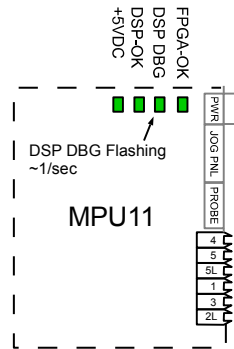


TB279 (Rev1) – Error Initializing MPU11

For MPU11 Systems (for ALLIN1DC systems, go to step 3

1. Does the MPU11 have power? Check that MPU11 power supply is receiving AC power. Check that MPU11 is receiving 5VDC & +-12VDC. If the MPU11 power supply is receiving AC power but the MPU11 is not receiving any or all of 5 or +-12VDC signals, remove the power plug from the mpu11 and measure DC voltage between red & black = 5VDC, gray & orange = +12VDC, gray & purple = -12VDC. If any of these are missing, replace the power supply. If the signals all are present when the plug is disconnected, replace/repair the MPU11.

2. Are the MPU11 LED's are in correct states? Check that the LED's are initializing correctly. About 30 seconds after power is applied, the LED's states should be as shown below. If they are not, it indicates that the MPU11 hardware did not initialize correctly is a and that it needs to be replaced or repaired. If the LED's are in the correct states, skip to step 6.

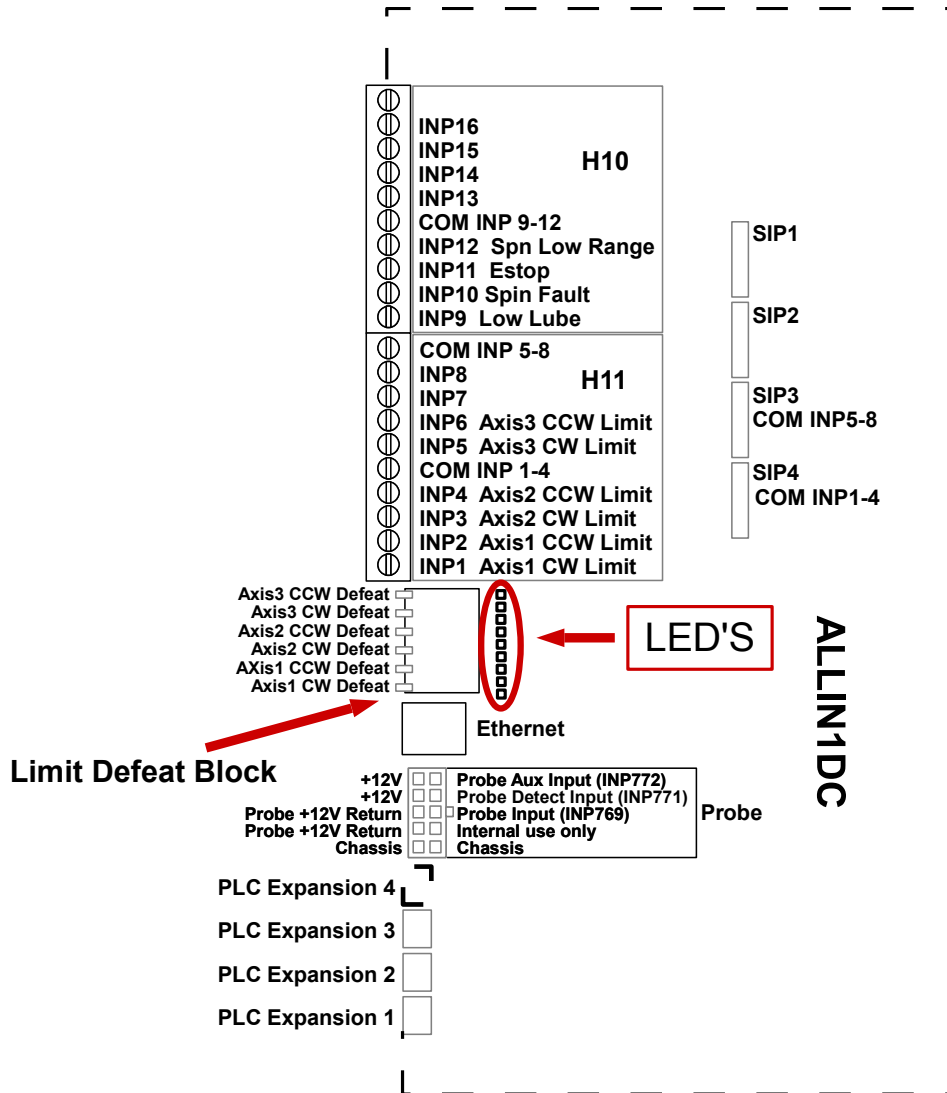


TB279 (Rev1) – Error Initializing MPU11 (cont)

For ALLIN1DC systems:

3. Does the ALLIN1DC have power? Look at the 7 segment LED on the ALLIN1DC. If ANY segment is lit, proceed to step 4 below. If no segments are lit, check for AC power on the ALLIN1DC power supply. If the power supply has AC power, check the LED's behind the limit switch defeater block as shown below. If none of these are lit, the power supply is likely faulty. Contact your dealer to order a new power supply or to troubleshoot further.

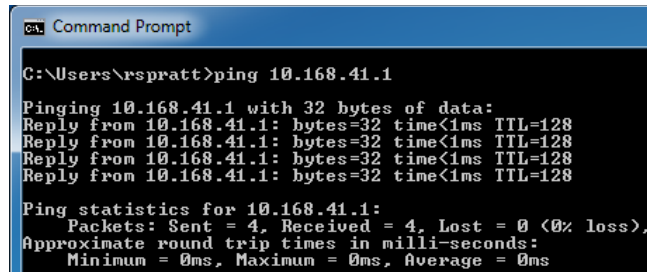
4. Does the 7 segment LED initialize correctly? If the 7 segment LED is displaying a solid 0, 1 or 2 or a flashing 4, the ALLIN1DC has initialized correctly and you can proceed to step 5. If it's flashing any other number or is not lit at all, contact your dealer to arrange repair, replacement or further troubleshooting.



TB279 (Rev1) – Error Initializing MPU11 (cont)

5. Is the network cable plugged in? Is the network cable plugged into both the PC and the MPU11/ALLIN1DC? If so is the green LED is on where the network cable plugs into the MPU11/ALLIN1DC and also on the PC? If the LED's are off, try another shielded CAT5

6. Can you ping the network adapter in the PC? Open a command prompt Go to Start->All Programs->Accessories->Command prompt and type ping 10.168.41.1 and press enter. If the network adapter is working and configured correctly, you should see the screen(s) below. If you confirmed the configuration of the network adapter (step 5) in the PC, powered everything off and back up and still get timeouts, there is a problem with the network adapter in your PC. If you see the screen below (no timeouts) you can continue to step 7.

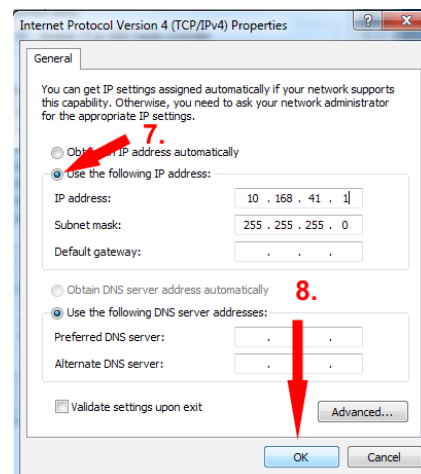
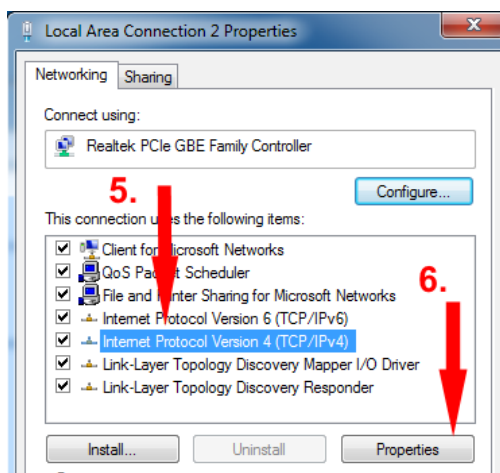
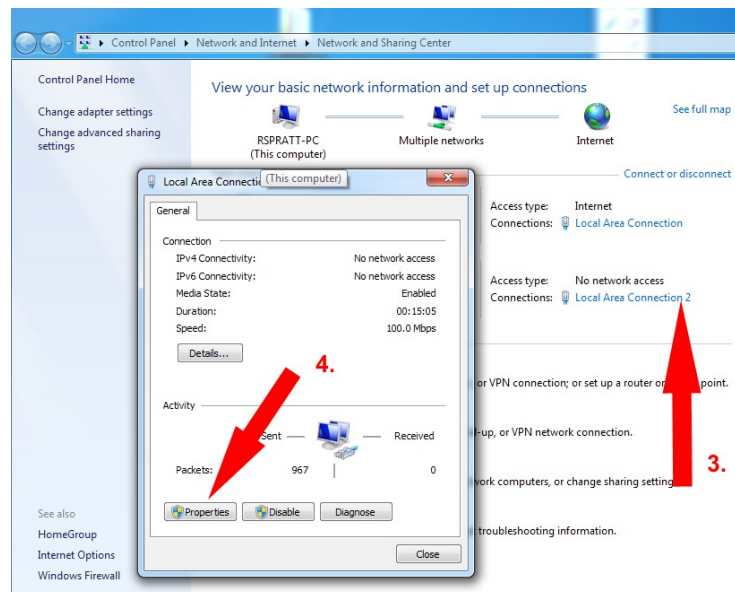
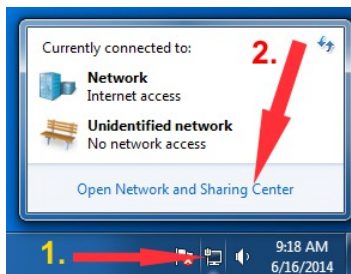


```
cmd, Command Prompt
C:\Users\rspratt>ping 10.168.41.1
Pinging 10.168.41.1 with 32 bytes of data:
Reply from 10.168.41.1: bytes=32 time<1ms TTL=128
Reply from 10.168.41.1: bytes=32 time<1ms TTL=128
Reply from 10.168.41.1: bytes=32 time<1ms TTL=128
Reply from 10.168.41.1: bytes=32 time<1ms TTL=128
Ping statistics for 10.168.41.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

TB279 (Rev1) – Error Initializing MPU11 (cont)

7. Is your network adapter configured correctly? In the bottom right corner of your screen (taskbar):

1. Click on the Network and Sharing Center Icon.
2. Click on Open Network and Sharing Center.
3. Click on the network adapter that is connected to the MPU11
4. Click on “Properties
5. Click on Internet Protocol Version 4 to highlight it
6. Click on the properties button
7. Click on Use the following IP address and fill in the values for IP address and Subnet Mask as shown.
8. Click ok to finish
9. Power Off The MPU11 and the PC and power them back together
10. Repeat step 4

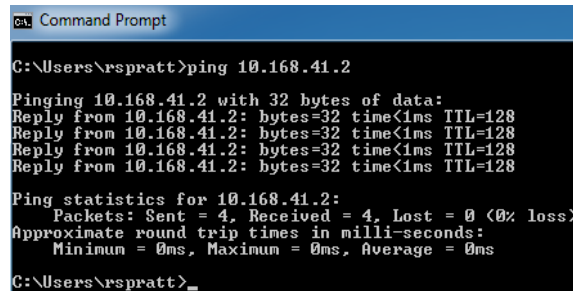


TB279 (Rev1) – Error Initializing MPU11 (cont)

8. Can you ping the MPU11? To open a command prompt:

Go to Start->All Programs->Accessories->Command prompt and type ping 10.168.41.2 and press enter. You should see the screen(s) below. If you get timeouts, there may be a problem with your firewall or anti-virus or it may be a problem with the MPU11/ALLIN1DC. To further isolate, uninstall any anti-virus and disable all firewalls. And try to ping the MPU11 again. If you are sure there are no firewalls active and that all anti-virus has been uninstalled and you still can't ping the mpu11, the MPU11/ALLIN1DC may be defective. Contact your dealer to arrange repair, replacement or further troubleshooting.

NOTE: It is rare that communication problems are caused by a defect in a properly initialized the MPU11/ALLIN1DC



```
CA Command Prompt
C:\Users\rspratt>ping 10.168.41.2
Pinging 10.168.41.2 with 32 bytes of data:
Reply from 10.168.41.2: bytes=32 time<1ms TTL=128
Reply from 10.168.41.2: bytes=32 time<1ms TTL=128
Reply from 10.168.41.2: bytes=32 time<1ms TTL=128
Reply from 10.168.41.2: bytes=32 time<1ms TTL=128
Ping statistics for 10.168.41.2:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss)
Approximate round trip times in milli-seconds:
    Minimum = 0ms, Maximum = 0ms, Average = 0ms
C:\Users\rspratt>_
```

7. Have you recently upgraded the CNC11 software from a very old version? (pre-v3.06) There is a firmware incompatibility between versions prior to 3.06 and versions 3.08 and later. To fix this, download v3.06 here: [v3.06](#) Once downloaded, install version 3.06 -but do not install a PLC program. Run CNC11 v3.06 until it initializes and enters DEMO/Options screen. You can now exit and install version 3.08 or later without issue.

8. Are you sure all anti-virus and firewalls have been uninstalled?

If the MPU11 can successfully pinged and, other than the above compatibility issue between software versions prior to 3.06 and versions 3.08 or later, it is virtually unheard of for an MPU11 to be the cause of "Error Initializing MPU11" messages. Windows firewall, other firewalls and anti-virus will absolutely cause this fault even when they have been configured to allow cncm to communicate. Make sure they are completely disabled/uninstalled.