linearized signal - minimum (signal resolution) |
| SIGMAX | F | 16 | Non-linearized signal - maximum (signal resolution) |
| ANZMIN | F | 16 | Technical value - minimum (measuring range) |
| ANZMAX | F | 16 | Technical value - maximum (measuring range) |
| ANZKOMMA | N | 1 | Number of decimal places for the display of the values (measuring range) |
| UPDATERATE | F | 19 | Update rate for mathematics variables (in sec, one decimal possible) not used for all other variables |
| MENTIEFE | N | 7 | Only for compatibility reasons |
| HDRATE | F | 19 | HD update rate for historical values (in sec, one decimal possible) |
| HDTIEFE | N | 7 | HD entry depth for historical values (number) |
| NACHSORT | R | 1 | HD data as postsorted values |
| DRRATE | F | 19 | Updating to the output (for zenon DDE server, in [s], one decimal possible) |
| HYST_PLUS | F | 16 | Positive hysteresis, from measuring range |
| HYST_MINUS | F | 16 | Negative hysteresis, from measuring range |
| PRIOR | N | 16 | Priority of the variable |
| REAMATRIZE | C | 32 | Allocated reaction matrix |
| ERSATZWERT | F | 16 | Substitute value, from measuring range |
| SOLLMIN | F | 16 | Minimum for set value actions, from measuring range |
| SOLLMAX | F | 16 | Maximum for set value actions, from measuring range |
| VOMSTANDBY | R | 1 | Get value from standby server; the value of the variable is not requested from the server but from the Standby Server in redundant networks |
| RESOURCE | C | 128 | Resources label. Free string for export and display in lists. |

| Identification | Type | Field size | Comment |
|----------------|------|------------|--|
| | | | The length can be limited using the MAX_LAENGE entry in project.ini . |
| ADJWVBA | R | 1 | Non-linear value adaption: 0: Non-linear value adaption is used 1: Non-linear value adaption is not used |
| ADJZENON | C | 128 | Linked VBA macro for reading the variable value for non-linear value adjustment. |
| ADJWVBA | C | 128 | ed VBA macro for writing the variable value for non-linear value adjustment. |
| ZWREMA | N | 16 | Linked counter REMA. |
| MAXGRAD | N | 16 | Gradient overflow for counter REMA. |



Attention

When importing, the driver object type and data type must be amended to the target driver in the DBF file in order for variables to be imported.

LIMIT VALUE DEFINITION

Limit definition for limit values 1 to 4, or status 1 to 4:

| Identification | Type | Field size | Comment |
|----------------|------|------------|--|
| AKTIV1 | R | 1 | Limit value active (per limit value available) |
| GRENZWERT1 | F | 20 | technical value or ID number of a linked variable for a dynamic limit value (see VARIABLEx) (if VARIABLEx is 1 and here it is -1, the existing variable linkage is not overwritten) |
| SCHWWERT1 | F | 16 | Threshold value for limit value |
| HYSTERESE1 | F | 14 | Is not used |
| BLINKEN1 | R | 1 | Set blink attribute |
| BTB1 | R | 1 | Logging in CEL |
| ALARM1 | R | 1 | Alarm |

| Identification | Type | Field size | Comment |
|----------------|------|------------|---|
| DRUCKEN1 | R | 1 | Printer output (for CEL or Alarm) |
| QUITTIER1 | R | 1 | Must be acknowledged |
| LOESCHE1 | R | 1 | Must be deleted |
| VARIABLE1 | R | 1 | Dyn. limit value linking the limit is defined by an absolute value (see field GRENZWERTx). |
| FUNC1 | R | 1 | Functions linking |
| ASK_FUNC1 | R | 1 | Execution via Alarm Message List |
| FUNC_NR1 | N | 10 | ID number of the linked function (if "-1" is entered here, the existing function is not overwritten during import) |
| A_GRUPPE1 | N | 10 | Alarm/Event Group |
| A_KLASSE1 | N | 10 | Alarm/Event Class |
| MIN_MAX1 | C | 3 | Minimum, Maximum |
| FARBE1 | N | 10 | Color as Windows coding |
| GRENZTXT1 | C | 66 | Limit value text |
| A_DELAY1 | N | 10 | Time delay |
| INVISIBLE1 | R | 1 | Invisible |

Expressions in the column "Comment" refer to the expressions used in the dialog boxes for the definition of variables. For more information, see chapter Variable definition.

7.4.3 Online import

To import variables online:

1. Ensure that all **AMS** network addresses are entered in the driver configuration (on page 16)
2. Right-click on the driver
3. Select **Import variables online** in the context menu
4. The dialog for the import is opened
5. Click on the ... button
6. Select the desired TPY file

- ▶ Upper list: Contains all PLC symbols defined in the TPY file.
Symbols with complex data types (structures, arrays) are converted into simple symbols.
Only variables with direct addressing of the index groups (I-Group) 4020, 4021, F030, F031, F020 and F021 are supported.
 - ▶ **AMS Net ID:** field Automatic selection of the appropriate AMS network address given in the driver configuration.
If the **AMS net ID** specified in the TPY file is not found, the first station address configured in the driver will be used.
You must therefore first enter all AMS net addresses in the driver configuration (on page 16).
 - ▶ **Prefix:** field Statement of any desired character sequence, which is automatically placed in front of all selected variables.
This way, unique variable names in zenon are guaranteed, even if you use the same PLC symbols for several devices.
Note: The variable name in zenon must always be unique. This is why you must enter different prefixes for different devices with the same symbolic addresses.
7. Click on the **Add** button: The symbols read in from the TPY file are transferred into the lower selection list, with the prefix automatically being placed in front of the variable names.
Use the **Delete** button to remove assigned elements.
The net address (HW) is determined by the selected AMS net address. BOOL symbols that were created in an X area (MX, IX, QX), are mapped onto the corresponding main area (e.g. index group 4021 (MX) will be transformed into index group 4020 (M)), the bit offset will be transformed into a byte offset and a Bit address (0 - 7).
8. click on OK

The dialog is closed and zenon variables are created for all selected symbols.

VARIABLE DECLARATION IN TWINCAT

Because the Beckhoff bus controller does not support symbol communication, variables must be declared in TwinCAT with an offset.

EXAMPLE OF VARIABLE DECLARATION IN TWINCAT:

```
VAR
BC1_REAL AT %MB0: REAL;
BC1_DINT AT %MB4: DINT;
BC1_UDINT AT %MB8:UDINT;
BC1_INT AT %MB12:INT;
BC1_UINT AT %MB14:UINT;
BC1_STRING AT %MB18:STRING(64);
BC1_SINT AT %MB16:SINT;
BC1_USINT AT %MB17:USINT;
BC1_BOOL16_0 AT %MX16.0:BOOL;

BC1_OUT AT %QX0.0:BOOL;
```

```

BC1_OUT2_0 AT %QX2.0:BOOL;

BC1_IN AT %IX0.0:BOOL;

EXAMPLE-VAR1 AT %MB128:EXAMPLE-VAR;

END_VAR

TYPE EXAMPLE-VAR :
STRUCT
EXAMPLE-VAR_COLORS : ARRAY [1..5] OF BOOL;
EXAMPLE-VAR_VALUE : INT;
END_STRUCT
END_TYPE

```

7.5 Communication details (Driver variables)

The driver kit implements a number of driver variables. These variables are part of the driver object type *Communication details*. These are divided into:

- ▶ Information
- ▶ Configuration
- ▶ Statistics and
- ▶ Error message

The definitions of the variables implemented in the driver kit are available in the import file **DRVVAR.DBF** and can be imported from there.

Path to file: %ProgramData%\COPA-DATA\zenon<Versionsnummer>\PredefinedVariables

Note: Variable names must be unique in zenon. If driver variables of the driver object type *Communication details* are to be imported from **DRVVAR.DBF** again, the variables that were imported beforehand must be renamed.



Information

Not every driver supports all driver variables of the driver object type *Communication details*.

For example:

- ▶ Variables for modem information are only supported by modem-compatible drivers.
- ▶ Driver variables for the polling cycle are only available for pure polling drivers.
- ▶ Connection-related information such as **ErrorMSG** is only supported for drivers that only edit one connection at a time.

INFORMATION

| Name from import | Type | Offset | Description |
|-----------------------------|-------|--------|---------------------------------------|
| MainVersion | UINT | 0 | Main version number of the driver. |
| SubVersion | UINT | 1 | Sub version number of the driver. |
| BuildVersion | UINT | 29 | Build version number of the driver. |
| RTMajor | UINT | 49 | zenon main version number |
| RTMinor | UINT | 50 | zenon sub version number |
| RTSp | UINT | 51 | zenon Service Pack number |
| RTBuild | UINT | 52 | zenon build number |
| LineStateIdle | BOOL | 24.0 | TRUE, if the modem connection is idle |
| LineStateOffering | BOOL | 24.1 | TRUE, if a call is received |
| LineStateAccepted | BOOL | 24.2 | The call is accepted |
| LineStateDialtone | BOOL | 24.3 | Dialtone recognized |
| LineStateDialing | BOOL | 24.4 | Dialing active |
| LineStateRingBack | BOOL | 24.5 | While establishing the connection |
| LineStateBusy | BOOL | 24.6 | Target station is busy |
| LineStateSpecialInfo | BOOL | 24.7 | Special status information received |
| LineStateConnected | BOOL | 24.8 | Connection established |
| LineStateProceeding | BOOL | 24.9 | Dialing completed |
| LineStateOnHold | BOOL | 24.10 | Connection in hold |
| LineStateConferenced | BOOL | 24.11 | Connection in conference mode. |
| LineStateOnHoldPendConf | BOOL | 24.12 | Connection in hold for conference |
| LineStateOnHoldPendTransfer | BOOL | 24.13 | Connection in hold for transfer |
| LineStateDisconnected | BOOL | 24.14 | Connection terminated. |
| LineStateUnknow | BOOL | 24.15 | Connection status unknown |
| ModemStatus | UDINT | 24 | Current modem status |

| Name from import | Type | Offset | Description |
|------------------|--------|--------|---|
| TreiberStop | BOOL | 28 | Driver stopped For <i>driver stop</i> , the variable has the value <i>TRUE</i> and an OFF bit. After the driver has started, the variable has the value <i>FALSE</i> and no OFF bit. |
| SimulRTState | UDINT | 60 | Informs the status of Runtime for driver simulation. |
| ConnectionStates | STRING | 61 | Internal connection status of the driver to the PLC. Connection statuses: 0: Connection OK 1: Connection failure 2: Connection simulated Formating: <Netzadresse>:<Verbindungszustand>;...; A connection is only known after a variable has first signed in. In order for a connection to be contained in a string, a variable of this connection must be signed in once. The status of a connection is only updated if a variable of the connection is signed in. Otherwise there is no communication with the corresponding controller. |

CONFIGURATION

| Name from import | Type | Offset | Description |
|------------------|------|--------|---|
| ReconnectInRead | BOOL | 27 | If TRUE, the modem is automatically reconnected for reading |
| ApplyCom | BOOL | 36 | Apply changes in the settings of the serial interface. Writing to this variable immediately results in the method SrvDrvVarApplyCom being called (which currently has no further function). |

| Name from import | Type | Offset | Description |
|------------------|---------------|--------|---|
| ApplyModem | <i>BOOL</i> | 37 | Apply changes in the settings of the modem. Writing this variable immediately calls the method SrvDrvVarApplyModem. This closes the current connection and opens a new one according to the settings PhoneNumberSet and ModemHwAdrSet . |
| PhoneNumberSet | <i>STRING</i> | 38 | Telephone number, that should be used |
| ModemHwAdrSet | <i>DINT</i> | 39 | Hardware address for the telephone number |
| GlobalUpdate | <i>UDINT</i> | 3 | Update time in milliseconds (ms). |
| BGlobalUpdaten | <i>BOOL</i> | 4 | TRUE, if update time is global |
| TreiberSimul | <i>BOOL</i> | 5 | TRUE, if driver in sin simulation mode |
| TreiberProzab | <i>BOOL</i> | 6 | TRUE, if the variables update list should be kept in the memory |
| ModemActive | <i>BOOL</i> | 7 | TRUE, if the modem is active for the driver |
| Device | <i>STRING</i> | 8 | Name of the serial interface or name of the modem |
| ComPort | <i>UINT</i> | 9 | Number of the serial interface. |
| Baudrate | <i>UDINT</i> | 10 | Baud rate of the serial interface. |
| Parity | <i>SINT</i> | 11 | Parity of the serial interface |
| ByteSize | <i>USINT</i> | 14 | Number of bits per character of the serial interface Value = 0 if the driver cannot establish any serial connection. |
| StopBit | <i>USINT</i> | 13 | Number of stop bits of the serial interface. |
| Autoconnect | <i>BOOL</i> | 16 | TRUE, if the modem connection should be established automatically for reading/writing |
| PhoneNumber | <i>STRING</i> | 17 | Current telephone number |
| ModemHwAdr | <i>DINT</i> | 21 | Hardware address of current telephone number |

| Name from import | Type | Offset | Description |
|------------------|--------------|--------|--|
| RxIdleTime | <i>UINT</i> | 18 | Modem is disconnected, if no data transfer occurs for this time in seconds (s) |
| WriteTimeout | <i>UDINT</i> | 19 | Maximum write duration for a modem connection in milliseconds (ms). |
| RingCountSet | <i>UDINT</i> | 20 | Number of ringing tones before a call is accepted |
| ReCallIdleTime | <i>UINT</i> | 53 | Waiting time between calls in seconds (s). |
| ConnectTimeout | <i>UINT</i> | 54 | Time in seconds (s) to establish a connection. |

STATISTICS

| Name from import | Type | Offset | Description |
|---------------------|--------------|--------|--|
| MaxWriteTime | <i>UDINT</i> | 31 | The longest time in milliseconds (ms) that is required for writing. |
| MinWriteTime | <i>UDINT</i> | 32 | The shortest time in milliseconds (ms) that is required for writing. |
| MaxBlkReadTime | <i>UDINT</i> | 40 | Longest time in milliseconds (ms) that is required to read a data block. |
| MinBlkReadTime | <i>UDINT</i> | 41 | Shortest time in milliseconds (ms) that is required to read a data block. |
| WriteErrorCount | <i>UDINT</i> | 33 | Number of writing errors |
| ReadSucceedCount | <i>UDINT</i> | 35 | Number of successful reading attempts |
| MaxCycleTime | <i>UDINT</i> | 22 | Longest time in milliseconds (ms) required to read all requested data. |
| MinCycleTime | <i>UDINT</i> | 23 | Shortest time in milliseconds (ms) required to read all requested data. |
| WriteCount | <i>UDINT</i> | 26 | Number of writing attempts |
| ReadErrorCount | <i>UDINT</i> | 34 | Number of reading errors |
| MaxUpdateTimeNormal | <i>UDINT</i> | 56 | Time since the last update of the priority group Normal in milliseconds (ms). |

| Name from import | Type | Offset | Description |
|----------------------|-------|--------|---|
| MaxUpdateTimeHigher | UDINT | 57 | Time since the last update of the priority group Higher in milliseconds (ms). |
| MaxUpdateTimeHigh | UDINT | 58 | Time since the last update of the priority group High in milliseconds (ms). |
| MaxUpdateTimeHighest | UDINT | 59 | Time since the last update of the priority group Highest in milliseconds (ms). |
| PokeFinish | BOOL | 55 | Goes to 1 for a query, if all current pokes were executed |

ERROR MESSAGE

| Name from import | Type | Offset | Description |
|-------------------|--------|--------|---|
| ErrorTimeDW | UDINT | 2 | Time (in seconds since 1.1.1970), when the last error occurred. |
| ErrorTimeS | STRING | 2 | Time (in seconds since 1.1.1970), when the last error occurred. |
| RdErrPrimObj | UDINT | 42 | Number of the PrimObject, when the last reading error occurred. |
| RdErrStationsName | STRING | 43 | Name of the station, when the last reading error occurred. |
| RdErrBlockCount | UINT | 44 | Number of blocks to read when the last reading error occurred. |
| RdErrHwAdresse | DINT | 45 | Hardware address when the last reading error occurred. |
| RdErrDatablockNo | UDINT | 46 | Block number when the last reading error occurred. |
| RdErrMarkerNo | UDINT | 47 | Marker number when the last reading error occurred. |
| RdErrSize | UDINT | 48 | Block size when the last reading error occurred. |
| DrvError | USINT | 25 | Error message as number |
| DrvErrorMsg | STRING | 30 | Error message as text |
| ErrorFile | STRING | 15 | Name of error log file |

8 Driver-specific functions

The driver supports the following functions:

DRIVER SUPPORTS

| Parameters | Description |
|-------------------|--|
| Error file | If there is an error while writing or reading values, an entry will be written to the error file in the directory RT\FILES\zenon\custom\log in the path of the project. The name of this file has the following format: <Driverdescription>_<drivename>.txt, e.g.: „BeckhoffBc32_MeinTreiber.txt" |
| Redundancy | yes |
| RDA | yes |
| Browsing | The driver supports the import of variables from TwinCAT TPY files, which can be created by the TwinCAT project editor (PLC-Control). As opposed to the BeckhoffTc driver, where the import is started via the "Import TwinCAT project" menu item in the zenon Editor, the import is started via the menu item "Import variables online" in the context menu of the driver in the driver list. |

9 Driver command function

The zenon **Driver commands** function is to influence drivers using zenon. You can do the following with a driver command:

- ▶ Start
- ▶ Stop
- ▶ Shift a certain driver mode
- ▶ Instigate certain actions

Note: This chapter describes standard functions that are valid for most zenon drivers. Not all functions described here are available for every driver. For example, a driver that does not, according to the data sheet, support a modem connection also does not have any modem functions.



Attention

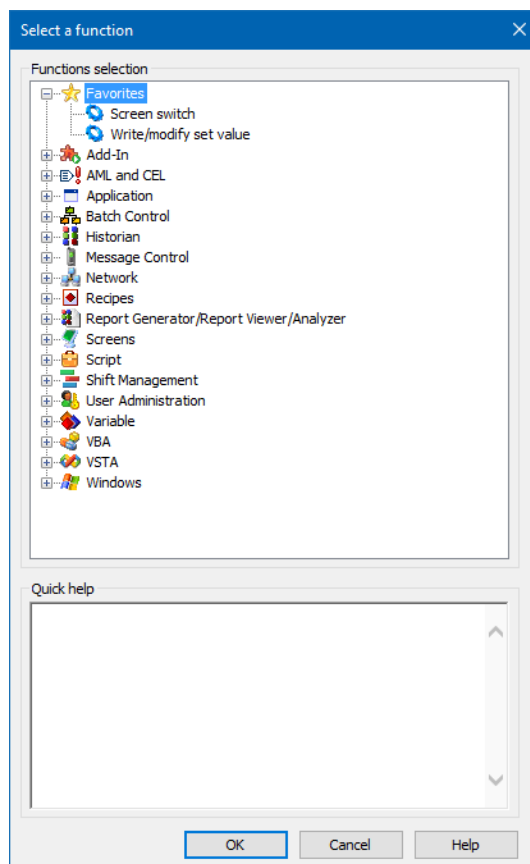
The zenon **Driver commands** function is not identical to driver commands that can be executed in the Runtime with Energy drivers!

CONFIGURATION OF THE FUNCTION

Configuration is carried out using the **Driver commands** function. To configure the function:

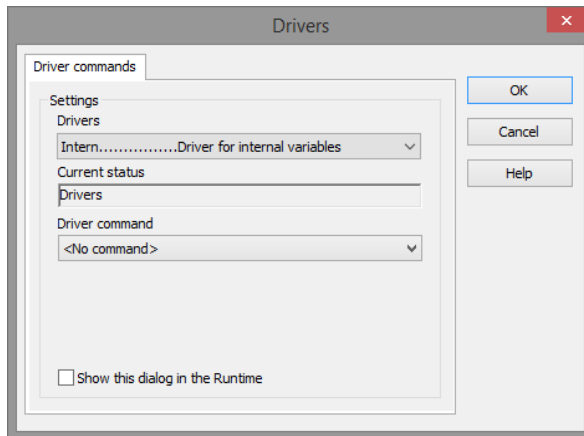
1. Create a new function in the zenon Editor.

The dialog for selecting a function is opened



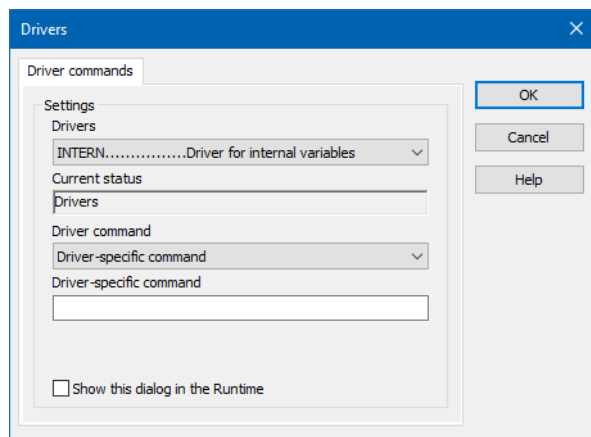
2. Navigate to the node **Variable**.
3. Select the **Driver commands** entry.

The dialog for configuration is opened



4. Select the desired driver and the required command.
5. Close the dialog by clicking on **OK** and ensure that the function is executed in the Runtime. Heed the notices in the **Driver command function in the network** section.

DRIVER COMMAND DIALOG



| Option | Description |
|--------------------------------|--|
| Driver | Selection of the driver from the drop-down list. It contains all drivers loaded in the project. |
| Current condition | Fixed entry that is set by the system. Has no function in the current version. |
| Driver command | Selection of the desired driver command from a drop-down list. For details on the configurable driver commands, see the available driver commands section. |
| Driver-specific command | Entry of a command specific to the selected driver. |

| Option | Description |
|--|--|
| | Note: Only available if, for the driver command option, the <i>driver-specific command</i> has been selected. |
| Show this dialog in the Runtime | <p>Configuration of whether the configuration can be changed in the Runtime:</p> <ul style="list-style-type: none"> ▶ <i>Active:</i> This dialog is opened in the Runtime before executing the function. The configuration can thus still be changed in the Runtime before execution. ▶ <i>Inactive:</i> The Editor configuration is applied in the Runtime when executing the function. <p>Default: <i>inactive</i></p> |

CLOSE DIALOG

| Options | Description |
|---------|--|
| OK | Applies settings and closes the dialog. |
| Cancel | Discards all changes and closes the dialog. |
| Help | Opens online help. |

AVAILABLE DRIVER COMMANDS

These driver commands are available - depending on the selected driver:

| Driver command | Description |
|-----------------------------------|--|
| <No command> | <p>No command is sent.</p> <p>A command that already exists can thus be removed from a configured function.</p> |
| <i>Start driver (online mode)</i> | <p>Driver is reinitialized and started.</p> <p>Note: If the driver has already been started, it must be stopped. Only then can the driver be re-initialized and started.</p> |
| <i>Stop driver (offline mode)</i> | <p>Driver is stopped. No new data is accepted.</p> <p>Note: If the driver is in offline mode, all variables that were created for this driver receive the status <i>switched off</i> (OFF; Bit 20).</p> |

| Driver command | Description |
|---|--|
| <i>Driver in simulation mode</i> | Driver is set into simulation mode. The values of all variables of the driver are simulated by the driver. No values from the connected hardware (e.g. PLC, bus system, ...) are displayed. |
| <i>Driver in hardware mode</i> | Driver is set into hardware mode. For the variables of the driver the values from the connected hardware (e.g. PLC, bus system, ...) are displayed. |
| <i>Driver-specific command</i> | Entry of a driver-specific command. Opens input field in order to enter a command. |
| <i>Activate driver write set value</i> | Write set value to a driver is possible. |
| <i>Deactivate driver write set value</i> | Write set value to a driver is prohibited. |
| <i>Establish connection with modem</i> | Establish connection (for modem drivers) Opens the input fields for the hardware address and for the telephone number. |
| <i>Disconnect from modem</i> | Terminate connection (for modem drivers) |
| <i>Driver in counting simulation mode</i> | Driver is set into counting simulation mode. All values are initialized with 0 and incremented in the set update time by 1 each time up to the maximum value and then start at 0 again. |
| <i>Driver in static simulation mode</i> | No communication to the controller is established. All values are initialized with 0. |
| <i>Driver in programmed simulation mode</i> | The values are calculated by a freely-programmable simulation project. The simulation project is created with the help of the zenon Logic Workbench and runs in the zenon Logic Runtime. |

DRIVER COMMAND FUNCTION IN THE NETWORK

If the computer on which the **Driver commands** function is executed is part of the zenon network, further actions are also carried out:

- ▶ A special network command is sent from the computer to the project server.
It then executes the desired action on its driver.
- ▶ In addition, the Server sends the same driver command to the project standby.
The standby also carries out the action on its driver.

This makes sure that Server and Standby are synchronized. This only works if the Server and the Standby both have a working and independent connection to the hardware.

10 Error analysis

Should there be communication problems, this chapter will assist you in finding out the error.

10.1 Analysis tool

All zenon modules such as Editor, Runtime, drivers, etc. write messages to a joint log file. To display them correctly and clearly, use the Diagnosis Viewer (main.chm::/12464.htm) program that was also installed with zenon. You can find it under **Start/All programs/zenon/Tools 8.10 -> Diagviewer**.

zenon driver log all errors in the LOG files. LOG files are text files with a special structure. The default folder for the LOG files is subfolder **LOG** in the folder **ProgramData**. For example:

%ProgramData%\COPA-DATA\LOG.

Attention: With the default settings, a driver only logs error information. With the Diagnosis Viewer you can enhance the diagnosis level for most of the drivers to "Debug" and "Deep Debug". With this the driver also logs all other important tasks and events.

In the Diagnosis Viewer you can also:

- ▶ Follow newly-created entries in real time
- ▶ customize the logging settings
- ▶ change the folder in which the LOG files are saved

Note:

1. The Diagnosis Viewer displays all entries in UTC (coordinated world time) and not in local time.
2. The Diagnosis Viewer does not display all columns of a LOG file per default. To display more columns activate property **Add all columns with entry** in the context menu of the column header.
3. If you only use **Error-Logging**, the problem description is in the column **Error text**. For other diagnosis level the description is in the column **General text**.
4. For communication problems many drivers also log error numbers which the PLC assigns to them. They are displayed in **Error text** or **Error code** or **Driver error parameter (1 and 2)**. Hints on the meaning of error codes can be found in the driver documentation and the protocol/PLC description.
5. At the end of your test set back the diagnosis level from **Debug** or **Deep Debug**. At **Debug** and **Deep Debug** there are a great deal of data for logging which are saved to the hard drive and

which can influence your system performance. They are still logged even after you close the Diagnosis Viewer.



Attention

In Windows CE errors are not logged per default due to performance reasons.

You can find further information on the Diagnosis Viewer in the Diagnose Viewer (main.chm::/12464.htm) manual.

10.2 Error numbers

The error numbers in the error file correspond to the error codes of the AMS interface by Beckhoff. In addition to the error number, a plain text with the description of the error is entered. Consult the TwinCat documentation for a detailed description of the possible errors.

10.3 Check list

Are the used variables correctly defined in the PLC? Only variables that were configured with direct addressing can be addressed.

Did you publish the bus terminals in the TwinCAT AMS router with their AMS-NET ID and IP address and did you restart the TwinCAT system service after that?

Have you analyzed the error text file (which errors did occur)?