ePS Network Services

Release Notes

Version 4.1.1

Valid for

Software	*Software version*
ePS Network Services	4.1.1

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1 New errors in V 4.1.1

1.1 Measurement with ShopMill/ShopTurn Version 6 does not start (CQ7777)

Error description

On a machine with ShopMill/ShopTurn installed, the measurement process (ET, CT, UAT) halts before the "Please press NC Start" page is displayed. The ShopMill/ShopTurn machine does not switch over to "Auto" mode. The measurement routine, however, waits for this changeover. At this point, the measurement stops.

Remedy

An "eps.ini" file with the following entries can be set up:

```
[NCStart]
PossibleWithJog = 1
```

This file must be stored either in the ADD_ON, OEM or user directory.

1.2 Channel switchover no longer works with 1:N if ePS is installed (CQ8149)

Error description

If the ePS Network Services are installed on machines in a 1:N / M:N configuration with a Netnames.INI file which contains entry MMC_TYPE = 0x20, the HMI Advanced channel switchover function ceases to work. It is not then possible to operate the ePS Network Services either.

Remedy

The entry in the Netnames.INI file must be changed to MMC_TYPE = 0x40.

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1.3 NC monitor ceases to function after a machine configuration is copied (CQ8255)

Error description

After a machine configuration containing NC monitors is copied, the monitors are not active on the new machine and fail to supply data.

Remedy

Open the configuration of an NC monitor on the new machine and save with "OK".

1.4 Entered service report is deleted (CQ8242)

Error description

A text entered as a service report in a service call is deleted if a service coordinator is assigned after entry of the text.

Remedy

Enter the text as a service report and then close the service call with "OK". The service call can then be opened again and a service coordinator assigned.

1.5 Control monitor with PLC trigger fails to trigger (CQ8194)

Error description

A control monitor with PLC trigger fails to trigger if a triggering condition is not entered in the first trigger.

Remedy

Specify a condition in the first trigger.

1.6 Modified configuration of a control monitor is not activated (CQ8062)

Error description

If the configuration of a control monitor is modified and the machine then booted offline, the modified configuration is not activated.

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Remedy

Synchronize after configuration has been modified and boot once with online link to the ePS Network server.

1.7 Test series cannot be started if JOG mode is selected just before NC Start (CQ7935)

Error description

Before a test is executed, the page requesting you to press NC Start appears (i.e. indicating that NC program is loaded and selected).

If you switch over to JOG mode (e.g. to move an axis to a new position) while this page is displayed and then switch back to AUTO again, the measurement will start when you press NC START, but will not be executed.

Remedy

Make sure you move all axes to the correct position before you start a measurement.

1.8 UAT fails when override has been adjusted (CQ7920)

Error description

If you adjust the override (to a value other than 100%) shortly after starting a measurement, then the current UAT as well as all subsequent UATs in an active test series will fail.

Remedy

Do not adjust the override once you have started a measurement.

1.9 Chinese characters in measurement series names cause NC Stop with Condition Monitoring measurements (CQ7725)

Error description

Series of measurements with Chinese names can be set up, but Chinese characters in the prolog/epilog on the HMI can cause execution of the measurement series to fail.

Remedy

Do not use Chinese characters in the names of measurement series.

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1.10 Machine link setup "crashes" (CQ7047)

Error description

On a machine networked with several NCUs, an attempt to set up a link to the machine fails without an error message if all the configured NCUs are not activated.

Remedy

Make sure that all NCUs are activated before you attempt to set up a link.

1.11 ePS Network Services cannot be started using TRANSLINE (CQ8100)

Error message

The ePS Network Services cannot be starting using Transline version 6.4.0.0. This problem does not occur when Transline version 6.1.0.6 is used.

Remedy

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1.12 Alarm triggers with an empty condition do not work (CQ7851)

Error description

If you configure an empty additional condition for an alarm trigger, the alarm trigger will not work.

Remedy

Delete the empty condition.

1.13 Machines with V2 client cannot be upgraded to V4 (CQ8061)

Error description

When version V4.1.1 is used, machines on which a V2 client is installed cannot be operated with ePS Network Services version 4. The system prevents machines of this type from being upgraded.

Remedy

First install a new client, restart HMI and then upgrade the machine to V4 on the server.

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2 Known errors

2.1 Viewing PDF documents within the ePS Network Services on the PCU affects the display of the SINUMERIK help (CQ3471)

Error description

If a maintenance schedule is used to open a PDF document and then the SINUMERIK online help is opened, the "Error: Page ’1’ out of range" error message appears.

Remedy

The error message can be closed with "Cancel". The SINUMERIK online help is then still opened afterwards.

2.2 Although recording mode is set to one-off, PLC monitors are continually loaded (CQ4286)

Error description

Despite the setting of the PLC monitor to "One-off recording", PLC monitors are continually uploaded.

Remedy

After the occurrence of the first monitor, manually deactivate the PLC monitors in the configuration.

2.3 Chinese tooltips are not displayed correctly (CQ5362)

Error description

The tooltips are not displayed correctly when the Chinese language is used. Rectangles are displayed instead of the Chinese characters.

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Remedy

Install the Chinese Windows version on the PC or install the Windows XP MUI Pack for Simple Chinese.

2.4 A file cannot be appended to a maintenance schedule (CQ4195)

Error description

An error message is issued when files larger than 4 MB are appended to a maintenance schedule.

Remedy

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2.5 The export of a PLC data block does not function (CQ2458)

Error description

When a PLC data block is exported, the download dialog is not displayed, but rather the file contents are displayed in the browser window. The error occurs when the file only contains valid ASCII characters.

Remedy

Save the displayed file as a *.bin file on your PC using "File" → "Save As...". You must then click the "Back" button in the browser to return to the ePS Network Services.

2.6 Incorrect results for the UAT with modulo rotary axes (CQ5125)

Error description

Incorrect UAT parameters are determined for a universal axis test (UAT) with a modulo rotary axis and a start position too close to 360 degrees (i.e. the individual motions exceed the 360 degrees threshold). In this case, the coherence is very small.

Remedy

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2.7 Error message after performing Condition Monitoring measurements (CQ5154)

Error description

Error messages saying that the measured velocity does not match the programmed velocity may occur after performing Condition Monitoring measurements. The difference is significantly too large.

Remedy

The TraceServer records the position values with incorrect scaling.
The values are too large by a factor of 1000. Repeat the measurement.

2.8 "120201 – communication failed" error message (CQ3688)

Error description

Sporadically while performing the universal axis test (UAT), the "120201 - communication failed" alarm appears on the HMI. The NCK is then in a state that does not permit any further processing.

Remedy

Restart the control.

2.9 Error message with maintenance jobs of a released machine (CQ5162)

Error description

If a machine is released to your own organization, error messages appear when maintenance jobs are displayed.

Remedy

Do not release a machine to your own organization and, if required, delete such a release.

2.10 Error message when registering a machine with a Chinese machine name (CQ ...)

Error description

The registration of a machine with a Chinese machine name aborts with an error message.

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Remedy

Do not use any Chinese characters in a machine name.

2.11 Error message after abort of the registration of a machine (CQ1767)

Error description

If the registration process of a machine is aborted, in certain situations the "Inform failed" error message can appear in a dialog during machine operation.

Remedy

Register the machine again.

2.12 "You have not activated any cookies" error message (CQ4868)

Error description

When the option in the Internet Explorer for checking a page for new contents is set to "Never", the error message "You have not activated any cookies" appears when the ePS Network Services are called.

Remedy

Change the setting in the Internet Explorer under
"Tools" → "Internet Options" → "Temporary Internet Files" → "Settings" → "Check for Newer Versions of Stored Pages:" to "Automatically".

2.13 No focus on IAC on the HMI after a measurement (CQ5029)

Error description

After completing a measurement, sometimes entries cannot be made in the ePS user interface (HMI) (e.g. changing the status). The error occurs sporadically. The reason is that the IAC loses the focus.

Remedy

Switch to the basic "Machine" display and then back to ePS. You will then be able to operate ePS with the softkeys again.

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2.14 System information is not displayed (CQ4325)

Error description

System information for an S7 controller with HMI Base is not displayed.

Remedy

System information can only be displayed for S7 controllers with HMI Advanced.

2.15 Test SMS is sent more than once (CQ2667)

Error description

If a test SMS is sent after creation or editing of an entry in the address book and if the page is then updated (F5 or Update), the page will be reloaded and another test SMS sent.

Remedy

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2.16 UAT with simulated axes not possible (CQ4653)

Error description

The universal axis test (UAT) with simulated axes ends with the error message "The data could not be processed". The test is not stored.

Remedy

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2.17 NC status data incorrect with S7 (CQ7410)

Error description

If a control monitor is loaded on an S7 controller from the NC status data to the server, the values that are loaded to the server are incorrect.
106 appears instead of the set override of 60 and the G code G00 is active twice.

Remedy

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2.18 Reconnect of a V3 machine in a V4 organization is not possible (CQ7408)

Error description

If the connection of a V3 machine in a V4 organization has been canceled indirectly, e.g. through reinstallation of the ePS Client, it is not possible to connect this machine again with the known V3 database machine.

The control offers only unconnected machines for connection. However, the V3 machine is still available in the database as "connected". It is not possible on the service PC to disconnect this machine, since disconnection is not supported on the service PC for V3 machines.

Remedy

Create a new temporary V3 machine on the PC and connect it with the control. Now the V3 HMI is displayed on the control and reregistering to the previous V3 machine can be carried out.
The temporary V3 machine can then be deleted again on the service PC.

2.19 Execution of test series stops on the preparation page (CQ6567)

Error description

If a test series is selected but the measurement is not carried out and another test series is selected instead via "Cancel", the process stops on the "Prepare measurement" page. If you then try to exit the measurement in this status via "Cancel", the error message "Job execution failed" will be displayed.

Remedy

The Machine Handler must be started. This is done via the ePS Client diagnosis with the "Restart Jobs" softkey.

2.20 Editing in the epilog/prolog on the operator panel does not work with the upwards/downwards arrow keys (CQ6397)

Error description

When editing the epilog/prolog on the operator panel, you cannot navigate with the upwards/downwards arrow keys.

Remedy

Use CTRL + Up or Down arrow keys for navigation.

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2.21 Actual speed for equability test (ET) is not plausible (CQ6386)

Error description

In the single measurement representation of an equability test (ET), the actual speed is not plausible. The calculation of the actual speed becomes inaccurate if the difference between two measured values falls below 0.05 mm.

Remedy

Increase the path or reduce the feedrate.

2.22 Long loading times for representation of NC and PLC monitors (CQ7516)

Error description

The loading times for the display of NC or PLC monitors may be rather long if these monitors contain a large quantity of data.

Remedy

Configure an upload interval for NC and PLC monitors that is large enough but still plausible. Unnecessarily small upload intervals create a rather large data volume that must be loaded when the monitors are displayed.

2.23 Error message after execution of a measurement "Data block is lost" (CQ7384)

Error description

If the function "Parameter com." is selected after a circularity test (CT), the whole measurement is lost as soon as the function is exited again. The error message "Data block is lost" appears.

Remedy

Do not comment a measurement after its execution.

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2.24 Automatic installation using D:\Install does not function (CQ4566)

Error description

The automatic installation of the ePS Network Services by copying the setup.exe to D:\Install on a PCU does not work. When the PCU starts, the installation aborts with the following error message:

Remedy

If Internet Explorer 5.5 has already been installed on the PCU, the error does not occur and the installation runs without error.

2.25 Error message after installation of the TraceServer (CQ5168)

Error description

After successful installation of the TraceServer, an IKernel.exe error message is displayed. This error message hides the successfully completed message of the TraceServer.

Information

The message can be ignored.

2.26 IPC does not have any access to the MHComm Web Service (CQ4603)

Error description

After installation of the ePS Network Services on an industrial PC (or on an HMI on which the MSXML files have been replaced through the installation of third-party software), the ePS Network Services no longer function.
The operating systems affected are Windows 2000 and Windows XP.

After the start, the MachineHandler log file contains a message indicating that the BootScript is not available. Even the registration of a machine is not possible.

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Workaround (1) – from Microsoft

- Click Start, click Run, type mmc, and then press ENTER.
- On the File or the Action menu, click Add/Remove Snap-in.
- In the Add/Remove Snap-in dialog box, click Add.
- On the Standalone tab, click Add. In the Available Standalone Snap-in dialog box, click Group Policy, and then click Add. The Group Policy Wizard appears.
- In the Group Policy Wizard, Click Finish
- Close the Add Standalone Snap-in window by clicking the Close button.
- Click OK in the Add/Remove Snap-in dialog box.
- Under User Configuration, expand Windows Settings, expand Internet Explorer Maintenance, and then click Security.
- In the right pane, double-click Security Zones and Content Ratings.
- Under Security Zones and Privacy, click Import the current security zones and privacy settings, and then click Modify Settings.
- Select the zone that you would like to modify, and click Custom Level.
- Modify the settings to enable the Submit non-encrypted form data option by selecting the enable radio button for that option. If it is already enabled, then just click the OK button.

The zone where the setting should be enabled is determined by the zone where the target URL of the POST operation is classified. For example, when you post to an Internet URL, you must enable this option for the internet zone.

Restart the process that is running ServerXMLHTTP. To do this, you may have to restart your computer.

Workaround (2)

The problem occurs when the MachineHandler service runs under the local system account. In this case it does not have any authorization to access the Internet. The problem can be solved by replacing the MSXML components by those supplied in the Setup of the ePS Network Services.

This requires the original MSXML DLLs to be copied to another directory or renamed before starting the installation (MSXML4.DLL, MSXML4R.DLL, MSXML4A.DLL).

Workaround (3)

Another possibility is to run the MachineHandler service under a local user account with administrative rights.

Note:
The problem cannot be corrected by changing the ePS Network Services.

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2.27 TRANSLINE user interface on the S7 controller no longer starts (CQ4541)

Error description

The TRANSLINE user interface no longer starts after the ePS Network Services have been installed on an S7 with TRANSLINE user interface. This error occurs only when the ePS Network Services have been installed on an S7 controller with the SINUMERIK 840D (standard) option instead of the S7 option.

Remedy

Reinstall the ePS Network Services and select the correct option.

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3 Cleared errors

3.1 Changes to PLC trace configurations are not accepted (CQ7755)

Error description

Changes to an existing PLC trace configuration are not always correctly accepted.

Remedy

Error cleared in V 4.1.1

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