Trouble-shooting the DDCTool board

If the DDCTool program displays a "*Cannot start drive communication*" error box during its startup, consider the following actions
(NOTE: If error message "*PC OVERLOAD*" appears on the screen or DDCTool fails during parameter upload then this means that the DDCTool board works OK but you must increase the value of the startup parameter **M**, see *Appendix 1*):

- Run the test program to check that the DDCTool board is working (see Chapter *Testing the DDCTool board*).
  If the test fails, check the configuration of your PC. Follow the instructions given by the test program.
  If you have other PCs available, try to use the DDCTool board with one of them.

- If the test program has checked that the PCMCIA is OK, the fault could be in the DDC.
  Check that the DDC has auxiliary power switched on (see the drive commissioning manual).
  If an APC application controller is connected to the DDC and it is able to control it, the communication circuits in SNAT 601/609 TAI or SDCS-COM-1 are OK. The fault then could be in the fibre optic receiver, in the optical cable or transmitter circuits of SNAT 601/609 TAI or SDCS-COM-1. In this case, replace SNAT 601/609 TAI or SDCS-COM-1.
  If the APC cannot control the DDC, in the case of an ACV 700 the fault could be in SNAT 601/609 TAI or SNAT 603 CNT or in the case of a DC drive in SDCS-COM-1 or SDCS-CON-1.

Installing the PCMCIA

Turn your PC off.

Insert the PCMCIA card into a vacant PCMCIA slot (text side up). Connect the plastic box to the PCMCIA card (if it is not connected).

Turn the PC on. Make sure that the PCMCIA support software (Card Services and Socket Services) of your PC starts during startup.

IMPORTANT:

- **Never insert or remove the PCMCIA card and the plastic box when the DDCTool is running.**
- **Make sure that the power cord of the PC is always plugged into a live AC outlet when you use the DDCTool program.**
- **If your PC includes a feature that switches the power of the PC off when the PC is idle, then set this feature off.**

Installing the cable between the PCMCIA and the DDC

See Figure 3 - 9 and Chapter *Installing the cable between the DDCTool board and the DDC*.

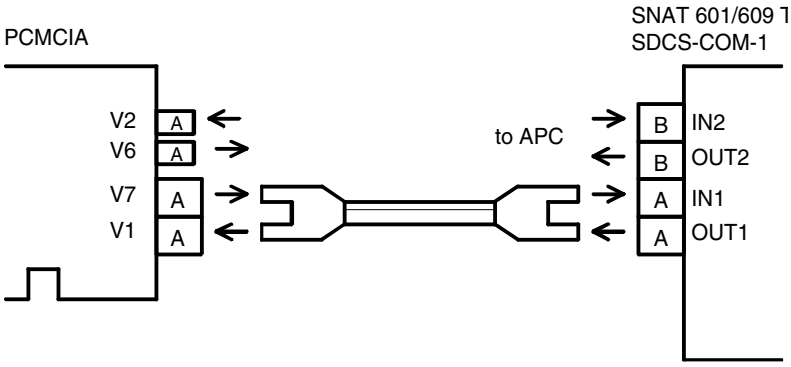

Figure 3 - 9. Connection between the PCMCIA and the target system.

Connecting the PCMCIA to multiple DDCs

See Chapter *Connecting the DDCTool board to multiple DDCs*.

Trouble-shooting the PCMCIA

If the DDCTool program displays a "*Cannot start drive communication*" error box during its startup, try one or more of the following before attempting to start the DDCTool program again (NOTE: If error message "*PC OVERLOAD*" appears on the screen or DDCTool fails during parameter upload then this means that the PCMCIA works OK but you must increase the value of the startup parameter **M**, see *Appendix 1*):

- **Verify that you have the latest version of the PCMCIA support software and BIOS in your PC (contact the manufacturer/importer of your support software or PC).**
- If your PC includes a *Power Management* feature then turn it off.
- Check that you have pushed the PCMCIA card to the bottom of the PCMCIA slot.
- Check that the connector between the flat PCMCIA card and the plastic box is connected properly (do not bend the cable of the plastic box).
- Check that the interrupt numbers and I/O addresses that the PCMCIA support software assumes to be free are really free (see the documentation of your support package).
- If possible install only the Card and Socket Services part of the PCMCIA support package (see the documentation of your support package).
- If you have other PCs available, try to use the PCMCIA with one of them.
- Exit Windows and go to the directory where you copied the DDCTool files (e.g. C:\DDCTOOL). Run the CHECK622 program by writing the command:

  CHECK622<Enter>

  If the card and the PCMCIA support software are working correctly then the CHECK622 program displays text OK.

If the CHECK622 program detects an error then the program displays one of the following error messages:

```
ERROR: PCMCIA Card Services not installed
```

Your PC does not have a PCMCIA support software or the program cannot detect it. Install and/or start the PCMCIA support software as described in the documentation included with the support package.

```
ERROR: SNAT 622 CMT not found
```

You have not inserted the PCMCIA card into your PC or the connector between the flat PCMCIA card and the plastic box is not OK or the program cannot detect the card.

```
ERROR: SNAT 622 CMT is invalid
```

The PCMCIA card is not working correctly. The most probable reason is the faulty connector between the flat PCMCIA card and the plastic box. Check it once more.

- If the test program has checked that the PCMCIA is OK but the DDCTool does not start correctly, the fault could be in the DDC. Check that the DDC has auxiliary power switched on (see the drive commissioning manual).
  If an APC application controller is connected to the DDC and it is able to control it, the communication circuits in SNAT 601/609 TAI or SDCS-COM-1 are OK. The fault then could be in the fibre optic receiver, in the optical cable or transmitter circuits of SNAT 601/609 TAI or SDCS-COM-1. In this case, replace SNAT 601/609 TAI or SDCS-COM-1.
  If the APC cannot control the DDC, in the case of an ACV 700 the fault could be in SNAT 601/609 TAI or SNAT 603 CNT or in the case of a DC drive in SDCS-COM-1 or SDCS-CON-1.