

Title:	Communication Problem	ID:	
		0053	
Date in:	Response:	Model:	Author:
2004-04-23	2004-04-23	<i>Tecan Carousel</i>	<i>CMa</i>

Q:

A few weeks ago I contacted you about a problem that we had with the one remaining Tecan Carousel. The driver had suddenly lost communication with the PC. If we enter a CR string we would normally expect a CC reply from the carousel, instead there was nothing and the driver timed out. You sent over a diagram of the interface that had been installed between the RS232 and the PLC. Our Tech guys have managed to get a direct connection to the PLC and now if we type in the CR command we get a E1 returned to the terminal. At least now we are getting something back but obviously no the correct reply. From your experience can you suggest where we might look to solve the communication issue or are we best saving the money for a new unit?

If you could e-mail a pdf version of a price quotation for a new MPH (including the cost of refurbishment of the two carousels) I would be grateful.

A:

If you get an "E1" your communication is definitively working. E1 means that the PLC did not understand the command. Most likely you are sending the command string "character wise" instead of "string wise". There is a time-out when the pause between two characters is to long.