



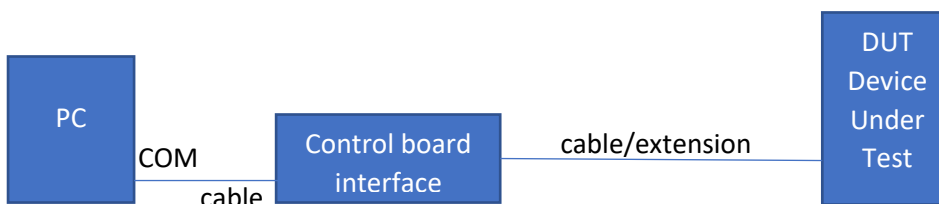
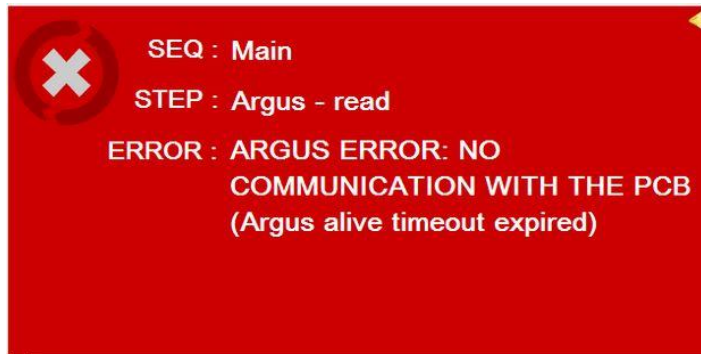
## Troubleshooting communication with appliance control board

Error message displayed on the screen can be of different type, in any case it should indicate a communication problem.

If the Microplan test bench had previously communicated with the appliance control board, determine what modifications, if any, have been made to the testing procedures, software or hardware

components so to associate current problem to its possible source. Make detailed notes of changes (or recent problems) before contacting Microplan technical support. If no such changes have been made, check the issues and troubleshooting steps listed in the following chart and table.

A step-by-step investigation of communications components should be performed to isolate and identify faulty components.



Issue	Troubleshooting
<b>Appliance fault (DUT)</b>	Replace the appliance under test with another: <ul style="list-style-type: none"> <li>• If the new appliance operates correctly track the internal appliance problem</li> <li>• If the new appliance has the same issue as the original one, check following points</li> </ul>
<b>Control board interface fault</b>	<ul style="list-style-type: none"> <li>• Check the interface operation using diagnostic program from the control supplier, if it is available</li> <li>• If testing indicates an issue or is inconclusive, replace the control board interface</li> </ul>
<b>Cable – extension fault</b>	<ul style="list-style-type: none"> <li>• Inspect cables/extension cables for improper connection or damaged wires</li> <li>• Bypass extension if possible</li> <li>• Replace the communication cable</li> </ul>
<b>Adaptor fault</b>	<ul style="list-style-type: none"> <li>• If an adaptor connection is used (such as a USB to RS232), replace it</li> </ul>



Issue	Troubleshooting
<b>PC serial (or USB) port fault</b>	<ul style="list-style-type: none"><li>• Check to be sure USB or serial port is properly configured on the PC</li><li>• Use a different port if available</li></ul>
<b>Socket problem</b>	<ul style="list-style-type: none"><li>• Bypass the communication socket in the test bench electrical cabinet and establish a direct connection to the control PC</li><li>• If a direct connection operates correctly, replace the communication socket</li></ul>

