

# AKD PDMM™ Fault Card



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Valid for Hardware Revision DB

Patents Pending

Part Number 903-200015-00

Keep all manuals as a product component during the life span of the product.

Pass all manuals to future users / owners of the product.

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## Record of Document Revisions:

| Revision   | Remarks   |
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| A, 04/2012 | Launch version  |
| B, 12/2012 | Error E24, E53, and alarm A38 was added. A30 was revised. |

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# 1. AKD Fault and Warning Messages

When a fault occurs, the drive fault relay is opened, the output stage is switched off (motor loses all torque), or the load is dynamically braked. The specific drive behavior depends on the type of fault. The LED display on the front panel of the drive shows the number of the fault that occurred. If a warning is issued prior to the fault, the warning is shown on the LED and has the same number as the associated fault. Warnings do not trip the power stage of the drive or fault relay output.

The left side of the LED displays **F** for a fault or **w** for a warning. The right side displays the fault or warning number as follows: 1-0-1-[break]. The highest priority fault is displayed on the LED, but multiple faults may be present when a fault condition is occurring. Check the AKD **Faults** screen or read the status of DRV.FAULTS through the controller or HMI for the entire list of faults.

| Fault | Message/Warning  | Cause   | Remedy  |
|-------|--|---|---|
| F0    | N/A  | Reserved.   | N/A   |
| ..    |  | 1. 24V Control Power input voltage dip.<br>or<br>2. Auxillary encoder 5V (X9-9) shorted.  | 1. Insure adequate 24V supply current capacity for the system.<br>or<br>2. Check and fix X9 wiring. |
| F101  | Firmware incompatible.   | Installed firmware is not compatible with the drive hardware.   | Load compatible firmware into the drive.  |
| F102  | Resident firmware failed.                                      | Software failure detected.  | Restart drive. If issue persists, contact technical support.  |
| F103  | Resident FPGA failed.  | Software failure detected. Load resident FPGA failure occurred (several cases according to flowchart, including incompatible image to FPGA type and fieldbus type). | Restart drive. If issue persists, contact technical support.  |
| F104  | Operational FPGA failed.                                       | Software failure detected. Load operational FPGA failure occurred (several cases according to flowchart).   | Restart drive. If issue persists, contact technical support.  |
| F105  | NV memory stamp invalid.                                       | NV memory stamp is corrupted or invalid.  | Reset the drive to default memory values using <b>Parameter Load</b> .                              |
| F106  | NV memory data invalid.  | NV memory data is corrupted or invalid. This fault often occurs when downloading firmware.  | Reset the drive to default memory values using <b>Parameter Load</b> .                              |
| F107  | Positive switch limit exceeded. Warning issued prior to fault. | Positive software position limit is exceeded.   | Move the load away from the limits.   |
| F108  | Negative switch limit exceeded. Warning issued prior to fault. | Negative software position limit is exceeded.   | Move the load away from the limits.   |
| F121  | Homing error.  | Drive did not finish homing sequence.   | Check homing sensor, homing mode, and homing configuration.   |

| Fault | Message/Warning                                      | Cause  | Remedy  |
|-------|--|--|---|
| F123  | Invalid motion task. Warning issued prior to fault.  | Invalid motion task.   | Check motion task settings and parameters to make sure that the values entered will produce a valid motion task. Refer to the motion task documentation for additional guidance on specific causes of invalid motion tasks. |
| F125  | Synchronization lost. Warning issued prior to fault. | The fieldbus lost synchronization.   | Check fieldbus connection (X5 and X6 if you are using EtherCAT; X12 and X13 if you are using CANopen) or the settings of your EtherCAT or CANopen master.   |
| F126  | Too much movement. Warning issued prior to fault.    | Too much movement was created during a Bode plot. Motor is unstable and is not following drive instructions. | Check that the system is closed loop stable. Refer to the system tuning guide.  |
| F127  | Incomplete emergency stop procedure.                 | Incomplete emergency stop procedure (problem with the emergency stop motion task).                           | Disconnect power from drive and check emergency stop procedure.   |
| F128  | MPOLES/FPOLES not an integer.                        | Ratio of motor poles to feedback poles must be a whole number.   | Change to a compatible feedback device.   |
| F129  | Heartbeat lost.                                      | Heartbeat lost.  | Check CANopen cabling. Reduce bus load or increase the heartbeat update time.   |
| F130  | Secondary feedback supply over current.              | 5V power supply was shorted out on X9.   | Check secondary feedback (X9 connection).   |
| F131  | Secondary feedback A/B line break.                   | Problem in secondary feedback detected.  | Check secondary feedback (X9 connection).   |
| F132  | Secondary feedback A/B line break.                   | Problem in secondary feedback detected.  | Check secondary feedback (X9 connection).   |
| F134  | Secondary feedback illegal state.                    | Feedback signals were detected in an illegal combination.  | Check secondary feedback (X9 connection).   |
| F135  | Homing is needed. Warning issued prior to fault.     | Attempt to issue motion task before the axis is homed. Axis must be homed before motion task can start.      | Change opmode or home axis.   |
| F136  | Firmware and FPGA versions are not compatible.       | The FPGA version does not match the firmware FPGA version constants.   | Load the FPGA version that is compatible with the firmware.   |

| Fault             | Message/Warning   | Cause  | Remedy   |
|-------------------|---|--|--|
| F137              | Homing and feedback mismatch                                      | The configured homing mode is not supported by the motor feedback type used.   | Change homing mode.  |
| F138              | Instability during autotune.                                      | Drive current (IL.CMD) or velocity feedback (VL.FB) exceeds allowable limit. This fault only occurs in BODE.MODE 5.  | Change BODE.MODE if appropriate. Otherwise the motor is not stable and may require manual tuning.  |
| F139              | Target Position over short due to invalid motion task activation. | The drive cannot decelerate from its current speed to reach the end point of the second motion task without moving past it. Increase the deceleration rate in the move or trigger the move earlier | Change Motion task profile and clear fault with DRV.CLRFAULTS, or change the value of FAULT139. ACTION = 1 to ignore this condition.   |
| F140              | VBUS.HALFVOLT has changed.  | The user changed the numerical value of VBUS.HALFVOLT. The change only takes effect after a DRV.NVSAVE command and after rebooting the AKD.  | Save the parameters in the non-volatile memory with DRV.NVSAVE and turn off/on the 24[V] power supply in order to reboot the drive or restore the original setting of VBUS.HALFVOLT. |
| F151<br>–<br>F170 | Motion task warning.  | Motion task settings and parameters are not set to produce a valid motion task.  | DRV.CLRFAULTS will clear the warning. Check motion task settings and parameters to make sure the values will produce a valid motion task.  |
| F201              | Internal RAM failed.  | Hardware failure detected.   | Restart drive. If issue persists, contact technical support.   |
| F202              | External RAM failed.  | Hardware failure detected.   | Restart drive. If issue persists, contact technical support.   |
| F203              | Code integrity failed.  | Software failure detected. FPGA register access failure occurred.  | Restart drive. If issue persists, contact technical support.   |
| F204<br>–<br>F232 | EEPROM failure detected.  | EEPROM failure detected.   | Restart drive. If issue persists, exchange drive.  |
| F234<br>–<br>F237 | Control temperature sensor high. Warning issued prior to fault.   | High temperature limit reached.  | Check cabinet ventilation system.  |
| F240<br>–<br>F243 | Power temperature sensor low. Warning issued prior to fault.      | Low temperature limit reached.   | Check cabinet ventilation system.  |
| F245              | External fault.   | This fault is user generated and is caused by user settings.   | Users can configure a digital input to trigger this fault (DINx.MODE = 10). the fault occurs according to this input setting. Clear the input to clear the fault.                    |

| Fault | Message/Warning  | Cause   | Remedy  |
|-------|--|---|---|
| F247  | Bus voltage exceed allowed thresholds.                     | Hardware problem in bus measurement.  | Troubleshoot and repair hardware problem.   |
| F248  | Option board EEPROM corrupted.                             | EEPROM failure detected.  | Restart drive. If issue persists, exchange drive.   |
| F249  | Option board downstream checksum.                          | Communications with the I/O on the option board failed.                                 | DRV.CLRFAULTS. If issue persists, contact technical support.  |
| F250  | Option board upstream checksum.                            | Communications with the I/O on the option board failed.                                 | DRV.CLRFAULTS. If issue persists, contact technical support.  |
| F251  | Option board watchdog.                                     | Communications with the I/O on the option board failed.                                 | DRV.CLRFAULTS. If issue persists, contact technical support.  |
| F252  | Firmware and option board FPGA types are not compatible.   | The option board FPGA is not compatible with this hardware.                             | Download the correct firmware file for this drive.  |
| F253  | Firmware and option board FPGA versions are not compatible | The version of the option board FPGA is not compatible with this firmware.              | Download the correct firmware file for this drive.  |
| F301  | Motor overheated.  | Motor overheated.   | Check ambient temperature. Check motor mounting heat sink capability.   |
| F302  | Over speed.  | Motor exceeded VL.THRESH value.   | Increase VL.THRESH or lower velocity command.   |
| F303  | Motor foldback.  | Maximum motor power has been exceeded; the power has been limited to protect the motor. | Current command to the motor is too high for too long. Reduce servo gains, or reduce command trajectory aggressiveness.       |
| F304  | Motor foldback. Warning issued prior to fault.             | Maximum motor power has been exceeded; the power has been limited to protect the motor. | Change move profile to reduce load on motor. Check for load jamming or sticking. Check that current limits are set correctly. |
| F305  | Brake open circuit.  | Motor brake open circuit.   | Check cabling and general functionality.  |

| Fault             | Message/Warning                   | Cause   | Remedy  |
|-------------------|-----------------------------------|---|---|
| F306              | Brake short circuit.              | Motor brake short circuit.  | Check cabling and general functionality.  |
| F307              | Brake closed during enable state. | Motor brake closed unexpectedly.  | Check cabling and general functionality.  |
| F308              | Voltage exceeds motor rating.     | Drive bus voltage exceeds the motor's defined voltage rating.   | Make sure that the motor fits the driving rating.   |
| F309              | Motor I2t load. Reduce load.      | Motor I2t load (IL.MI2T) has exceeded the warning threshold IL.MI2TWTHRESH. This warning can only be generated in case that the motor protection mode IL.MIMODE has been set to 1.  | Reduce the load of the Drive by e.g. adjusting lower acceleration/deceleration ramps.                                     |
| F401              | Failed to set feedback type.      | Feedback is not connected or wrong feedback type selected.  | Check primary feedback (X10 connection).  |
| F402              | Analog signal amplitude fault.    | Analog signal amplitude is too low. Analog fault (resolver signal amplitude or sin/cos amplitude).  | Check primary feedback (X10 connection), resolver and sine/cos encoder only.  |
| F403              | EnDat communication fault.        | General communication problem with feedback.  | Check primary feedback (X10 connection), EnDat only.  |
| F404              | Hall error.                       | Hall sensor returns invalid Hall state (111, 000); either all Hall sensors are on or off. Legal Hall states are 001, 011, 010, 110, 100, and 101. This fault can be caused by a broken connection in any one of the Hall signals. | Check the feedback wiring; check all feedback connectors to ensure all pins are positioned correctly.                     |
| F405              | BiSS watchdog fault.              | Bad communication with the feedback device.   | Check primary feedback (X10 connection), Biss only.   |
| F406              | BiSS multicycle fault.            | Bad communication with the feedback device.   | Check primary feedback (X10 connection), Biss only.   |
| F407              | BiSS sensor fault.                | Bad communication with the feedback device.   | Check primary feedback (X10 connection), Biss only.   |
| F408<br>–<br>F416 | SFD Feedback Fault                | Bad communication with the SFD device.  | Check primary feedback (X10 connection). If fault persists, internal feedback failure. Return to manufacturer for repair. |
| F417              | Broken wire in primary feedback.  | In primary feedback, a broken wire was detected (incremental encoder signal amplitude).   | Check feedback cable continuity.  |



| Fault | Message/Warning  | Cause  | Remedy  |
|-------|--|--|---|
| F418  | Primary feedback power supply.                           | Power supply fault for primary feedback.   | Check primary feedback (X10 connection).  |
| F419  | Encoder init procedure failed                            | Phase find procedure did not complete successfully.  | Check encoder wiring, reduce/balance motor load prior to phase finding.   |
| F420  | FB3 EnDat Communications Fault                           | A communication error was detected with the EnDat 2.2 device connected to the X9 connector.                  | Check tertiary feedback (X9 connection).  |
| F436  | EnDat overheated.  | Endat Feedback Device is over temperature.   | Check ambient temperature. Check motor mounting heat sink capability.   |
| F437  | Close to limit.  | Drive or motor over current or over speed warning.   | Check for increased load, jamming or sticking. Is position error set too low?   |
| F438  | Following error (numeric) Warning issued prior to fault. | Motor did not follow command values. Motor exceeded maximum allowed position following error (numeric).      | Check for increased load, jamming or sticking. Is position error set too low?   |
| F439  | Following error (user).                                  | Motor did not follow command values. Motor exceeded maximum allowed position following error (user).         | Check feedback commutation setup and tuning parameters.   |
| F450  | Following error (presentation).                          | Motor did not follow command values. Motor exceeded maximum allowed position following error (presentation). | Check feedback commutation setup and tuning parameters.   |
| F473  | Wake and Shake. Insufficient movement.                   | There was less movement than defined by WS.DISTMIN.  | Increase WS.IMAX and/or WS.T. Or try using WS.MODE 1 or 2.  |
| F475  | Wake and Shake. Excess movement.                         | WS.DISTMAX has been exceeded in WS.MODE 0 or more than 360 degrees was traveled in WS.MODE 2.                | Increase WS.DISTMAX value or reduce WS.IMAX or WS.T. Note that wake and shake is not supported for vertical/overhung loads. |
| F476  | Wake and Shake. Fine-coarse delta too large.             | The angle difference between the coarse and fine calculation was larger than 72 deg.                         | Modify WS.IMAX or WS.T and try again.   |
| F478  | Wake and Shake. Overspeed.                               | WS.VTHRESH was exceeded.   | Increase WS.VTHRESH value or reduce WS.IMAX or WS.T.  |

| Fault             | Message/Warning   | Cause   | Remedy  |
|-------------------|---|---|---|
| F479              | Wake and Shake. Loop angle delta too large.                             | The angle between complete loops was larger than 72 deg.  | Modify WS.IMAX or WS.T and try again.   |
| F480              | Fieldbus command velocity too high.                                     | Fieldbus command velocity exceeds VL.LIMITP   | Lower fieldbus command trajectory or increase the value of VL.LIMITP  |
| F481              | Fieldbus command velocity too low.                                      | Fieldbus command velocity exceeds VL.LIMITN   | Increase fieldbus command trajectory or decrease the value of VL.LIMITN   |
| F482              | Commutation not initialized.  | The motor requires the commutation initialization (there are no encoder commutation tracks, Hall sensors, etc.) and no successful Wake and Shake sequence has been performed. | Clear any faults, activate the Wake and Shake procedure (WS.ARM) and enable the drive.  |
| F483<br>–<br>F485 | Wake and Shake error.   | Motor U, Motor V, or Motor W phase missing. No current was detected in the phase during initialization (Mode 0 only).   | Check the motor connections and WS.IMAX (very low current may produce this error).  |
| F486              | Motor velocity exceeds EMU-speed.                                       | Motor velocity exceeds the maximum speed the emulated encoder output can generate.  | Reduce value of DRV.EMU PULSEIDTH.  |
| F487              | Wake and Shake - Validating positive movement failed                    | After applying a positive current, motor moved in the wrong direction.  | Check motor phase wiring and motor encoder wiring is correct.   |
| F489              | Wake and Shake - Validating negative movement failed.                   | After applying a negative current, motor moved in the wrong direction.  | Check motor phase wiring and motor encoder wiring is correct.   |
| F490              | Wake and Shake - Validating Comm. angle timed out.                      | During one of the W&S validation stages the drive stopped responding to commands.   | Contact customer support.   |
| F491              | Wake and Shake - Validating Comm. angle moved too far - Bad Comm Angle. | After applying a current, the motor moved too far (>15 electrical degrees).   | This indicates a poor motor phase angle was found by Wake and Shake. Revise Wake and Shake parameters, and re-run Wake and Shake.   |
| F492              | Wake and Shake - Validating Comm. angle required more than MOTOR.ICONT. | A current larger than MOTOR.ICONT was used to excite the motor.   | This indicates one of the following: <ol style="list-style-type: none"> <li>Phase angle is incorrect due to a bad wake and shake.</li> <li>Motor has very high friction, requiring high current to break free.</li> <li>Motor power cable is disconnected or improperly wired.</li> </ol> |
| F501              | Bus over voltage.   | Bus voltage too high. Usually, this problem is load related.  | Reduce load or change motion profile. Check system regen capacity; add capacity if needed. Check mains voltage.   |

| Fault             | Message/Warning  | Cause   | Remedy  |
|-------------------|--|---|---|
| F502              | Bus under voltage. Warning issued prior to fault.      | Bus voltage below threshold value.  | Check mains voltage.  |
| F503              | Bus capacitor overload. Warning issued prior to fault. | Single phase AC input on a drive only rated for three-phase input or excessive single-phase power load. | Check mains voltage.  |
| F504<br>–<br>F518 | Internal supply voltage fault.                         | Internal supply voltage fault detected.   | Check wiring for electromagnetic compatibility (EMC). If issue persists exchange drive. |
| F519              | Regen short circuit.                                   | Regen resistor short circuit.   | Regen IGBT short circuit. Contact technical support.                                    |
| F520              | Regen overload.  | Regen resistor overload.  | Motor is being overhauled or motor is being stopped too quickly.                        |
| F521              | Regen over power.                                      | Too much power stored in regen resistor.  | Either get larger regen resistor or use DC bus sharing to dissipate power.              |
| F523              | Bus over voltage FPGA.                                 | Bus over voltage hard fault.  | Check mains voltage and check system brake capacity.                                    |
| F524              | Drive foldback.  | Maximum drive power has been exceeded. The power has been limited to protect the drive.                 | Motion requires too much power. Change profile to reduce load.                          |
| F525              | Output over current.                                   | Current exceeds drive peak.   | Check for short or feedback faults.   |
| F526              | Current sensor short circuit.                          | Current sensor short circuit.   | Restart drive. If issue persists, contact technical support.                            |
| F527              | Iu current AD converter stuck.                         | Hardware failure detected.  | Restart drive. If issue persists, contact technical support.                            |
| F528              | Iv current AD converter stuck.                         | Hardware failure detected.  | Restart drive. If issue persists, contact technical support.                            |
| F529              | Iu current offset limit exceeded.                      | Hardware failure detected.  | Restart drive. If issue persists, contact technical support.                            |
| F530              | Iv current offset limit exceeded.                      | Hardware failure detected.  | Restart drive. If issue persists, contact technical support.                            |

| Fault | Message/Warning                                       | Cause   | Remedy   |
|-------|---|---|--|
| F531  | Power stage fault.                                    | Hardware failure detected.  | Restart drive. If issue persists, replace drive.   |
| F532  | Drive motor parameters setup incomplete.              | Before a motor can be enabled, you must configure a minimum set of parameters. These parameters have not been configured.                     | Issue the command DRV.SETUPREQLIST to display the list of the parameters that you must configure. Configure these parameters either manually or automatically. You can manually configure these parameters in three ways: (1) set each parameter individually; (2) use the setup wizard to select the motor; or (3) select the motor type from the motor data base in the Motor window (MOTOR.AUTOSSET must be set to 0 (FALSE)). If you use the Motor window, you must first select the feedback type. If the motor has Biss Analog, Endat, or SFD feedback (feedback with memory), then these parameters are set automatically when MOTOR.AUTOSSET is set to 1 (TRUE). |
| F534  | Failed to read motor parameters from feedback device. | Motor either does not have motor feedback memory, or the motor feedback memory is not programmed properly so the parameters cannot be read.   | Try to read parameters again by clicking the Disable and Clear Faults button, or by issuing the DRV.CLRFAULTS command. If this attempt is not successful, then set MOTOR.AUTOSSET to 0 (false) and program the parameters using the setup wizard or manually set up the parameters. If the motor has motor memory (Biss Analog, Endat, and SFD motors have motor memory), return the motor to have the memory programmed.  |
| F535  | Power-board over-temperature fault.                   | The power-board temperature sensor indicates more than 85 °C.   | Reduce the load of the drive or ensure better cooling.   |
| F601  | Modbus data rate is too high.                         | Modbus controller data rate is too high.  | Reduce data rate.  |
| F602  | Safe torque off.                                      | Safe torque off function has been triggered.  | Reapply supply voltage to STO if safe to do so.  |
| F603  | OPMODE incompatible with CMDSOURCE.                   | This warning is generated when the drive is enabled and the gearing command source is selected at the same time as torque or velocity opmode. | Select a different DRV.OPMODE and DRV.CMDSOURCE combination.   |
| F701  | Fieldbus runtime.                                     | Runtime communication fault.  | Check fieldbus connections (X11), settings, and control unit.  |
| F702  | Fieldbus communication lost.                          | All fieldbus communication was lost.  | Check fieldbus connections (X11), settings, and control unit.  |
| F703  | Emergency timeout occurred while axis should disable. | Motor did not stop in the timeout defined.  | Change timeout value, change stop parameters, improve tuning.  |

## 2. AKD PDMM Errors and Alarms

When an Error(s) occur, the highest priority error is displayed on the 7-seg LED of the AKD PDMM. Error messages have priority over Alarm messages. When an Error or Alarm occur, always check the controller log messages. The log messages will provide more details about the failure and the history of events leading up to the failure. From the log messages, you can determine the specifics about the cause of the failure to correct the underlying problem.

Errors and alarms are either hardware or software clearable. For instructions on clearing an Error or Alarm locate its number in the table below, and follow the remedy instructions.

| Error         | Message/Warning   | Cause  | Remedy   |
|---------------|---|--|--|
| <b>Errors</b> |   |  |  |
| E01           | Critical temperature exceeded. PDMM operation is stopped, CPU will be put to sleep. | CPU temperature exceeded safe operating temperature limit.   | Power-off. Check airflow and operating environment are within hardware specifications. Allow unit to cool before power-on.             |
| E02           | Out of memory. KAS runtime is stopping.   | Memory leak, memory corrupted, or hardware memory failure.   | Power-off/on. If problem is recurrent, check release notes for firmware updates or return hardware for repair.                         |
| E03           | Fan failure.  | CPU cooling fan was not able to operate properly.  | Check temperature and monitor for High temp alarm (see A01). Return hardware for fan replacement.                                      |
| E10           | Firmware is corrupted.  | Flash memory corrupted during firmware download or flash hardware failure.   | Re-download firmware or boot into recovery mode, download firmware, and power-off/on. If problem persists, return hardware for repair. |
| E11           | Flash is corrupted, no filesystem is available.                                     | At startup the filesystem could not be mounted on the flash.   | Reset to factory defaults. If problem persists, return hardware for repair.  |
| E12           | Not enough flash memory available.  | Flash memory is full, unable to write to flash.  | Clean-up the flash memory by removing log files, application programs, recipes, or other data files.                                   |
| E13           | Out of NVRAM space for retained variables.  | NVRAM is full.   | Change application to reduce the amount of retained variables.   |
| E14           | Reset to Factory Defaults failed.   | Flash memory could not be formatted during a Reset to Factory Defaults procedure.  | Try reset to factory defaults again from power-on. If problem persists, return hardware for repair.                                    |
| E15           | Cannot read/write files from/to a SD card.  | SD card is not plugged-in or the filesystem is corrupt and cannot be mounted. PLC function failures will not cause this error. | Insert a valid SD card or re-format the SD card using Settings/SD card/Format button.  |
| E16           | Not enough space available on the SD card.  | SD card is full, unable to write to the SD card. PLC function failures will not cause this error.                              | Clean-up SD card space by deleting files or re-format the card using Settings/SD   |
| E20           | Runtime plug-in, process, thread or application failed to start.                    | KAS runtime or application code failed to auto-start at boot.  | Power-off/on. Reset to factory defaults. If problem is recurrent, check release notes for firmware updates or download firmware.       |

| Error | Message/Warning  | Cause  | Remedy   |
|-------|--|--|--|
| E21   | Runtime process, thread, or driver failed to respond during operation. | KAS runtime code failed during normal operation.   | Power-off/on. If problem is recurrent, check release notes for firmware updates.   |
| E22   | Fatal error in PLC program, application stopped.                       | Virtual machine failed to execute an instruction.  | Re-compile application, download, and re-start. Check the IDE and controller firmware versions are compatible.   |
| E23   | CPU is overloaded.   | Either the motion engine cycle did not complete or the PLC program did not complete within the timeout period due to excessive CPU loading.  | Stop the application or power-off/on. Reduce the sample rate, simplify the application, or reduce the application cycles and re-start the application.   |
| E24   | PLC application cannot be started.                                     | <p>PLC application cannot be started, due to an existing condition.</p> <p>Possible reasons:</p> <ol style="list-style-type: none"> <li>Maintenance operation is in progress.</li> <li>Controller is in online config mode.</li> <li>AKD Restore failed.</li> <li>The IDE version of the compiled PLC code and controller runtime version do not match.</li> </ol> | <p>Check the following:</p> <ol style="list-style-type: none"> <li>Controller web-server home page for any maintenance operation in-progress. Wait for the operation to finish.</li> <li>Connect to the controller with the IDE and disable online config mode.</li> <li>EtherCAT network topology by using the Scan network button in the web-server's Restore tab. Correct the physical topology and re-execute an AKD restore.</li> <li>IDE version (only major.minor.micro) should match with runtime version. To correct, install the correct version of IDE or Runtime.</li> </ol> |
| E30   | EtherCAT communication failure during operational mode.                | EtherCAT network operation failed due to a network communication error.  | Check the EtherCAT network wiring and devices state. Re-start the application.   |
| E31   | EtherCAT communication failure during preop mode.                      | EtherCAT network operation failed due to a network communication error.  | Check the EtherCAT network wiring and devices state. Re-start the application.   |
| E32   | EtherCAT communication failure during bootstrap mode.                  | EtherCAT network operation failed due to a network communication error.  | Check the EtherCAT network wiring and devices state. Re-start the application.   |
| E33   | EtherCAT failed to initialize into operational mode.                   | EtherCAT network initialization failed due to a network communication error.   | Check the EtherCAT network wiring and devices state. Re-start the application.   |
| E34   | EtherCAT failed to initialize into preop mode.                         | EtherCAT network initialization failed due to a network communication error.   | Check the EtherCAT network wiring and devices state. Re-start the application.   |
| E35   | EtherCAT failed to initialize into bootstrap mode.                     | EtherCAT network initialization failed due to a network communication error.   | Check the EtherCAT network wiring and devices state. Re-start the application.   |

| Error | Message/Warning                                   | Cause  | Remedy   |
|-------|---|--|--|
| E36   | EtherCAT failed to discover the expected devices. | EtherCAT network discovery failed due to a mismatch between the discovered and expected devices. | Check the EtherCAT devices and wiring order. Correct the device order wiring or re-scan the network, re-compile, and download the updated application. Re-start the application. |
| E37   | EtherCAT failed to return to init state.          | EtherCAT network initialization failed due to a network communication error.                     | Check the EtherCAT network wiring and devices state. Re-start the application.   |
| E50   | Backup to SD card failed.                         | An unrecoverable error occurred during the backup operation.                                     | Repeat the backup to SD card operation. If it fails again, replace the SD card.  |
| E51   | Restore from SD card failed.                      | An unrecoverable error occurred during the restore operation.                                    | Do NOT reboot the PDMM! Repeat the restore operation. If it fails again, reset the PDMM to factory defaults. If problem persists, return hardware for repair.                    |
| E52   | SD Backup files are missing or corrupt.           | The restore operation failed due to missing, incomplete, or corrupt files on the SD card.        | Perform a backup operation before the restore or use an SD card with valid backup files.   |
| Alarm | Message/Warning                                   | Cause  | Remedy   |

### Alarms

|     |   |   |   |
|-----|---|---|---|
| A01 | High temperature exceeded.  | CPU temperature near the safe operating temperature limit.                                | Check airflow and operating environment are within hardware specifications.   |
| A02 | Low on memory.  | Memory leak or corruption.  | Power-off/on. If problem is recurrent, check release notes for firmware updates or return hardware for repair.                  |
| A04 | Low input voltage.  | +24 volt input power is +19 volts or less.  | Check power supply voltage and connection to the PDMM.  |
| A12 | Flash memory is low on free space.                                | Flash memory is almost full.  | Clean-up the flash memory by removing log files, application programs, recipes, or other data files. Reset to factory defaults. |
| A21 | Recoverable process or thread failed to respond during operation. | KAS non-runtime code failed during normal operation and was automatically restarted.      | If problem is recurrent, power-off/on. Check release notes for firmware updates.  |
| A23 | CPU is overloaded.  | CPU usage is too high for 5 (or more) seconds.  | Reduce the sample rate, simplify the application, or reduce the application cycles.   |
| A30 | EtherCAT missed a send frame during operation mode.               | EtherCAT master was unable to send a frame for one or more cycles.                        | Reduce the controller CPU load, so it has enough Real-Time margin to send EtherCAT frames every cycle.                          |
| A38 | EtherCAT missed a receive frame during operation mode.            | EtherCAT master did not receive a frame for one or more cycles.                           | Check the EtherCAT network wiring and devices.  |
| A40 | Local digital IO missed a cyclic update.                          | Local digital IO was not updated during a cycle or the updates are no longer synchronous. | Reduce the sample rate, simplify the application, or reduce the application cycles.   |

## About Kollmorgen

Kollmorgen is a leading provider of motion systems and components for machine builders. Through world-class knowledge in motion, industry-leading quality, and deep expertise in linking and integrating standards and custom products, Kollmorgen delivers breakthrough solutions that are unmatched in performance, reliability, and ease-of-use, giving machine builders an irrefutable marketplace advantage.

For assistance with your application needs visit [www.kollmorgen.com](http://www.kollmorgen.com) or contact us at:

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