

Hotline-Support KOSY/MCS

Category 2: **Communication with PC**

Error: **Machine not ready / not controllable**

Basics

Preconditions: **nccad** is installed and works correctly, the machine is connected and switched on (net-control is lighting), the green LED in the status panel is lighting (ready), the little switch „NotHalt“ („Emergency Stop“) is on position „free“ (not locked), the connection cable is plugged to the PC at the serial port (9pol pin) and to the machine at the socket „PC.....“ (9pol socket). (If one of these requirements is not met, e.g. the LED are not lighting, the 230V-connection may be disturbed. Check the cables and current.

When the LEDs are still not lighting, the electronics is faulty and your machines needs service.)

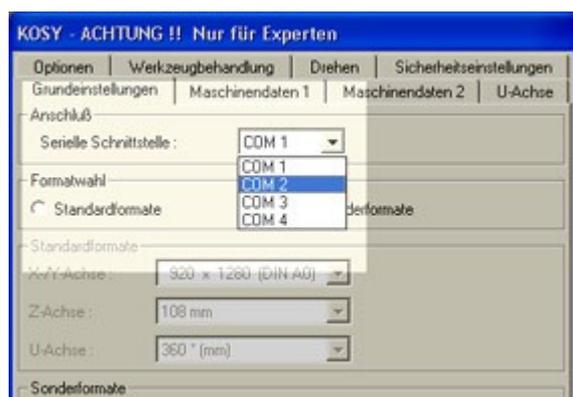
Open the menu Machine/CNC-milling machine or similar in order to connect software and machine. The error message „Machine not ready....“ appears, or the window Manual control appears but the control doesn't work correctly.

Possible reasons for error and its correction

1. Wrong port

You have maybe installed a new computer with one or more serial ports. The wrong port has been set in the parameters of **nccad**. Take the following actions:

1. Open the menu Parameters,
2. then select Machine or similar, depending on version.
3. Edit the parameters
4. Confirm the warning message, it tells you to be careful.
5. The following window for basic settings appears:



As a try set another port and and call up again the machine in the menu. If you still get no connection with any of the ports, the reasons might be:

- your port has got a higher number (>4)
this happens with newly installed boards or USB-adapters. It may be possible to change the number of the ports from e.g.: 5...8 to 1..4 in the operating system under „System control“. Otherwise you must ask for computer service.
- The serial port is defective
Try another PC; if its doesn't help the port in KOSY/MCS may be defective (lightning stroke, short circuit etc.), please contact our service.

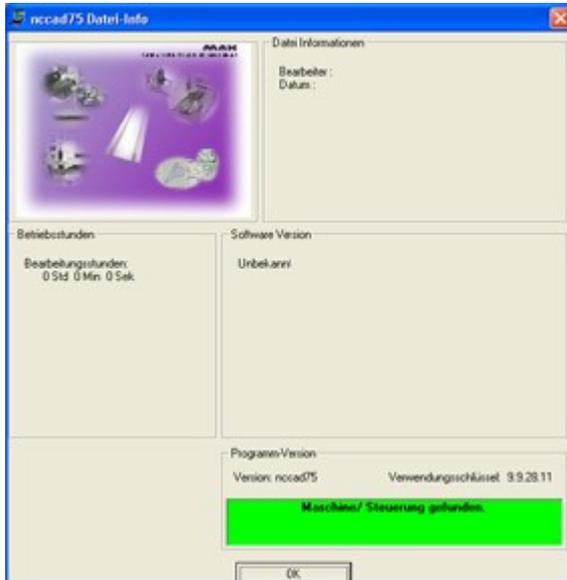
2. Wrong software version of **nccad7.5** and higher with **KOSY3**

In our 3rd generation of KOSY the software version inside the electronics (called firmware) must comply with the version of **nccad7.5** and higher, otherwise the communication doesn't work. Check it:

- Right **nccad** version installed?
The version delivered together with the machine is installed on the computer? Check by comparing the original CD or delivery date to the version in menu Help//Version. In each case it must be version 7.5 or higher, KOSY 3 cannot be controlled by version 7 or older.
- Right firmware in the electronics?
The firmware can be transferred via flashing. When you got the machine **nccad** and machine were fitting together. The original CD contains both software elements.
If you have downloaded an update of **nccad**, it is sometimes necessary to flash for correct communication. Read the update information to see if you need to flash. You find an instruction how to flash in Help/Help topics/Appendix.

Check the communication between **nccad** and firmware in general and get information about the electronics :

- Watch LEDs
Open the menu Machine/CNC-milling machine or other, to make a connection. **nccad** tries to communicate with the machine. The LEDs must blink.
If not the above error message appears.
But if they do, and the machine cannot be controlled correctly, the version of **nccad** and the firmware do not match.
- Menu Help/File information
Open the menu Machine/CNC-milling machine or other to make a connection. When the window Manual control appears it is clear that communication is possible.
Leave the manual control and open the menu Help/File information. In the opening window you find all information about electronics and software and a message if the versions correspond.



If you get red fields in the window, you should look for reasons for non-compliance (see above under 2.). Only if you are sure you have forgotten flashing and feel able to do it – do it. Otherwise please contact us.

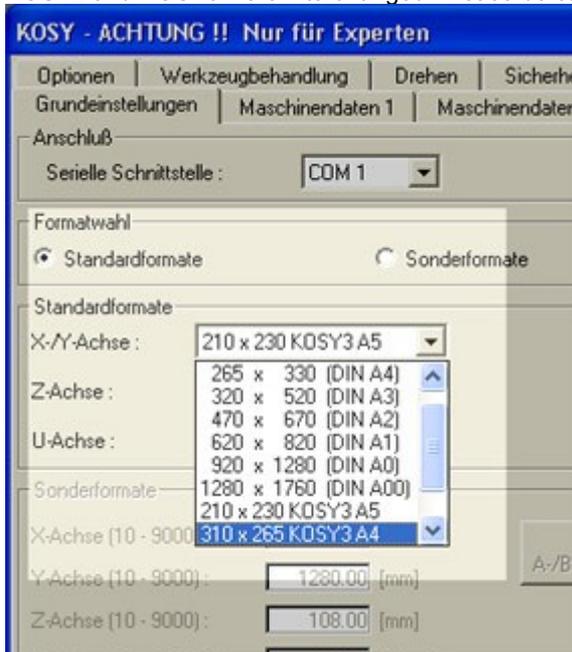
3. Wrong parameters for KOSY2 or KOSY3 or MCS

Communication between PC and machine can be disturbed because of wrong parameters. Check them:

1. Open the menu Parameters
2. Select Machine or similar, depending on version
3. Edit parameters editieren
4. Confirm the warning message, it tells you to be careful.
5. The following window for basic settings appears:

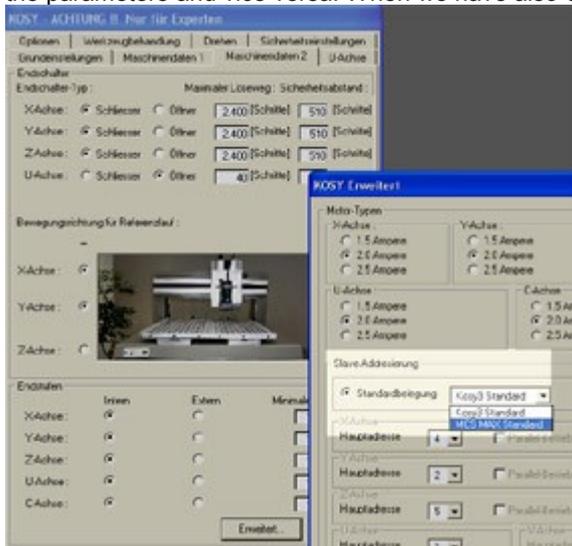
Possible cases:

- Wrong machine
KOSY2 and KOSY3 were interchanged. Please be careful to set the right one.



Pay attention to the word KOSY3. Machines of older generations haven't got it.

- Only control unit MCS is available
When we have delivered our control unit together with **nccad**, but not the machine, you must select the control unit MCS in the parameters and vice versa: When we have also delivered the machine you must choose KOSY3.



You find the options under Machine data2 and the button Extended. But pay attention: Please do not modify other data. When you are not sure, please call us.

The parameters are right after first installation, when the original CD was used. But every now unqualified modification of parameters happen or files are interchanged. We hope the tips may help.