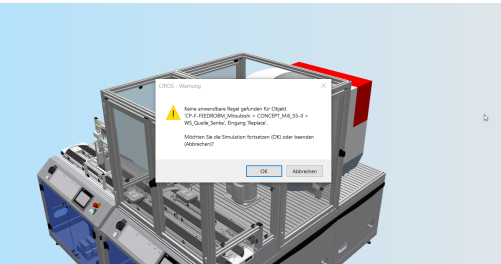
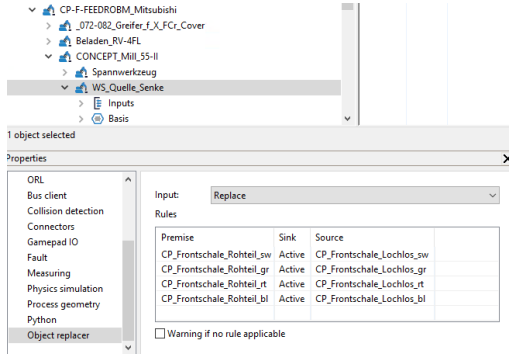
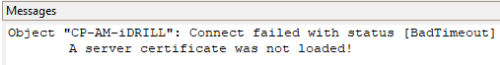
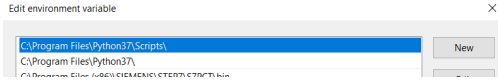


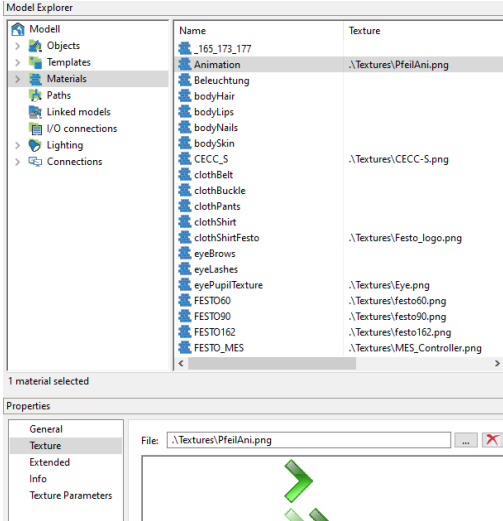
Troubleshooting Guideline for CIROS v7.1

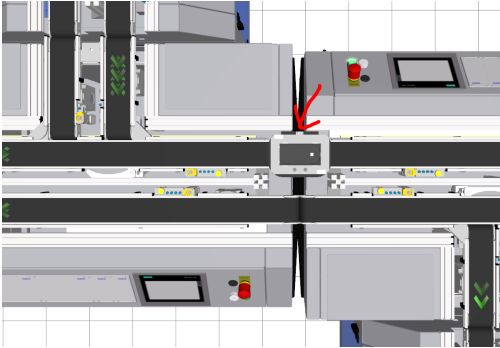
Last updated by | Hoi Yee Cheang | 8 Sept 2022 at 17:30 CEST

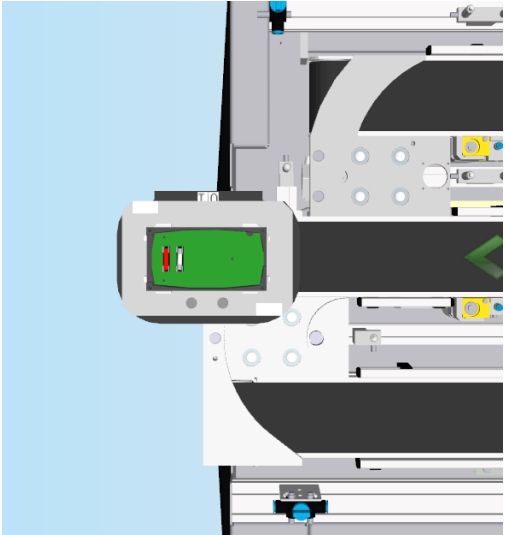
Note: This guideline is also suitable for v6.4.6 and v7.0.

| Issue | Cause | Notification | Action |
|--|--|--|--|
| <p>*CIROS Copied CIROS model does not work.</p> | <p>Not everthing in the CIROS project folder is copied.</p> | | <p>Make sure that everything in the project fodler is copied. Required components for CP-system model are:</p> <ul style="list-style-type: none"> - CF folder - Textures folder - INI-file - MODX-file <p>If CF folder or Textures folder are missing, copy them from another CIROS CP-System project.</p> |
| <p>*CIROS Crashes when loading executing python file manually.</p> | <p>Graphic power overload.</p> | | <p>Close all the windows (e.g. model explorer, properties, etc.) and minimize model window before executing python script.</p> |
| <p>*CIROS CIROS closes without warning after 1.5 hours of continuous simulation.</p> | | | <p>Action in CIROS 7.2</p> |
| <p>*CP-AM-MAG After feeding rotated front cover, next front cover will automatically fed to next carrier.</p> | | | <p>Action in CIROS 7.2</p> |
| <p>*CP-AM-OUT Signal 'Referenced' is not activated</p> | <p>Extended properties is not set correctly</p> | | <p>CP-AM-OUT > ServoController_Linearachse > Properties > Extended > OF - OUT_Referenziert := IF(IN_IstPos=VAR_REFPOS, IF(VAR_REFPOS=OUT_SollPos, 1, 0), 0)</p> <p>Action in CIROS 7.2</p> |
| <p>*CP-F-FEEDROBM</p>  | <p>Replace rule warning is activated, and the part number defined in MES4 is not part of the rule.</p> | <p>NOT ERROR, will stay like this.</p> |  |
| <p>*MES4 Cannot use generic orders.</p> | <p>During simulation init, MES4 think there is no box at RASS.</p> | | |

| Issue | Cause | Notification | Action |
|---|---|---|---|
| <p>*OPC DA Cannot connect via OPC DA to external software, including EzOPC 5.7.</p> | | <p>OPC Client: Could not refresh OUT-Group [Unspecified error]</p> | <p>Action in CIROS 7.2</p> |
| <p>*OPC UA Error "A server certificate is not loaded." when trying to connect to server.</p> | <p>OPC UA server is not activated, turned off or not connected.</p> |  | <p>Check the status of OPC UA server and the connection.</p> |
| <p>*Python Error: cirospluginpython.dll not loaded</p> | <p>[1] Correct Python not installed or not in environment variables path.</p> <p>[2] Python correct version is in the environment variables path, but there are more versions in the path.</p> <p>Supported versions: - CIROS v6.4.6 : Python 3.6 - CIROS v7.0 : Python 3.8 or below - CIROS v7.1 : Python 3.9 or below</p> | <p>'cirospluginpython.dll not loaded'</p> | <p>[1] Install correct Python version.</p> <p>[1] Put Python path in environment variables path. Steps refer to User Manual Chapter "Python".</p>  <p>[2] Put the correct version to the top of the environment variables path. Steps refer to User Manual Chapter "Python".</p> |

| Issue | Cause | Notification | Action |
|--|--|--|--|
| <p>*Renderer Texture files not found during model loading.</p> | <p>[1] Texture folder does not exist in the project folder.</p> <p>[2] Wrong path to the texture file.</p> | <p>"Renderer: Texture file '... ..\Textures\jpg' not found ."</p> | <p>[1] Copy the Texture folder from another CIROS CP System project of same CIROS version to the project folder.</p> <p>[2] In "CIROS/Model Explorer/Materials", select the material with wrong path and update to the correct path in "Properties/Texture". Use relative path (e.g. ".\Textures\picture.png") to make sure the path is correct after the project is moved.</p>  |
| <p>*Robot Mitsubishi Robot arm drives to workpiece position and tries to pick up workpiece, but the workpiece is not gripped.</p> | <p>[1] Offset is not correct in MES4.</p> <p>[2] Offset Z is too low, that the gripper 'collides' with the workpiece. (No collision notification when collision detection is off.)</p> | | <p>Acceptable offsets: X: -10 to 10, Y: -20 to 20, Z: 0 to 20, C: -3 to 3</p> |

| Issue | Cause | Notification | Action |
|---|--|---|---|
| <p>*Robotino Simulation with robotino cannot be too fast than real time.</p> | <p>Buffer cannot be set because simulation is too much faster than MES4.</p> | <p>NOT ERROR</p> <p>DE: ResourceID [6.0000] Puffer 2.0000 1.0000 wurde nicht beschrieben EN: ResourceID [6.0000] Buffer 2.0000 1.0000 was not written</p> <p>DE: ResourceID [6.0000] Puffer 2.0000 1.0000 benötigte 19.0000 sekunden für das Update! EN: ResourceID [6.0000] Puffer 2.0000 1.0000 needed 19.0000 seconds to update!</p> | <p>Action in CIROS 7.2</p> |
| <p>*Robotino FleetManager CIROS mode is not on.</p> | | <p>Unrecognized command from RFM: GetAllStation RFM command could not be handled:</p> | <p>Turn on CIROS mode.</p> |
| <p>*Simulation Carrier stops and does not drives to another belt.</p> | <p>[1] Z-coordinate of the model is not 0.</p> <p>[2] MES4 topology setting is not correct.</p> <p>[3] MES4 buffer position restriction does not allow the part.</p> <p>[4] The model is not snapped properly.</p> | <p>[4]</p>  | <p>[1] Move Z-coordinate to 0.</p> <p>[2] Make sure MES4 topology is correct.</p> <p>[3] Make sure the part is allowed in MES4 buffer position restriction.</p> <p>[4] Drag and snap the model in CIROS Model Window again.</p> |

| Issue | Cause | Notification | Action |
|-------|-------|---|--------|
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