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inRAx[®]

MVI46-N2

SLC Platform

Johnson Controls N2 Communication
Module

10/27/2008

Please Read This Notice

Successful application of this module requires a reasonable working knowledge of the Rockwell Automation SLC hardware, the MVI46-N2 Module and the application in which the combination is to be used. For this reason, it is important that those responsible for implementation satisfy themselves that the combination will meet the needs of the application without exposing personnel or equipment to unsafe or inappropriate working conditions.

This manual is provided to assist the user. Every attempt has been made to ensure that the information provided is accurate and a true reflection of the product's installation requirements. In order to ensure a complete understanding of the operation of the product, the user should read all applicable Rockwell Automation documentation on the operation of the Rockwell Automation hardware.

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Battery Life Advisory

All modules in the MVI series use a rechargeable Lithium Vanadium Pentoxide battery to backup the 512K SRAM memory, real-time clock, and CMOS. The battery should last for the life of the module.

The module must be powered for approximately twenty hours before it becomes fully charged. After it is fully charged, the battery provides backup power for the CMOS setup and configuration data, the real-time clock, and the 512K SRAM memory for approximately 21 days.

Before you remove a module from its power source, ensure that the battery within the module is fully charged. A fully charged battery will hold the BIOS settings (after being removed from its power source) for a limited number of days. When the battery is fully discharged, the module will revert to the default BIOS settings.

Note: The battery is not user replaceable.

Your Feedback Please

We always want you to feel that you made the right decision to use our products. If you have suggestions, comments, compliments or complaints about the product, documentation or support, please write or call us.

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MVI46-N2 User Manual
10/27/2008

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ProSoft® Product Documentation

In an effort to conserve paper, ProSoft Technology no longer includes printed manuals with our product shipments. User Manuals, Datasheets, Sample Ladder Files, and Configuration Files are provided on the enclosed CD and are available at no charge from our web site: <http://www.prosoft-technology.com>
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Guide to the MVI46-N2 User Manual

Function		Section to Read	Details
Introduction (Must Do)	→	Start Here (page 9)	This Section introduces the customer to the module. Included are: package contents, system requirements, hardware installation, and basic configuration.
Verify Communication, Diagnostic and Troubleshooting	→	Verifying Communication (page 40) Diagnostics and Troubleshooting (page 31)	This section describes how to verify communications with the network. Diagnostic and Troubleshooting procedures.
Reference Product Specifications Functional Overview Glossary	→	Reference (page 43) Functional Overview (page 45) Product Specifications (page 43)	These sections contain general references associated with this product, Specifications, and the Functional Overview.
Support, Service, and Warranty Index	→	Support, Service and Warranty (page 59)	This section contains Support, Service and Warranty information. Index of chapters.

1 Start Here

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Installing the MVI46-N2 module requires a reasonable working knowledge of the Rockwell Automation hardware, the MVI46-N2 Module and the application in which they will be used.



Caution: It is important that those responsible for implementation can complete the application without exposing personnel, or equipment, to unsafe or inappropriate working conditions. Safety, quality and experience are key factors in a successful installation.

1.1 System Requirements

The MVI46-N2 module requires the following minimum hardware and software components:

- Rockwell Automation SLC 5/02 M0/M1 capable processors (or newer), with compatible power supply and one free slot in the rack, for the MVI46-N2 module. The module requires 800mA of available power.
- Rockwell Automation RSLogix 500 programming software.
- Rockwell Automation RSLinx communication software
- Pentium® II 500 MHz minimum. Pentium III 733 MHz (or better) recommended
- Supported operating systems:
 - Microsoft® Windows 98
 - Windows NT® (version 4 with SP4 or higher)
 - Windows 2000
 - Windows XP
- 32 Mbytes of RAM minimum, 64 Mbytes of RAM recommended
- 50 Mbytes of free hard disk space (or more based on application requirements)

- 16-color VGA graphics adapter, 640 x 480 minimum resolution (256 Color 800 × 600 recommended)
- CD-ROM drive
- 3.5 inch floppy disk drive
- HyperTerminal or other terminal emulator program capable of file transfers using Ymodem protocol.

1.2 Package Contents

The following components are included with your MVI46-N2 module, and are all required for installation and configuration.

Important: Before beginning the installation, please verify that all of the following items are present.

Qty.	Part Name	Part Number	Part Description
1	MVI46-N2 Module	MVI46-N2	Johnson Controls N2 Communication Module
1	Cable	Cable #15, RS232 Null Modem	For RS232 Connection to the CFG Port
3	Cable	Cable #14, RJ45 to DB9 Male Adapter cable	For DB9 Connection to Module's Port
2	Adapter	1454-9F	Two Adapters, DB9 Female to Screw Terminal. For RS422 or RS485 Connections to Port 1 and 2 of the Module
1	ProSoft Solutions CD		Contains sample programs, utilities and documentation for the MVI46-N2 module.

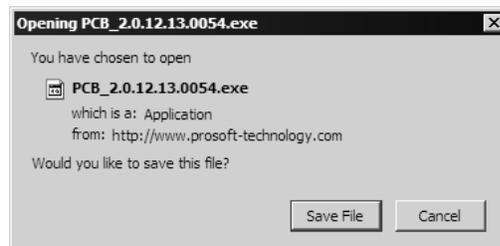
If any of these components are missing, please contact ProSoft Technology Support for replacement parts.

1.3 Install ProSoft Configuration Builder Software

You must install the ProSoft Configuration Builder (PCB) software in order to configure the MVI46-N2 module. You can always get the newest version of ProSoft Configuration Builder from the ProSoft Technology web site.

To install ProSoft Configuration Builder from the ProSoft Web Site

- 1 Open your web browser and navigate to <http://www.prosoft-technology.com/pcb>
- 2 Click the **Download Here** link to download the latest version of ProSoft Configuration Builder.
- 3 Choose "Save" or "Save File" when prompted. The following illustrations show the file download prompt for two of the most common web browsers.



- 4 Make a note of the location where you saved the file, for example "Desktop", or "My Documents", so you can start the installation program.
- 5 When the download is complete, locate and open the file, and then follow the instructions on your screen to install the program.

If you do not have access to the Internet, you can install ProSoft Configuration Builder from the ProSoft Solutions CD-ROM, included in the package with your MVI46-N2 module.

To install ProSoft Configuration Builder from the CD-ROM

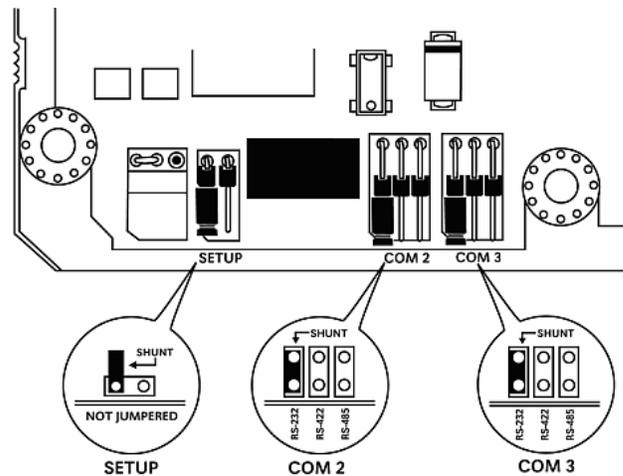
- 1 Insert the ProSoft Solutions CD-ROM into the CD drive of your PC. Wait for the startup screen to appear.
- 2 On the startup screen, click *Product Documentation*. This action opens an explorer window.

- 3 Click to open the *Utilities* folder. This folder contains all of the applications and files you will need to set up and configure your module.
- 4 Double-click the *ProSoft Configuration Builder Setup* program and follow the instructions on your screen to install the software on your PC.

Note: Many of the configuration and maintenance procedures use files and other utilities on the CD-ROM. You may wish to copy the files from the Utilities folder on the CD-ROM to a convenient location on your hard drive.

1.4 Setting Jumpers

If you use an interface other than RS-232 (default), you must change the jumper configuration to match the interface. The following illustration shows the MVI46-N2 jumper configuration:



The Setup Jumper acts as "write protection" for the module's flash memory. In "write protected" mode, the Setup pins are not connected, and the module's firmware cannot be overwritten. Do not jumper the Setup pins together unless you are directed to do so by ProSoft Technical Support.

1.5 Install the Module in the Rack

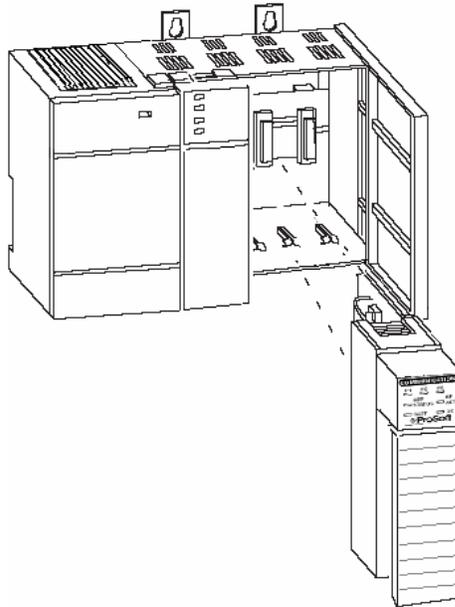
If you have not already installed and configured your SLC processor and power supply, please do so before installing the MVI46-N2 module. Refer to your Rockwell Automation product documentation for installation instructions.

Warning: You must follow all safety instructions when installing this or any other electronic devices. Failure to follow safety procedures could result in damage to hardware or data, or even serious injury or death to personnel. Refer to the documentation for each device you plan to connect to verify that suitable safety procedures are in place before installing or servicing the device.

After you have checked the placement of the jumpers, insert MVI46-N2 into the SLC™ chassis. Use the same technique recommended by Rockwell Automation to remove and install SLC™ modules.

Warning: This module is not hot-swappable! Always remove power from the rack before inserting or removing this module, or damage may result to the module, the processor, or other connected devices.

- 1 Turn power OFF.
- 2 Align the module with the top and bottom guides, and slide it into the rack until the module is firmly against the backplane connector.



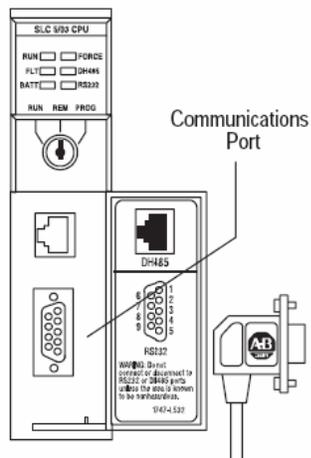
- 3 With a firm but steady push, snap the module into place.
- 4 Check that the holding clips on the top and bottom of the module are securely in the locking holes of the rack.
- 5 Make a note of the slot location. You will need to identify the slot in which the module is installed in order for the sample program to work correctly. Slot numbers are identified on the green circuit board (backplane) of the SLC rack.

6 Turn power ON.

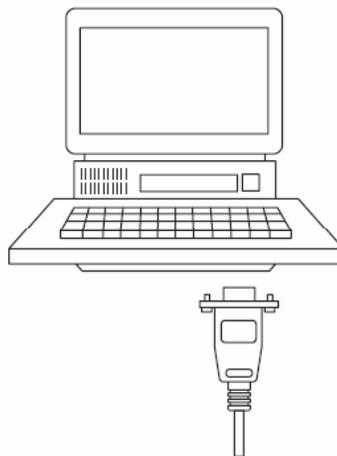
Note: If you insert the module improperly, the system may stop working, or may behave unpredictably.

1.6 Connect your PC to the Processor

- 1 Connect the right-angle connector end of the cable to your controller at the communications port.



- 2 Connect the straight connector end of the cable to the serial port on your computer.

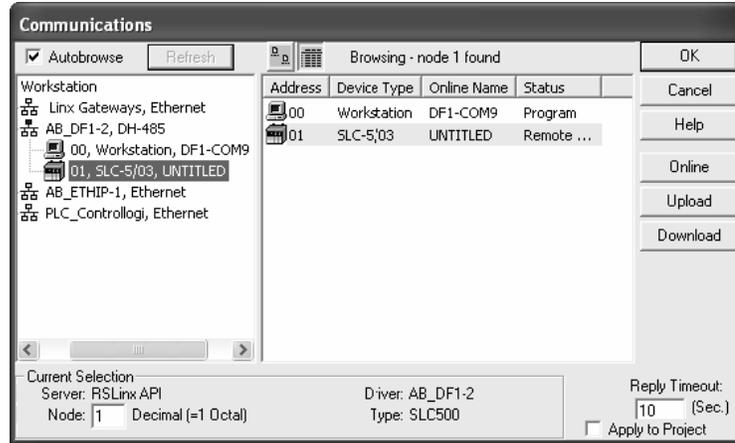


1.7 Download the Sample Program to the Processor

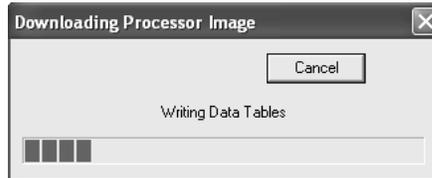
To download the sample program from RSLogix 500 to the SLC processor:

Note: The key switch on the front of the SLC processor must be in the REM position.

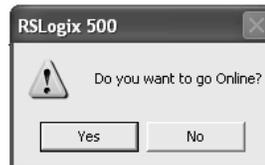
- 1 If you are not already online to the processor, open the Communications menu, and then choose Download. RSLogix will establish communication with the processor.



- 2 Click the Download button to transfer the sample program to the processor.
- 3 RSLogix will compile the program and transfer it to the processor. This process may take a few minutes.



- 4 When the download is complete, RSLogix will open another confirmation dialog box. Click Yes to switch the processor from Program mode to Run mode.

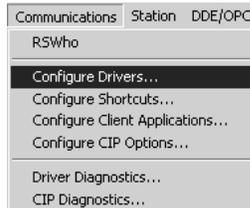


Note: If you receive an error message during these steps, refer to your RSLogix documentation to interpret and correct the error.

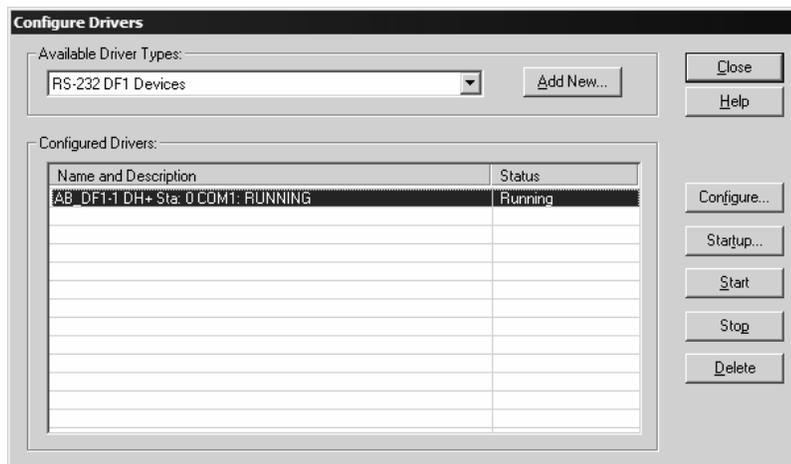
1.7.1 Configuring RSLinx

If RSLogix is unable to establish communication with the processor, follow these steps:

- 1 Open RSLinx.
- 2 Open the Communications menu, and choose Configure Drivers.



This action opens the Configure Drivers dialog box.



Note: If the list of configured drivers is blank, you must first choose and configure a driver from the Available Driver Types list. The recommended driver type to choose for serial communication with the processor is "RS-232 DF1 Devices".

- 3 Click to select the driver, and then click Configure. This action opens the Configure Allen-Bradley DF1 Communications Device dialog box.



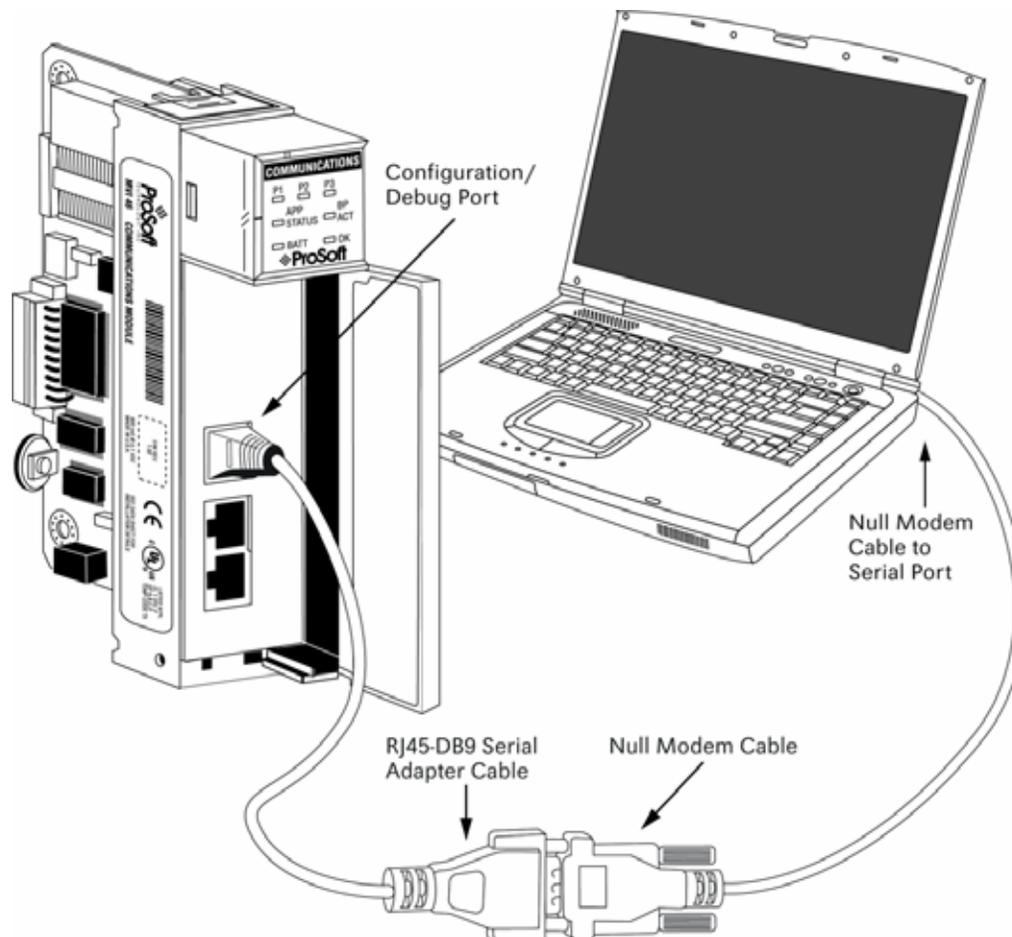
- 4 Click the Auto-Configure button. RSLinx will attempt to configure your serial port to work with the selected driver.
- 5 When you see the message "Auto Configuration Successful", click the OK button to dismiss the dialog box.

Note: If the auto-configuration procedure fails, verify that the cables are connected correctly between the processor and the serial port on your computer, and then try again. If you are still unable to auto-configure the port, refer to your RSLinx documentation for further troubleshooting steps.

1.8 Connect your PC to the Module

With the module securely mounted, connect your PC to the Configuration/Debug port using an RJ45-DB-9 Serial Adapter Cable and a Null Modem Cable.

- 1 Attach both cables as shown.
- 2 Insert the RJ45 cable connector into the Configuration/Debug port of the module.
- 3 Attach the other end to the serial port on your PC or laptop.



2 Module Configuration

In This Chapter

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- ❖ Module Data 21
- ❖ ProSoft Configuration Builder 21
- ❖ Download the Project to the Module..... 27

This section contains the setup procedure, data, and ladder logic requirements for successful application of the MVI46-N2 module. Each step in the setup procedure is defined in order to simplify the use of the module.

The section also contains a discussion of the data object defined for the module. This single object completely encapsulates all the data required for module operation. It is important to understand each element of the object for proper application of the module.

The ladder logic requirement section defines the minimum ladder logic required to apply the module in a user application. The logic is simple to understand and implement.

2.1 Installing and Configuring the Module

This chapter describes how to install and configure the module to work with your application. The configuration process consists of the following steps.

- 1 Use RSLogix to identify the module to the processor and add the module to a project.

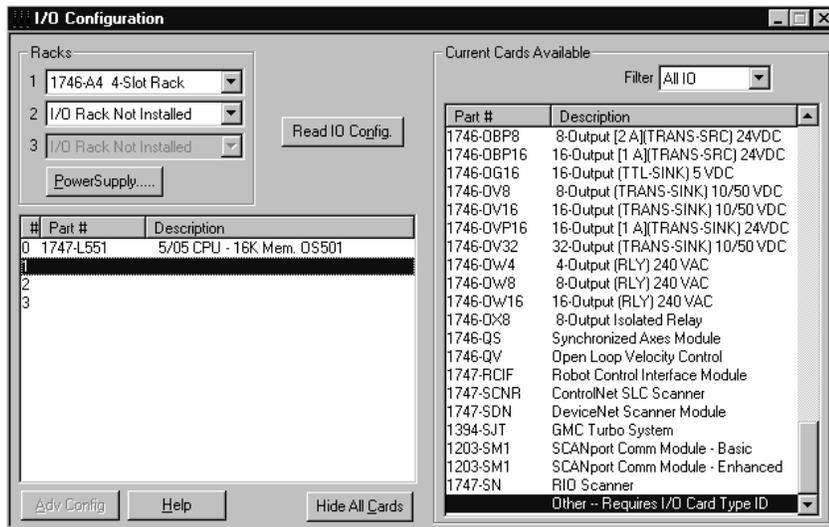
Note: The RSLogix software must be in "offline" mode to add the module to a project.

- 2 Modify the example ladder logic to meet the needs of your application, and copy the ladder logic to the processor. Example ladder logic files are provided on the CD-ROM.

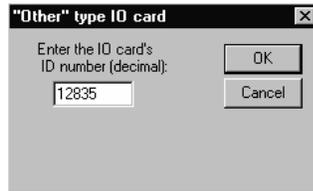
Note: If you are installing this module in an existing application, you can copy the necessary elements from the example ladder logic into your application.

The rest of this chapter describes these steps in more detail.

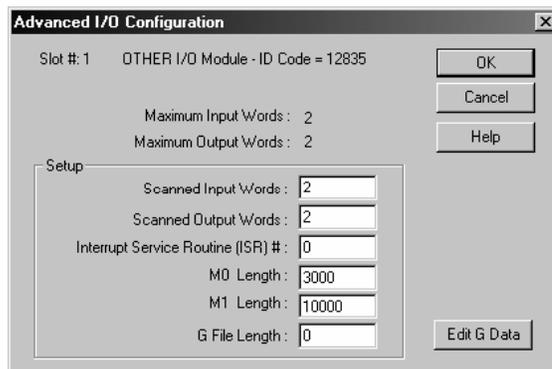
First, define the module to the system. Select the I/O Configuration option from the program screen. The system displays the following window:



Select the Other module from the list. This causes the system to display the following dialog box:



Enter the module I/O card ID number as 12835, then click OK. Double-click the mouse on the module just added to the rack. Fill in the dialog box as shown:



Click OK to apply the settings. Close this dialog box.

The last step in the module setup is to add the ladder logic. If the example ladder logic is used, adjust the ladder to fit the application. When the ladder example is not used, copy the example ladder logic to your application and alter as necessary.

The module is now ready to be used with your application. Insert the module in the rack (with the power turned off) and attach the serial communication cables. Download the new application to the controller and place the processor in run mode. If all the configuration parameters are set correctly and the module is attached to a network, the module's Application LED (APP LED) should remain off and the backplane activity LED (BP ACT) should blink very rapidly. Refer to the Troubleshooting section if you encounter errors. Attach a terminal to the Debug/Configuration port on the module and look at the status of the module using the Configuration/Debug Menu in the module.

2.2 Module Data

All data related to the MVI46-N2 module is stored in a user defined data file and the module's M0 and M1 files. Additionally, a file should be defined to hold the module status data. The status data should be copied from the M1 file and placed in the assigned status file. The ladder logic is responsible for transferring all received data from a module into the user data files and for transferring all user data to the M1 file to be sent to the module.

2.2.1 MVI46-N2 Database Map

Start Address	End Address	Data
0	59	Binary Inputs
200	799	Analog Inputs
6000	6029	Error/Status Table

Data contained in this database is written through the M1 files by coordination of the SLC logic and the MVI46-N2 module's program.

2.3 ProSoft Configuration Builder

ProSoft Configuration Builder is an application (computer program) that simplifies the task of managing the configuration files that control how your ProSoft module operates.

The following topics describe some of the features of ProSoft Configuration Builder. For complete online documentation, please use the ProSoft Configuration Builder online help.

2.3.1 Configure the Module

Adding a Location

To add a location to an existing project file:

- 1 Right-click the Project icon and select Add Location. A new Location icon appears.
or
Select the Project icon.
- 2 Choose Project from the Project menu, then choose Add Location. A new Location icon appears.
or
If the Default Location has not been named (is not already an existing project), right-click the folder and choose Rename.
- 3 Type in the Location name.

Adding a Project

To add a project to an existing project file:

- 1 Select the Default Project icon.
- 2 Choose Project from the Project menu, then choose Add Project. A new project folder appears.

Adding a Module

To add a module to your project:

- 1 Double-click the Default Module icon to open the Choose Module Type dialog box.
 - 2 On the Choose Module Type dialog box, select the module type.
- Or
- 1 Open the Project menu and choose Location.
 - 2 On the Location menu, choose Add Module.

To add a module to a different location:

- 1 Right-click the Location folder and choose Add Module. A new module icon appears.
- Or
- 1 Select the Location icon.
 - 2 From the Project menu, select Location, then select Add Module.

Module Entries

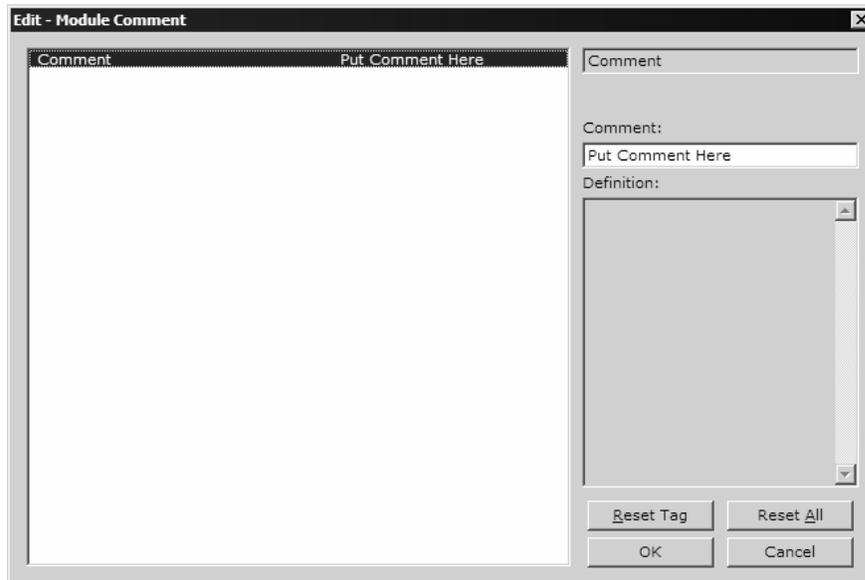
To configure module parameters

- 1 Click on the plus sign next to the icon  Comment to expand module information.
- 2 Double-click the  Module Comment icon to open the Edit dialog box.
- 3 To edit a parameter, select the parameter in the left pane and make your changes in the right pane.
- 4 Click OK to save your changes.

Comment Entries

To add comments to your configuration file:

- 1 Click the plus sign to the left of the  Comment icon to expand the Module Comments.
- 2 Double-click the  Module Comment icon. The Edit - Module Comment dialog appears.



- 3 Enter your comment and click OK to save your changes.

Printing a Configuration File

To print a configuration file:

- 1 Select the Module icon, and then click the right mouse button to open a shortcut menu.
- 2 On the shortcut menu, choose View Configuration. This action opens the View Configuration window.
- 3 On the View Configuration window, open the File menu, and choose Print. This action opens the Print dialog box.
- 4 On the Print dialog box, choose the printer to use from the dropdown list, select printing options, and then click OK.

2.3.2 [Backplane 46]

Read Register Start

Range 0 to 3999

This parameter specifies the starting register in the module where data will be transferred from the module to the processor. Valid range for this parameter is 0 to 3999.

Read Register Count

0 to 4000

The Read Register Count parameter defines the size of the module's input database, up to a maximum value of 4000 words.

Write Register Start

0 to 3999

This parameter specifies the starting register in the module where the data will be transferred from the processor to the module.

Write Register Count

Range 0 to 4000

This parameter specifies the number of registers to be transferred from the module to the processor. Valid entry for this parameter is 0 to 4000.

Error/Status Block Pointer

1 to 7000

The Error/Status Block Pointer parameter is used to specify the range of database registers to use for error and status data. The value range should be no lower than 700, to avoid overwriting data, and no higher than 6970, to allow sufficient space for the error/status block.

Backplane Fail Count

0 to 65535

This parameter specifies the number of consecutive backplane transfer failures that can occur before communications should be halted.

2.3.3 [N2 Config]

This section is used to define the N2 configuration data.

Binary Input Object Count

0 to 960

Determines the number of Binary Input Objects available

Analog Input Object Count

0 to 300

Determines the number of Analog Input Objects available.

Binary Output Object Count

0 to 960

Determines the number of Binary Output Objects available.

Analog Output Object Count

0 to 300

Determines the number of Analog Output Objects available.

2.3.4 [N2 Port x]

This section is used to define the port configuration for the N2 device

Enable

Yes or No

This parameter specifies whether to enable or disable the port. No = Port Disabled, Yes = Port Enabled.

Slave Address

0 to 255

This parameter defines the Slave Node Address for the internal database. All requests received by the port with this address are processed by the module. Verify that each device has a unique address on a network. Valid range for this parameter is 0 to 255.

Baud Rate

300 to 115200

This parameter specifies the baud rate to be used on the port. Valid values are 300, 600, 1200, 2400, 4800, 9600, 19200, 38400, 57600, and 115200.

Parity

None, Odd, Even

Parity is a simple error checking algorithm used in serial communication. This parameter specifies the type of parity checking to use.

All devices communicating through this port must use the same parity setting.

Data Bits

7 or 8

This parameter sets the number of data bits for each word used by the protocol. All devices communicating through this port must use the same number of data bits.

Stop Bits

1 or 2

Stop bits signal the end of a character in the data stream. For most applications, use one stop bit. For slower devices that require more time to resynchronize, use two stop bits.

All devices communicating through this port must use the same number of stop bits.

RTS On

0 to 65535 milliseconds

This parameter sets the number of milliseconds to delay after RTS is asserted before the data will be transmitted.

RTS Off

0 to 65535 milliseconds

This parameter sets the number of milliseconds to delay after the last byte of data is sent before the RTS modem signal will be set low.

Minimum Response Delay

0 to 65535

This parameter sets the number of milliseconds to wait to respond to a request on the port. This is required for slow reacting devices.

Use CTS Line

Yes or No

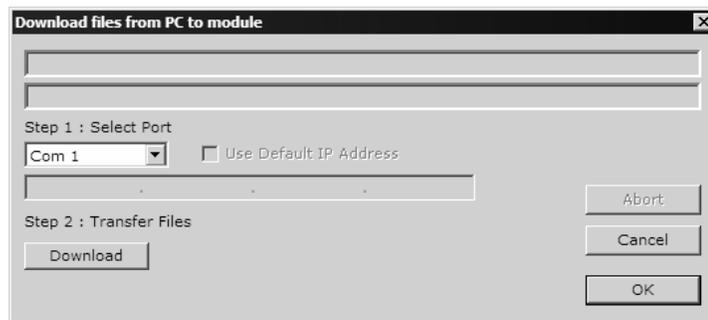
This parameter specifies if the CTS modem control line is to be used. If the parameter is set to No, the CTS line will not be monitored. If the parameter is set to Yes, the CTS line will be monitored and must be high before the module will send data. Normally, this parameter is required when half-duplex modems are used for communication (2-wire).

2.4 Download the Project to the Module

In order for the module to use the settings you configured, you must download (copy) the updated Project file from your PC to the module.

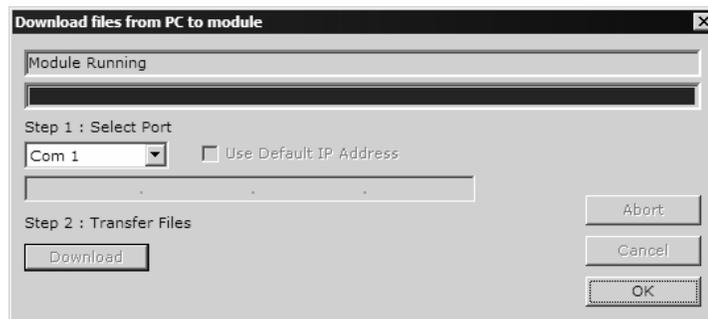
To Download the Project File

- 1 In the tree view in ProSoft Configuration Builder, click once to select the MVI46-N2 module.
- 2 Open the **Project menu**, and then choose **Module / Download**. The program will scan your PC for a valid com port (this may take a few seconds). When PCB has found a valid com port, the following dialog box will open.



- 3 Choose the com port to use from the dropdown list, and then click the Download button.

The module will perform a platform check to read and load its new settings. When the platform check is complete, the status bar in ProSoft Configuration Builder will be updated with the message *"Module Running"*.



3 Ladder Logic

Ladder logic is required for application of the MVI46-N2 module. Tasks that must be handled by the ladder logic are module data transfer, special block handling and status data receipt. Additionally, a power-up handler may be needed to handle the initialization of the module's data and to clear any processor fault conditions.

The sample ladder logic, on the ProSoft Solutions CD-ROM, is extensively commented, to provide information on the purpose and function of each rung. For most applications, the sample ladder will work without modification.

4 Diagnostics and Troubleshooting

In This Chapter

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- ❖ LED Status Indicators..... 40

The module provides information on diagnostics and troubleshooting in the following forms:

- Status data values are transferred from the module to the processor.
- Data contained in the module can be viewed through the Configuration/Debug port attached to a terminal emulator.
- LED status indicators on the front of the module provide information on the module's status.

4.1 Reading Status Data from the Module

The MVI46-N2 module returns a 30-word Status Data Block that may be used to determine the module's operating status. This data is located in the module's database in registers 6000 through 6029.

This data is transferred to the SLC processor every 100 blocks.

The Configuration/Debug port provides the following functionality:

- Full view of the module's configuration data
- View of the module's status data
- Complete display of the module's internal database (registers 0 to 10000)
- Version Information
- Control over the module (warm boot, cold boot, transfer configuration)

4.1.1 Required Hardware

You can connect directly from your computer's serial port to the serial port on the module to view configuration information, perform maintenance, and send (upload) or receive (download) configuration files.

ProSoft Technology recommends the following minimum hardware to connect your computer to the module:

- 80486 based processor (Pentium preferred)
- 1 megabyte of memory
- At least one UART hardware-based serial communications port available. USB-based virtual UART systems (USB to serial port adapters) often do not function reliably, especially during binary file transfers, such as when uploading/downloading configuration files or module firmware upgrades.
- A null modem serial cable.

4.1.2 The Configuration/Debug Menu

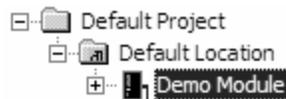
The Configuration and Debug menu for this module is arranged as a tree structure, with the Main Menu at the top of the tree, and one or more sub-menus for each menu command. The first menu you see when you connect to the module is the Main menu.

Because this is a text-based menu system, you enter commands by typing the command letter from your computer keyboard in the diagnostic window in ProSoft Configuration Builder (PCB). The module does not respond to mouse movements or clicks. The command executes as soon as you press the command letter — you do not need to press **[Enter]**. When you type a command letter, a new screen will be displayed in your terminal application.

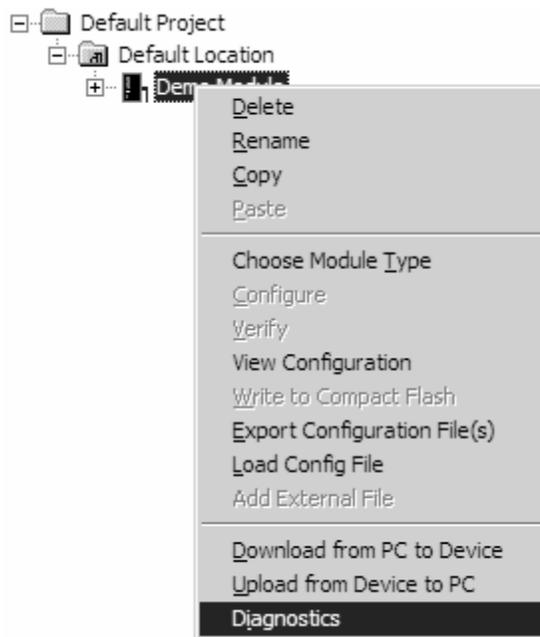
Using the Diagnostic Window in ProSoft Configuration Builder

To connect to the module's Configuration/Debug serial port:

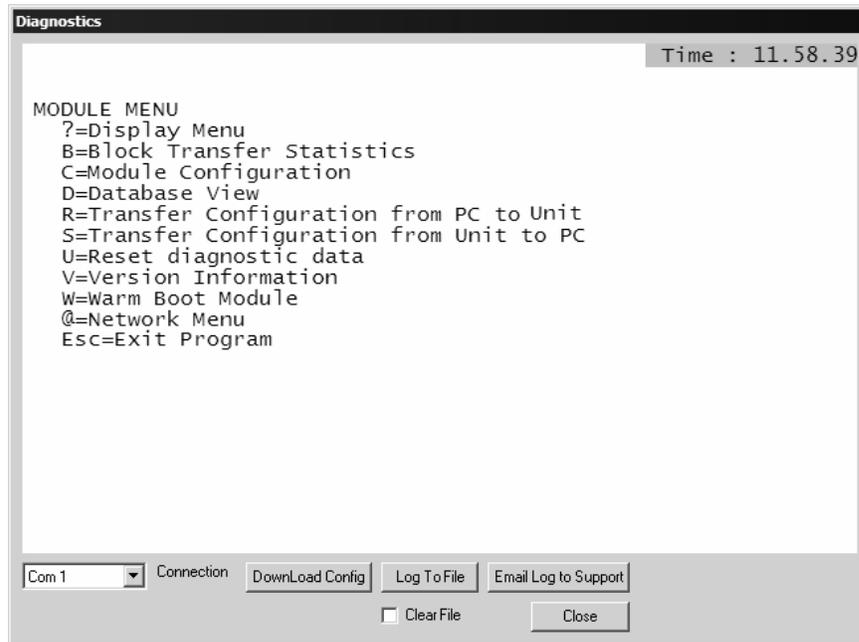
- 1 Start PCB program with the application file to be tested. Right click over the module icon.



- 2 On the shortcut menu, choose Diagnostics.



- This action opens the Diagnostics dialog box. Press "?" to display the Main Menu.



Important: The illustrations of configuration/debug menus in this section are intended as a general guide, and may not exactly match the configuration/debug menus in your own module.

If there is no response from the module, follow these steps:

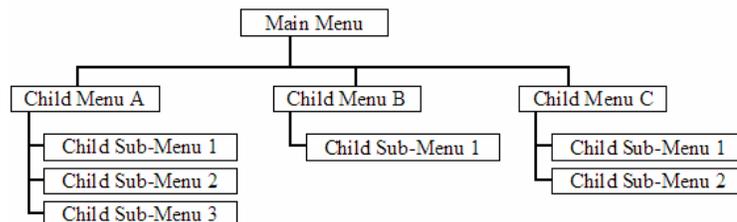
- Verify that the null modem cable is connected properly between your computer's serial port and the module. A regular serial cable will not work.
- On computers with more than one serial port, verify that your communication program is connected to the same port that is connected to the module.

If you are still not able to establish a connection, contact ProSoft Technology for assistance.

Navigation

All of the sub-menus for this module contain commands to redisplay the menu or return to the previous menu. You can always return from a sub-menu to the next higher menu by pressing **[M]** on your keyboard.

The organization of the menu structure is represented in simplified form in the following illustration:



The remainder of this section shows you the menus available for this module, and briefly discusses the commands available to you.

Keystrokes

The keyboard commands on these menus are almost always non-case sensitive. You can enter most commands in lower case or capital letters.

The menus use a few special characters ([**?**], [**-**], [**+**], [**@**]) that must be entered exactly as shown. Some of these characters will require you to use the [**Shift**], [**Ctrl**] or [**Alt**] keys to enter them correctly. For example, on US English keyboards, enter the [**?**] command as [**Shift**]/.

Also, take care to distinguish capital letter [**I**] from lower case letter [**i**] (L) and number [**1**]; likewise for capital letter [**O**] and number [**0**]. Although these characters look nearly the same on the screen, they perform different actions on the module.

4.1.3 Main menu

When you first connect to the module from your computer, your terminal screen will be blank. To activate the main menu, press the [**?**] key on your computer's keyboard. If the module is connected properly, the following menu will appear on your terminal screen:

```
?=Display Menu
V=Version Information
D=Database Menu
C=Clear diagnostic data
B=Backplane Menu
0=Protocol_Serial_N2 1
1=Protocol_Serial_N2 2
S=Transfer Configuration from Unit to PC
R=Transfer Configuration from PC to Unit
W=Warm Boot Module
Esc=Exit Program
```

Caution: Some of the commands available to you from this menu are designed for advanced debugging and system testing only, and can cause the module to stop communicating with the processor or with other devices, resulting in potential data loss or other failures. Only use these commands if you are specifically directed to do so by ProSoft Technology Technical Support staff. Some of these command keys are not listed on the menu, but are active nevertheless. Please be careful when pressing keys so that you do not accidentally execute an unwanted command.

Viewing Version Information

Press [**V**] to view Version information for the module.

Use this command to view the current version of the software for the module, as well as other important values. You may be asked to provide this information when calling for technical support on the product.

Values at the bottom of the display are important in determining module operation. The Program Scan Counter value is incremented each time a module's program cycle is complete.

Tip: Repeat this command at one-second intervals to determine the frequency of program execution.

Opening the Database Menu

Press **[D]** to open the Database View menu. Use this menu command to view the current contents of the module's database.

Resetting diagnostic data

Press **[C]** to reset the status counters for the client and servers in the module.

Opening the Backplane Menu

Press **[B]** from the Main Menu to view the Backplane Data Exchange List. Use this command to display the configuration and statistics of the backplane data transfer operations.

Tip: Repeat this command at one-second intervals to determine the number of blocks transferred each second.

Opening the Protocol Serial N2 Menu

Press **[0]** or **[1]** from the Main Menu to open the Protocol_Serial_N2 menu for N2 Ports 1 and 2.

Use this command to view communication status and statistics for the selected port. This information can be useful for trouble-shooting communication problems.

Sending the Configuration File

Press **[S]** to upload (send) an updated configuration file to the module. For more information on receiving and sending configuration files, please see Uploading and Downloading the Configuration File.

Receiving the Configuration File

Press **[R]** to download (receive) the current configuration file from the module. For more information on receiving and sending configuration files, please see Uploading and Downloading the Configuration File.

Warm Booting the Module

Caution: Some of the commands available to you from this menu are designed for advanced debugging and system testing only, and can cause the module to stop communicating with the processor or with other devices, resulting in potential data loss or other failures. Only use these commands if you are specifically directed to do so by ProSoft Technology Technical Support staff. Some of these command keys are not listed on the menu, but are active nevertheless. Please be careful when pressing keys so that you do not accidentally execute an unwanted command.

Press **[W]** from the Main Menu to warm boot (restart) the module. This command will cause the program to exit and reload, refreshing configuration parameters that must be set on program initialization. Only use this command if you must force the module to re-boot.

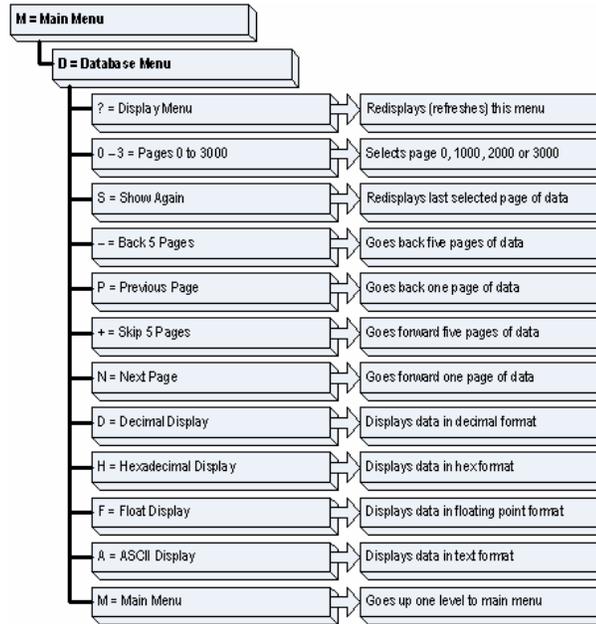
Exiting the Program

Caution: Some of the commands available to you from this menu are designed for advanced debugging and system testing only, and can cause the module to stop communicating with the processor or with other devices, resulting in potential data loss or other failures. Only use these commands if you are specifically directed to do so by ProSoft Technology Technical Support staff. Some of these command keys are not listed on the menu, but are active nevertheless. Please be careful when pressing keys so that you do not accidentally execute an unwanted command.

Press **[Esc]** to restart the module and force all drivers to be loaded. The module will use the configuration stored in the module's Flash ROM to configure the module.

4.1.4 Database View Menu

Press **[D]** from the Main Menu to open the Database View menu. Use this menu command to view the current contents of the module's database. Press **[?]** to view a list of commands available on this menu.



Viewing Register Pages

To view sets of register pages, use the keys described below:

Command	Description
[0]	Display registers 0 to 99
[1]	Display registers 1000 to 1099
[2]	Display registers 2000 to 2099

And so on. The total number of register pages available to view depends on your module's configuration.

Displaying the Current Page of Registers Again

```

DATABASE DISPLAY 0 TO 99 <DECIMAL>
100  101  102  4  5  6  7  8  9  10
 0  0  0  0  0  0  0  0  0  0
 0  0  0  0  0  0  0  0  0  0
 0  0  0  0  0  0  0  0  0  0
 0  0  0  0  0  0  0  0  0  0
 0  0  0  0  0  0  0  0  0  0
 0  0  0  0  0  0  0  0  0  0
 0  0  0  0  0  0  0  0  0  0
 0  0  0  0  0  0  0  0  0  0
  
```

This screen displays the current page of 100 registers in the database.

Moving Back Through 5 Pages of Registers

Press **[-]** from the Database View menu to skip back to the previous 500 registers of data.

Viewing the Previous 100 Registers of Data

Press **[P]** from the Database View menu to display the previous 100 registers of data.

Skipping 500 Registers of Data

Hold down **[Shift]** and press **[=]** to skip forward to the next 500 registers of data.

Viewing the Next 100 Registers of Data

Press **[N]** from the Database View menu to select and display the next 100 registers of data.

Viewing Data in Decimal Format

Press **[D]** to display the data on the current page in decimal format.

Viewing Data in Hexadecimal Format

Press **[H]** to display the data on the current page in hexadecimal format.

Viewing Data in Floating Point Format

Press **[F]** from the Database View menu. Use this command to display the data on the current page in floating point format. The program assumes that the values are aligned on even register boundaries. If floating-point values are not aligned as such, they are not displayed properly.

Viewing Data in ASCII (Text) Format

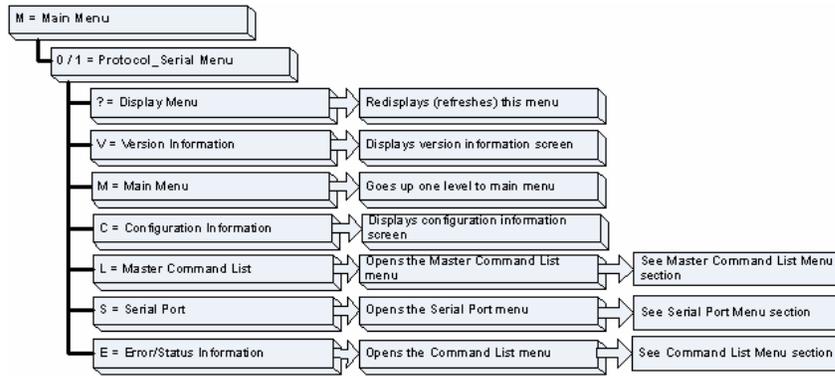
Press **[A]** to display the data on the current page in ASCII format. This is useful for regions of the database that contain ASCII data.

Returning to the Main Menu

Press **[M]** to return to the Main Menu.

4.1.5 Protocol Serial N2 Menu

Press **[0]** or **[1]** to view protocol serial information for ports 1 and 2, respectively. Use this command to view a variety of error and status screens for the port. Press **[?]** to view a list of commands available on this menu.



Redisplaying the Menu

Press **[?]** to display the current menu. Use this command when you are looking at a screen of data, and want to view the menu choices available to you.

Viewing Version Information

Press **[V]** to view Version information for the module.

Use this command to view the current version of the software for the module, as well as other important values. You may be asked to provide this information when calling for technical support on the product.

Values at the bottom of the display are important in determining module operation. The Program Scan Counter value is incremented each time a module's program cycle is complete.

Tip: Repeat this command at one-second intervals to determine the frequency of program execution.

Returning to the Main Menu

Press **[M]** to return to the Main Menu.

Viewing Configuration Information

Press **[C]** to view configuration information for the selected port, protocol, driver or device.

Opening the Command List Menu

Press **[L]** to open the Command List menu. Use this command to view the configured command list for the module.

Opening the Serial Port Menu

Press **[S]** to open the Serial Port menu. Use this command to view and change additional serial port driver settings.

Viewing Error and Status Data

Press **[E]** to display the error/status data for the module.

4.2 LED Status Indicators

The LEDs indicate the module's operating status as follows:

ProSoft Module	Color	Status	Indication
CFG	Green	On	Data is being transferred between the module and a remote terminal using the Configuration/Debug port.
		Off	No data is being transferred on the Configuration/Debug port.
P1	Green	On	Data being transferred between master and port 1.
		Off	No data
P2	Green	On	Data being transferred between master and port 2.
		Off	No data
APPStatus	Amber	On	The MVI46-N2 is working normally.
		Off	The MVI46-N2 module program has recognized a communication error.
BP ACT	Amber	On	The LED is on when the module is performing a write operation on the backplane.
		Off	The LED is off when the module is performing a read operation on the backplane. Under normal operation, the LED should blink rapidly on and off.
OK	Red/ Green	Off	The card is not receiving any power and is not securely plugged into the rack.
		Green	The module is operating normally.
		Red	The program has detected an error or is being configured. If the LED remains red for over 10 seconds, the program has probably halted. Remove the card from the rack and re-insert the card to restart the module's program.
BAT	Red	Off	The battery voltage is OK and functioning.
		On	The battery voltage is low or battery is not present. Allow battery to charge by keeping module plugged into rack for 24 hours. If BAT LED still does not go off, contact ProSoft Technology, as this is not a user serviceable item.

If the APP, BP ACT and OK LEDs blink at a rate of every one-second, this indicates a serious problem with the module. Call ProSoft Technology support to arrange for repairs.

4.2.1 Clearing a Fault Condition

Typically, if the OK LED on the front of the module turns red for more than ten seconds, a hardware problem has been detected in the module, or the program has exited.

To clear the condition, follow these steps:

- 1 Turn off power to the rack
- 2 Remove the card from the rack
- 3 Verify that all jumpers are set correctly
- 4 If the module requires a Compact Flash card, verify that the card is installed correctly
- 5 Re-insert the card in the rack and turn the power back on
- 6 Verify the configuration data being transferred to the module from the SLC processor.

If the module's OK LED does not turn green, verify that the module is inserted completely into the rack. If this does not cure the problem, contact ProSoft Technology Support.

4.2.2 Troubleshooting

Use the following troubleshooting steps if you encounter problems when the module is powered up. If these steps do not resolve your problem, please contact ProSoft Technology Technical Support.

Processor Errors

Problem Description	Steps to take
Processor Fault	Verify that the module is plugged into the slot that has been configured for the module. Verify that the slot in the rack configuration has been set up correctly in the ladder logic.
Processor I/O LED flashes	This indicates a problem with backplane communications. Verify that all modules in the rack are configured in the ladder logic.

Module Errors

Problem Description	Steps to take
BP ACT LED remains off or blinks slowly	This indicates that backplane transfer operations are failing. Connect to the module's Configuration/Debug port to check this. To establish backplane communications, verify the following items: <ul style="list-style-type: none"> ▪ The processor is in Run mode. ▪ The backplane driver is loaded in the module. ▪ The module is configured for read and write block data transfer. ▪ The ladder logic handles all read and write block situations. ▪ The module is configured in the processor.
OK LED remains red	The program has halted or a critical error has occurred. Connect to the Configuration/Debug port to see if the module is running. If the program has halted, turn off power to the rack, remove the card from the rack and re-insert the card in the rack, and then restore power to the rack.

5 Reference

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❖ N2 Data Object	56

5.1 Product Specifications

The Johnson Controls N2 Communication Module allows Rockwell Automation SLC I/O compatible processors to interface easily with Johnson Controls N2 master devices.

The inRAx N2 module acts as an input/output module between the Johnson Controls Metasys network and the SLC backplane. The module is capable of receiving commands from a master device. The data transfer from the SLC processor is asynchronous from the actions on the Johnson Controls Metasys network. An internal database in the module exchanges data between the processor and the Johnson Controls Metasys Master (NCM, N-30, NAE, NIE).

The inRAx N2 module acts as an input/output module between the Johnson Controls Metasys network and the SLC backplane. The module is capable of receiving commands from a master device. The data transfer from the SLC processor is asynchronous from the actions on the Johnson Controls Metasys network. An internal database in the module exchanges data between the processor and the Johnson Controls Metasys Master (NCM, N-30, NAE, NIE).

5.1.1 General Specifications

- Single Slot - 1746 backplane compatible (Local or extended I/O rack only. Remote rack not supported)
- The module is recognized as an Input/Output module and has access to processor memory for data transfer between processor and module using M0/M1 files
- Ladder Logic is used for data transfer between module and processor. Sample ladder file included
- Configuration data obtained from configuration text file downloaded to module. Sample configuration file included

5.1.2 Hardware Specifications

Specification	Description
Backplane Current Load	800 ma @ 5V (from backplane)
Operating Temperature	0 to 60°C (32 to 140°F)
Storage Temperature	-40 to 85°C (-40 to 185°F)
Shock	30g operational, 50g non-operational
Relative Humidity	5% to 95% (non-condensing)
Vibration	5 g from 10150 Hz
Processor	Compatible with Rockwell Automation SLC 5/02 M0/M1 capable processors or newer
LED indicators	Module status, Backplane transfer status, Application status, Serial activity and error LED status
Debug/Configuration port (CFG)	
CFG Port (CFG)	RJ45 (DB-9M with supplied cable) RS-232 only
Configuration Connector	RJ45 RS-232 Connector (RJ45 to DB-9 cable shipped with unit)
Application Ports	
Application Serial port (PRT1, PRT2) (Serial Modules)	Two RJ45 RS-232/422/485 Application ports

5.1.3 Functional Specifications

Some of the general specifications include:

- Support for the storage and transfer of internal database registers to/from the SLC processor's controller tags
- Two ports to emulate a Johnson Controls N2 slave
- Supports the following N2 objects:
 - Binary Input: Up to 960 points
 - Analog Input: Up to 300 points
 - Binary Output: Up to 960 points
 - Analog Output: Up to 300 points
- Supported Commands/Sub-commands
 - 0/4: Poll Message No Acknowledge
 - 0/5: Poll Message with Acknowledge
 - 0/9: Status Update
 - 1/1: Read Analog Input Attributes
 - 1/2: Read Binary Input Attributes
 - 1/3: Read Analog Output Attributes
 - 1/4: Read Binary Output Attributes
 - 2/1: Write Analog Input Attributes
 - 2/2: Write Binary Input Attributes
 - 2/3: Write Analog Output Attributes
 - 2/4: Write Binary Output Attributes
 - 7/2/3: Override Analog Output
 - 7/2/4: Override Binary Output
 - F: Identify Device Type

- The following commands are recognized, and acknowledged, but are not communicated in any way to the PLC/SLC, and do not return any data:
 - 0/0: Time Update
 - 0/8: Warm Start
 - All other commands return a Bad Command Error Code
- Configurable through the configuration file for the following:
 - Slave Address (assignable individually for Port 1 and 2)
 - Analog Input Object Count
 - Binary Input Object Count
 - Analog Output Object Count
 - Binary Output Object Count
- Warning and Alarming functions performed on Analog Input and Binary Input data types
- Change of State Response buffering
- Communication status error codes and statistics returned per port

Memory mapping is pre-assigned to optimize data access and to ease implementation

A port configured as a Johnson Controls N2 slave permits a remote master to interact with data contained in the module. This data is derived from the SLC processor.

5.2 Functional Overview

This section provides an overview of how the MVI46-N2 module transfers data using the N2 protocol. You should understand the important concepts in this chapter before you begin installing and configuring the module.

5.2.1 General Concepts

The following discussion explains several concepts that are important for understanding the operation of the MVI46-N2 module.

Module Power Up

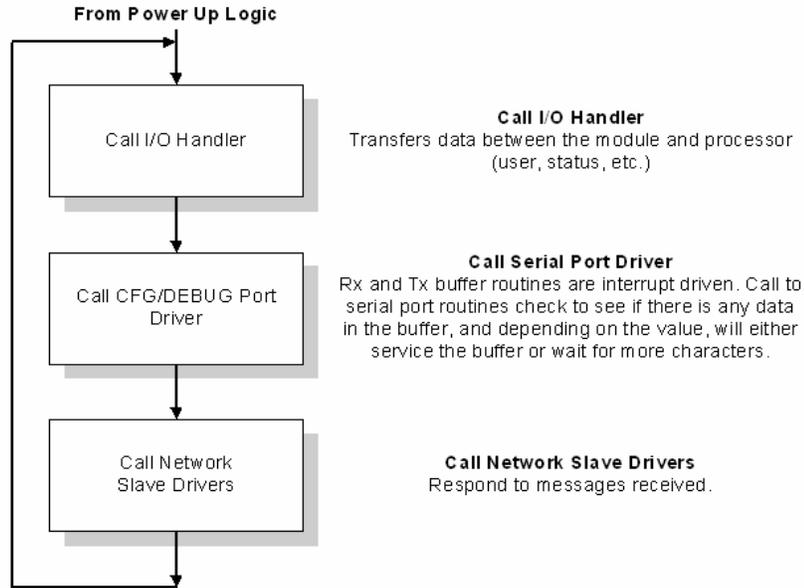
On power up the module begins performing the following logical functions:

- 1 Initialize hardware components:
 - a Initialize SLC backplane driver.
 - b Test and clear all RAM.
 - c Initialize the serial communication ports.
- 2 Initialize module register space.
- 3 Enable slave driver on selected ports.

After the module is configured, the module begins receiving and transmitting messages with Johnson Controls N2 devices on the network.

Main Logic Loop

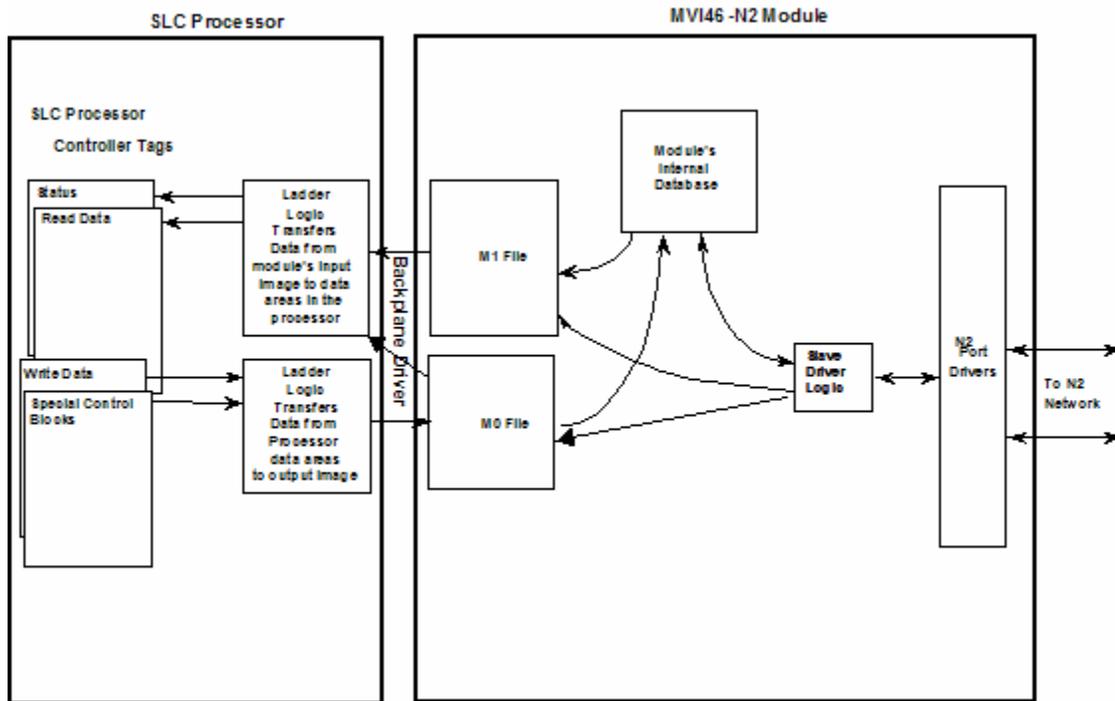
Upon completing the power up configuration process, the module enters an infinite loop that performs the functions shown in the following diagram.



Backplane Data Transfer

The MVI46-N2 module communicates directly over the SLC backplane. All data for the module is contained in the module's M1 file. Data is moved between the module and the SLC processor across the backplane using the module's M-files. The SLC scan rate and the communication load on the module determine the update frequency of the M-files. The COP instruction can be used to move data between user data files and the module's M1 file.

The following illustration shows the data transfer method used to move data between the SLC processor, the MVI46-N2 module and the N2 network.



All data transferred between the module and the processor over the backplane is through the M0 and M1 files. Ladder logic must be written in the SLC processor to interface the M-file data with data defined in the user-defined data files in the SLC. All data used by the module is stored in its internal database.

User data contained in this database is continuously read from the M1 file.

Block identification codes define specific functions to the module. The module uses the following block numbers:

Block Range	Descriptions
9001	Write Binary Object
9002	Write Analog Output
9998	Warm-boot control block.
9999	Cold-boot control block.

Each block has a defined structure depending on the data content and the function of the data transfer.

Normal Data Transfer

This version of the module provides for direct access to the data in the module. All data related to the module is stored in the module's M1 file. To write data to the module, use the COP instruction to copy data from a user file to the module's M1 file.

Command Control Blocks

Command control blocks are special blocks used to control the module or request special data from the module. The current version of the software supports four command control blocks: Binary Output Write, Analog Output Write, Warm Boot and Cold Boot.

Warm Boot

This block is sent from the SLC processor to the module when the module is required to perform a warm-boot (software reset) operation. The structure of the control block is shown below:

M1 Offset	Description	Length
6800	9998	1

Cold Boot

This block is sent from the SLC processor to the module when the module is required to perform the cold boot (hardware reset) operation. This block is sent to the module when a hardware problem is detected by the ladder logic that requires a hardware reset. The structure of the control block is shown below:

M1 Offset	Description	Length
6800	9999	1

Pass-Through Control Blocks

The module will pass blocks with identification codes of 9001 and 9002 to the processor for each received function 7/2/4, and 7/2/3 command respectively. The structure of the pass-through control blocks are shown in the following tables:

Block 9001

M0 Offset	Description	Length
0	0	1
1	9001	1
2	Binary Point Offset	1
3	Binary Value	1

Block 9002

M0 Offset	Description	Length
0	0	1
1	9002	1
2	Analog Point Offset	1
3	Analog Value	2

The ladder logic should copy the received data and control the processor as expected by the master device. The processor must respond to the pass-through control block with the following format:

M0 Offset	Description	Length
0	0	1

This informs the module that the command has been processed and can be cleared from the pass-through queue.

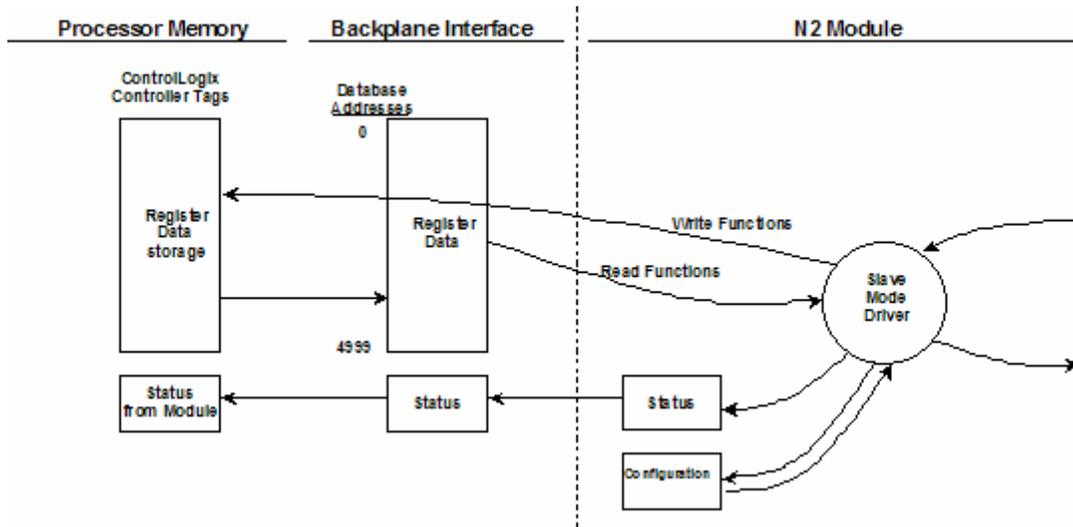
5.2.2 Data Flow Between the MVI46-N2 Module and the SLC Processor

The following section describes the flow of data between the two pieces of hardware (SLC processor and MVI46-N2 module). Each port on the module is configured to emulate a Johnson Controls N2 slave device. The operation of each port is dependent on this configuration.

Slave Driver

The Slave Driver Mode allows the MVI46-N2 module to respond to data read and write commands issued by a master on the Johnson Controls N2 network. The following flowchart describes the flow of data into and out of the module. The Module Setup section provides a list of the parameters that must be defined for a slave port.

All write requests will be passed directly to the processor. The following illustration shows the data flow for a slave port.



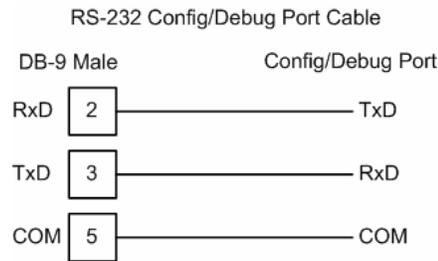
5.3 Cable Connections

The application ports on the MVI46-N2 module support RS-232, RS-422, and RS-485 interfaces. Please inspect the module to ensure that the jumpers are set correctly to correspond with the type of interface you are using.

Note: When using RS-232 with radio modem applications, some radios or modems require hardware handshaking (control and monitoring of modem signal lines). Enable this in the configuration of the module by setting the UseCTS parameter to 1.

5.3.1 RS-232 Configuration/Debug Port

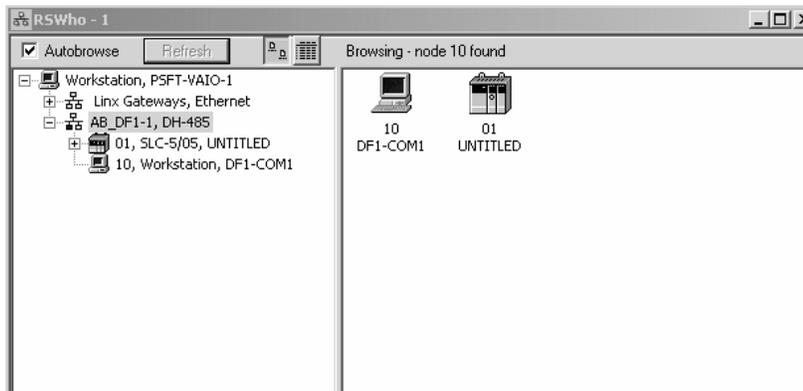
This port is physically an RJ45 connection. An RJ45 to DB-9 adapter cable is included with the module. This port permits a PC based terminal emulation program to view configuration and status data in the module and to control the module. The cable for communications on this port is shown in the following diagram:



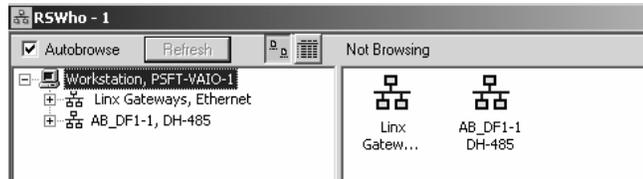
Disabling the RSLinx Driver for the Com Port on the PC

The communication port driver in RSLinx can occasionally prevent other applications from using the PC's COM port. If you are not able to connect to the module's configuration/debug port using ProSoft Configuration Builder (PCB), HyperTerminal or another terminal emulator, follow these steps to disable the RSLinx Driver.

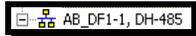
- 1 Open RSLinx and go to Communications>RSWho
- 2 Make sure that you are not actively browsing using the driver that you wish to stop. The following shows an actively browsed network:



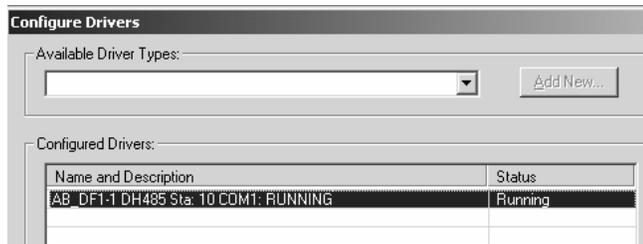
- 3 Notice how the DF1 driver is opened, and the driver is looking for a processor on node 1. If the network is being browsed, then you will not be able to stop this driver. To stop the driver your RSWho screen should look like this:



Branches are displayed or hidden by clicking on the  or the  icons.



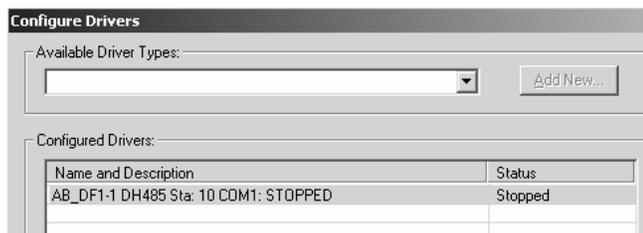
- 4 When you have verified that the driver is not being browsed, go to **Communications>Configure Drivers**
You may see something like this:



If you see the status as running, you will not be able to use this com port for anything other than communication to the processor. To stop the driver press the "Stop" on the side of the window:



- 5 After you have stopped the driver you will see the following:

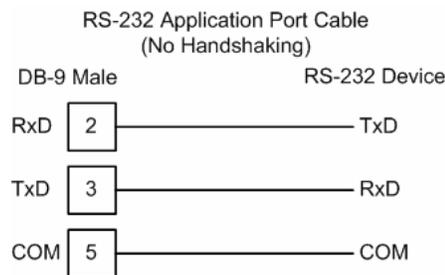


- 6 Upon seeing this, you may now use that com port to connect to the debug port of the module.

Note: You may need to shut down and restart your PC before it will allow you to stop the driver (usually only on Windows NT machines). If you have followed all of the above steps, and it will not stop the driver, then make sure you do not have RSLogix open. If RSLogix is not open, and you still cannot stop the driver, then reboot your PC.

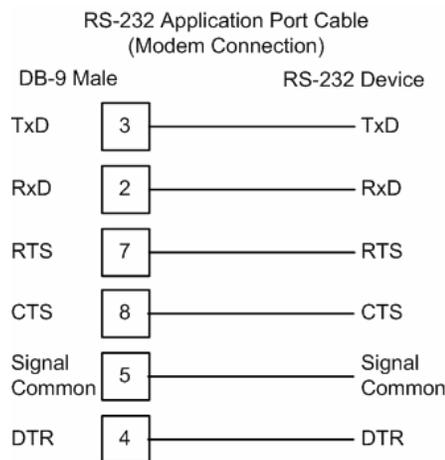
5.3.2 RS-232

When the RS-232 interface is selected, the use of hardware handshaking (control and monitoring of modem signal lines) is user definable. If no hardware handshaking will be used, the cable to connect to the port is as shown below:



RS-232: Modem Connection

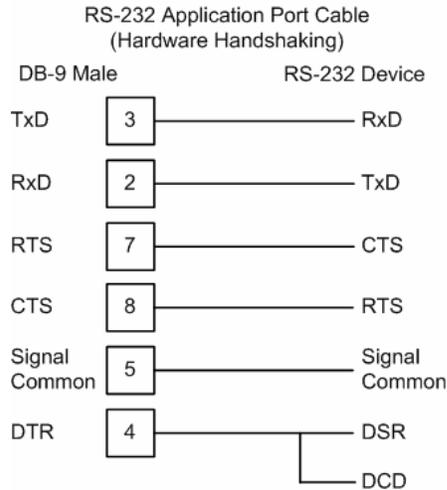
This type of connection is required between the module and a modem or other communication device.



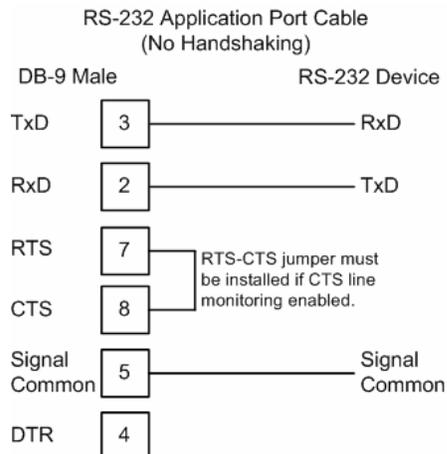
The "Use CTS Line" parameter for the port configuration should be set to 'Y' for most modem applications.

RS-232: Null Modem Connection (Hardware Handshaking)

This type of connection is used when the device connected to the module requires hardware handshaking (control and monitoring of modem signal lines).

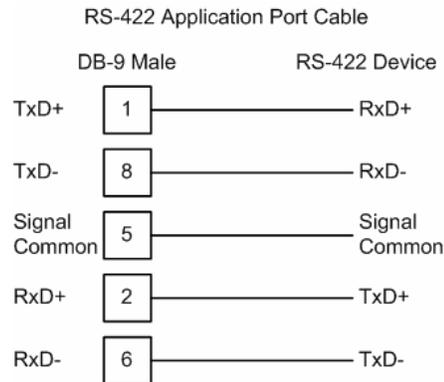
RS-232: Null Modem Connection (No Hardware Handshaking)

This type of connection can be used to connect the module to a computer or field device communication port.



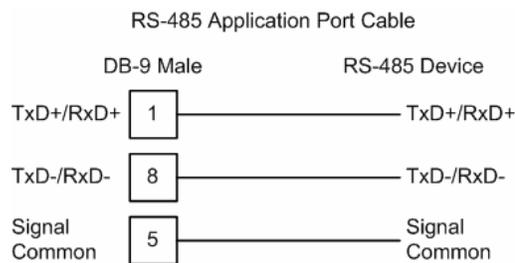
Note: If the port is configured with the "Use CTS Line" set to 'Y', then a jumper is required between the RTS and the CTS line on the module connection.

5.3.3 RS-422



5.3.4 RS-485

The RS-485 interface requires a single two or three wire cable. The Common connection is optional and dependent on the RS-485 network. The cable required for this interface is shown below:

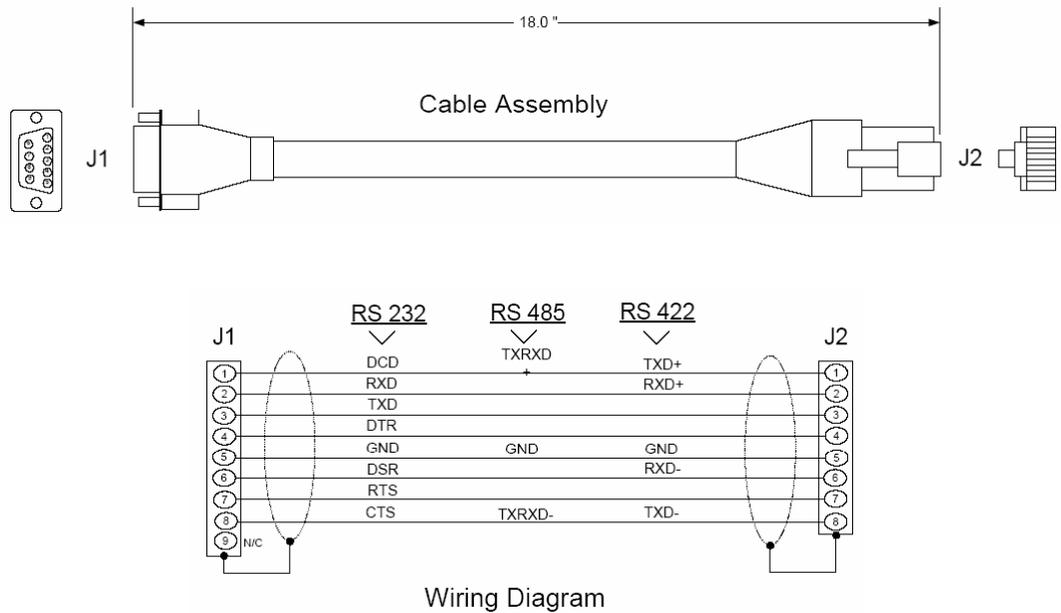


Note: Terminating resistors are generally not required on the RS-485 network, unless you are experiencing communication problems that can be attributed to signal echoes or reflections. In this case, install a 120 ohm terminating resistor on the RS-485 line.

RS-485 and RS-422 Tip

If communication in the RS-422/RS-485 mode does not work at first, despite all attempts, try switching termination polarities. Some manufacturers interpret +/- and A/B polarities differently.

5.3.5 DB9 to RJ45 Adaptor (Cable 14)



5.4 MVI46-N2 Status Data Area

This section contains a listing of the data contained in the MVI46-N2 status data object.

M1 Offset	Content	Description
6000	Program cycle counter	This value is incremented each time a complete program cycle occurs in the module.
6001 -6004	Product Name	
6005 - 6006	Product Code as ASCII string	This register contains the product code of "N2"
6007 - 6008	Revision level as ASCII string	This register contains the product version for the current software.
6009 - 6010	Operating system level as ASCII string	This register contains the month and year values for the program operating system.
6011 - 6012	Run number as ASCII string	This register contains the run number value for the current software.
6013	Number of requests - Port 1	Contains the number of port messages sent out of the port.
6014	Number of responses - Port 1	Contains the total number of messages received on the port.
6015	Number of errors sent - Port 1	Contains the total number of message errors sent out of the port.
6016	Number of errors received - Port 1	Contains the total number of message errors received on the port.

M1 Offset	Content	Description
6017	Number of requests - Port 2	Contains the total number of messages sent out the port.
6018	Number of responses - Port 2	Contains the total number of messages received on the port.
6019	Number of errors sent - Port 2	Contains the total number of message errors sent out the port.
6020	Number of errors received - Port 2	Contains the total number of message errors received on the port.
6021	Backplane Transfer Writes	Contains the total number of write blocks transferred from the processor to the module.
6022	Backplane Transfer Reads	Contains the total number of read blocks transferred from the module to the processor.
6023	Backplane Transfer Errors	Contains the total number of block errors recognized by the module.
6024	Current Error - Port 1	For a slave port, this field contains the value of the current error code returned. For a master port, this field contains the index of the currently executing command.
6025	Last Error - Port 1	For a slave port, this field contains the value of the last error code returned. For a master port, this field contains the index of the command with the error.
6026	Current Error - Port 2	For a slave port, this field contains the value of the current error code returned. For a master port, this field contains the index of the current executing command.
6027	Last Error - Port 2	For a slave port, this field contains the value of the last error code returned. For a master port, this field contains the index of the command with an error.

A data file should be allocated in the ladder logic to hold this block of data. The size of the block of data is 35 words.

5.5 N2 Data Object

Network Point Type	Network Point Address	Unit	Description	Notes
AI	1	User Defined in Ladder Program	User Defined in Ladder Program	Actual number of points supported is defined in configuration file, for example Analog Input Object Count: 16
AI	...	User Defined in Ladder Program	User Defined in Ladder Program	Actual number of points supported is defined in configuration file. for example Analog Input Object Count: 16
AI	300	User Defined in Ladder Program	User Defined in Ladder Program	Actual number of points supported is defined in configuration file. for example Analog Input Object Count: 16

Network Point Type	Network Point Address	Unit	Description	Notes
BI	1	User Defined in Ladder Program	User Defined in Ladder Program	Actual number of points supported is defined in configuration file. for example Binary Input Object Count: 16
BI	...	User Defined in Ladder Program	User Defined in Ladder Program	Actual number of points supported is defined in configuration file. for example Binary Input Object Count: 16
BI	960	User Defined in Ladder Program	User Defined in Ladder Program	Actual number of points supported is defined in configuration file. for example Binary Input Object Count: 16
AO	1	User Defined in Ladder Program	User Defined in Ladder Program	Actual number of points supported is defined in configuration file. for example Analog Output Object Count: 16
AO	...	User Defined in Ladder Program	User Defined in Ladder Program	Actual number of points supported is defined in configuration file. for example Analog Output Object Count: 16
AO	256	User Defined in Ladder Program	User Defined in Ladder Program	Actual number of points supported is defined in configuration file. for example Analog Output Object Count: 16
BO	1	User Defined in Ladder Program	User Defined in Ladder Program	Actual number of points supported is defined in configuration file. That is, Binary Output Object Count: 16
BO	...	User Defined in Ladder Program	User Defined in Ladder Program	Actual number of points supported is defined in configuration file. for example Analog Output Object Count: 16
BO	960	User Defined in Ladder Program	User Defined in Ladder Program	Actual number of points supported is defined in configuration file. for example Analog Output Object Count: 16

ADF points are not supported. A write to an ADF point will return A. A read from an ADF point will return a status of unreliable and data of zero.

ADI points are not supported. A write to an ADI point will return A. A read from an ADI point will return a status of unreliable and data of zero.

BD points are not supported. A write to an BD point will return A. A read from an BD point will return a status of unreliable and data of zero.

6 Support, Service & Warranty

In This Chapter

- ❖ How to Contact Us: Technical Support..... 59
- ❖ Return Material Authorization (RMA) Policies and Conditions..... 60
- ❖ LIMITED WARRANTY..... 62

ProSoft Technology, Inc. (ProSoft) is committed to providing the most efficient and effective support possible. Before calling, please gather the following information to assist in expediting this process:

- 1 Product Version Number
- 2 System architecture
- 3 Network details

If the issue is hardware related, we will also need information regarding:

- 1 Module configuration and contents of file
 - Module Operation
 - Configuration/Debug status information
 - LED patterns
- 2 Information about the processor and user data files as viewed through and LED patterns on the processor.
- 3 Details about the serial devices interfaced, if any.

6.1 How to Contact Us: Technical Support

Internet

Web Site: <http://www.prosoft-technology.com/support>
(<http://www.prosoft-technology.com/support>)

E-mail address: support@prosoft-technology.com
(<mailto:support@prosoft-technology.com>)

Asia Pacific

+603.7724.2080, support.asia@prosoft-technology.com
(<mailto:support.asia@prosoft-technology.com>)

Languages spoken include: Chinese, English

Europe (location in Toulouse, France)

+33 (0) 5.34.36.87.20, support.EMEA@prosoft-technology.com
(<mailto:support.emea@prosoft-technology.com>)

Languages spoken include: French, English

North America/Latin America (excluding Brasil) (location in California)

+1.661.716.5100, support@prosoft-technology.com (mailto:support@prosoft-technology.com)

Languages spoken include: English, Spanish

For technical support calls within the United States, an after-hours answering system allows pager access to one of our qualified technical and/or application support engineers at any time to answer your questions.

Brasil (location in Sao Paulo)

+55-11-5084-5178 , eduardo@prosoft-technology.com (mailto:eduardo@prosoft-technology.com)

Languages spoken include: Portuguese, English

6.2 Return Material Authorization (RMA) Policies and Conditions

The following RMA Policies and Conditions (collectively, "RMA Policies") apply to any returned Product. These RMA Policies are subject to change by ProSoft without notice. For warranty information, see "Limited Warranty". In the event of any inconsistency between the RMA Policies and the Warranty, the Warranty shall govern.

6.2.1 All Product Returns:

- a) In order to return a Product for repair, exchange or otherwise, the Customer must obtain a Returned Material Authorization (RMA) number from ProSoft and comply with ProSoft shipping instructions.
- b) In the event that the Customer experiences a problem with the Product for any reason, Customer should contact ProSoft Technical Support at one of the telephone numbers listed above (page 59). A Technical Support Engineer will request that you perform several tests in an attempt to isolate the problem. If after completing these tests, the Product is found to be the source of the problem, we will issue an RMA.
- c) All returned Products must be shipped freight prepaid, in the original shipping container or equivalent, to the location specified by ProSoft, and be accompanied by proof of purchase and receipt date. The RMA number is to be prominently marked on the outside of the shipping box. Customer agrees to insure the Product or assume the risk of loss or damage in transit. Products shipped to ProSoft using a shipment method other than that specified by ProSoft or shipped without an RMA number will be returned to the Customer, freight collect. Contact ProSoft Technical Support for further information.
- d) A 10% restocking fee applies to all warranty credit returns whereby a Customer has an application change, ordered too many, does not need, etc.

6.2.2 Procedures for Return of Units Under Warranty:

A Technical Support Engineer must approve the return of Product under ProSoft's Warranty:

- a) A replacement module will be shipped and invoiced. A purchase order will be required.
- b) Credit for a product under warranty will be issued upon receipt of authorized product by ProSoft at designated location referenced on the Return Material Authorization.

6.2.3 Procedures for Return of Units Out of Warranty:

- a) Customer sends unit in for evaluation
- b) If no defect is found, Customer will be charged the equivalent of \$100 USD, plus freight charges, duties and taxes as applicable. A new purchase order will be required.
- c) If unit is repaired, charge to Customer will be 30% of current list price (USD) plus freight charges, duties and taxes as applicable. A new purchase order will be required or authorization to use the purchase order submitted for evaluation fee.

The following is a list of non-repairable units:

- 3150 - All
- 3750
- 3600 - All
- 3700
- 3170 - All
- 3250
- 1560 - Can be repaired, only if defect is the power supply
- 1550 - Can be repaired, only if defect is the power supply
- 3350
- 3300
- 1500 - All

6.2.4 Purchasing Warranty Extension:

- a) ProSoft's standard warranty period is three (3) years from the date of shipment as detailed in "Limited Warranty (page 62)". The Warranty Period may be extended at the time of equipment purchase for an additional charge, as follows:
 - Additional 1 year = 10% of list price
 - Additional 2 years = 20% of list price
 - Additional 3 years = 30% of list price

6.3 LIMITED WARRANTY

This Limited Warranty ("Warranty") governs all sales of hardware, software and other products (collectively, "Product") manufactured and/or offered for sale by ProSoft, and all related services provided by ProSoft, including maintenance, repair, warranty exchange, and service programs (collectively, "Services"). By purchasing or using the Product or Services, the individual or entity purchasing or using the Product or Services ("Customer") agrees to all of the terms and provisions (collectively, the "Terms") of this Limited Warranty. All sales of software or other intellectual property are, in addition, subject to any license agreement accompanying such software or other intellectual property.

6.3.1 *What Is Covered By This Warranty*

- a) *Warranty On New Products:* ProSoft warrants, to the original purchaser, that the Product that is the subject of the sale will (1) conform to and perform in accordance with published specifications prepared, approved and issued by ProSoft, and (2) will be free from defects in material or workmanship; provided these warranties only cover Product that is sold as new. This Warranty expires three years from the date of shipment (the "Warranty Period"). If the Customer discovers within the Warranty Period a failure of the Product to conform to specifications, or a defect in material or workmanship of the Product, the Customer must promptly notify ProSoft by fax, email or telephone. In no event may that notification be received by ProSoft later than 39 months. Within a reasonable time after notification, ProSoft will correct any failure of the Product to conform to specifications or any defect in material or workmanship of the Product, with either new or used replacement parts. Such repair, including both parts and labor, will be performed at ProSoft's expense. All warranty service will be performed at service centers designated by ProSoft.
- b) *Warranty On Services:* Materials and labor performed by ProSoft to repair a verified malfunction or defect are warranted in the terms specified above for new Product, provided said warranty will be for the period remaining on the original new equipment warranty or, if the original warranty is no longer in effect, for a period of 90 days from the date of repair.

6.3.2 *What Is Not Covered By This Warranty*

- a) ProSoft makes no representation or warranty, expressed or implied, that the operation of software purchased from ProSoft will be uninterrupted or error free or that the functions contained in the software will meet or satisfy the purchaser's intended use or requirements; the Customer assumes complete responsibility for decisions made or actions taken based on information obtained using ProSoft software.

- b) This Warranty does not cover the failure of the Product to perform specified functions, or any other non-conformance, defects, losses or damages caused by or attributable to any of the following: (i) shipping; (ii) improper installation or other failure of Customer to adhere to ProSoft's specifications or instructions; (iii) unauthorized repair or maintenance; (iv) attachments, equipment, options, parts, software, or user-created programming (including, but not limited to, programs developed with any IEC 61131-3, "C" or any variant of "C" programming languages) not furnished by ProSoft; (v) use of the Product for purposes other than those for which it was designed; (vi) any other abuse, misapplication, neglect or misuse by the Customer; (vii) accident, improper testing or causes external to the Product such as, but not limited to, exposure to extremes of temperature or humidity, power failure or power surges; or (viii) disasters such as fire, flood, earthquake, wind and lightning.
- c) The information in this Agreement is subject to change without notice. ProSoft shall not be liable for technical or editorial errors or omissions made herein; nor for incidental or consequential damages resulting from the furnishing, performance or use of this material. The user guide included with your original product purchase from ProSoft contains information protected by copyright. No part of the guide may be duplicated or reproduced in any form without prior written consent from ProSoft.

6.3.3 Disclaimer Regarding High Risk Activities

Product manufactured or supplied by ProSoft is not fault tolerant and is not designed, manufactured or intended for use in hazardous environments requiring fail-safe performance including and without limitation: the operation of nuclear facilities, aircraft navigation or communication systems, air traffic control, direct life support machines or weapons systems in which the failure of the product could lead directly or indirectly to death, personal injury or severe physical or environmental damage (collectively, "high risk activities"). ProSoft specifically disclaims any express or implied warranty of fitness for high risk activities.

6.3.4 Intellectual Property Indemnity

Buyer shall indemnify and hold harmless ProSoft and its employees from and against all liabilities, losses, claims, costs and expenses (including attorney's fees and expenses) related to any claim, investigation, litigation or proceeding (whether or not ProSoft is a party) which arises or is alleged to arise from Buyer's acts or omissions under these Terms or in any way with respect to the Products. Without limiting the foregoing, Buyer (at its own expense) shall indemnify and hold harmless ProSoft and defend or settle any action brought against such Companies to the extent based on a claim that any Product made to Buyer specifications infringed intellectual property rights of another party. ProSoft makes no warranty that the product is or will be delivered free of any person's claiming of patent, trademark, or similar infringement. The Buyer assumes all risks (including the risk of suit) that the product or any use of the product will infringe existing or subsequently issued patents, trademarks, or copyrights.

- a) Any documentation included with Product purchased from ProSoft is protected by copyright and may not be duplicated or reproduced in any form without prior written consent from ProSoft.
- b) ProSoft's technical specifications and documentation that are included with the Product are subject to editing and modification without notice.
- c) Transfer of title shall not operate to convey to Customer any right to make, or have made, any Product supplied by ProSoft.
- d) Customer is granted no right or license to use any software or other intellectual property in any manner or for any purpose not expressly permitted by any license agreement accompanying such software or other intellectual property.
- e) Customer agrees that it shall not, and shall not authorize others to, copy software provided by ProSoft (except as expressly permitted in any license agreement accompanying such software); transfer software to a third party separately from the Product; modify, alter, translate, decode, decompile, disassemble, reverse-engineer or otherwise attempt to derive the source code of the software or create derivative works based on the software; export the software or underlying technology in contravention of applicable US and international export laws and regulations; or use the software other than as authorized in connection with use of Product.
- f) **Additional Restrictions Relating To Software And Other Intellectual Property**

In addition to compliance with the Terms of this Warranty, Customers purchasing software or other intellectual property shall comply with any license agreement accompanying such software or other intellectual property. Failure to do so may void this Warranty with respect to such software and/or other intellectual property.

6.3.5 Disclaimer of all Other Warranties

The Warranty set forth in What Is Covered By This Warranty (page 62) are in lieu of all other warranties, express or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose.

6.3.6 Limitation of Remedies **

In no event will ProSoft or its Dealer be liable for any special, incidental or consequential damages based on breach of warranty, breach of contract, negligence, strict tort or any other legal theory. Damages that ProSoft or its Dealer will not be responsible for included, but are not limited to: Loss of profits; loss of savings or revenue; loss of use of the product or any associated equipment; loss of data; cost of capital; cost of any substitute equipment, facilities, or services; downtime; the claims of third parties including, customers of the Purchaser; and, injury to property.

** Some areas do not allow time limitations on an implied warranty, or allow the exclusion or limitation of incidental or consequential damages. In such areas, the above limitations may not apply. This Warranty gives you specific legal rights, and you may also have other rights which vary from place to place.

6.3.7 Time Limit for Bringing Suit

Any action for breach of warranty must be commenced within 39 months following shipment of the Product.

6.3.8 No Other Warranties

Unless modified in writing and signed by both parties, this Warranty is understood to be the complete and exclusive agreement between the parties, suspending all oral or written prior agreements and all other communications between the parties relating to the subject matter of this Warranty, including statements made by salesperson. No employee of ProSoft or any other party is authorized to make any warranty in addition to those made in this Warranty. The Customer is warned, therefore, to check this Warranty carefully to see that it correctly reflects those terms that are important to the Customer.

6.3.9 Allocation of Risks

This Warranty allocates the risk of product failure between ProSoft and the Customer. This allocation is recognized by both parties and is reflected in the price of the goods. The Customer acknowledges that it has read this Warranty, understands it, and is bound by its Terms.

6.3.10 Controlling Law and Severability

This Warranty shall be governed by and construed in accordance with the laws of the United States and the domestic laws of the State of California, without reference to its conflicts of law provisions. If for any reason a court of competent jurisdiction finds any provisions of this Warranty, or a portion thereof, to be unenforceable, that provision shall be enforced to the maximum extent permissible and the remainder of this Warranty shall remain in full force and effect. Any cause of action with respect to the Product or Services must be instituted in a court of competent jurisdiction in the State of California.

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