

TB0317 Fault Finding Nextmove Controller Errors

Solving Intermittent Nextmove Issues

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Technical Bulletin

TB Number:	317
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Title:	Fault Finding Nextmove Controller Errors

Problem

A common issue on any machine controlled by a Nextmove Controller is a loss of the communication channel between front-end (The winMulti program) and back-end (the nextmove controller). The fault symptoms are an error message box on the front screen that can often look a bit technical:

Fatal Error: Cannot Write fParameter data. Device Driver Failed

Fatal Error: Cannot read Inverter data

Fatal Error: Error Downloading Starter recipe

Cannot Read Firmware on Ethernet. Must use a setXXXLink function

Often, this is an intermittent problem which makes it hard to pin-point. The only method to finding the fault is to replace or try each item in turn in the root causes until the problem stops happening.

Root Causes / Solutions

	Root Cause	Solution
1.	PC USB port fault	Try plugging into a different USB port
2.	USB cable / connections between PC and Nextmove	Try a different USB cable
3.	Nextmove card fault	Try different Nextmove card
4.	24v Short circuit	Add a separate 24v PSU to connector X1. This will not solve the root cause, but will at least help fault finding by elimination
5.	PC Failure	Replace PC

