Partner of Schneider Electric



Sercos telegram fault and Sercos RTB run-up errors

Customer issue

- Customer was experiencing issues with a MC-4 drive. Replaced with spare, but this would also not run and was in error with a Sercos telegram fault and Sercos RTB run-up errors.
- This was creating significant downtime and frustration as the source of the issue could not be identified.
- There was an additional issue with a controller showing corrupt file messages in the logger, although the machine was working.

DMC solution

- Our engineer traced the fault to the installed firmware on the MC-4 being too low (v5.01).
- This was updated to v22.21 and tested to ensure it would now run. Other spare MC-4s were also checked and also found to be on v5.01. All these were then updated to v22.21.
- Additionally, copy of machine builder card taken from the controller and copied to DMC supplied card.

"We learned the importance of ensuring the correct firmware is always used."

"Firmware versions must be consistent across all equipment to ensure smooth operation".

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