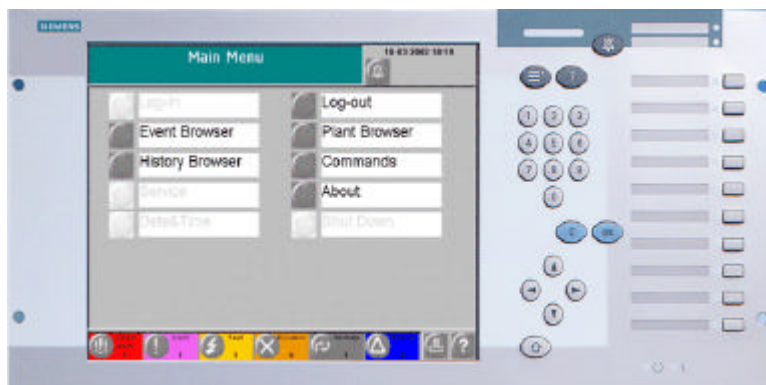


SIEMENS



MT8001 MP1.10 Management Terminal

Maintenance
Troubleshooting

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1 About this document

Purpose

This guide identifies known problems or issues that may arise during the installation, configuration, and commissioning of the MT8001 management terminal, and provides known solutions. Individuals performing these operations should have at least a moderate level of familiarity with the Siemens Building Technologies product line, and experience with the installation and configuration of security management systems.

Scope

This document applies to the MT8001 management terminal, version 1.10.

Target group

This documentation and the instructions herein are intended for the following users:

Project engineers

The Project engineers provide the parameterisation of products, devices, and systems in the DU for a specific customer. They give the go-ahead for the commissioning of products, devices, and systems at the place of installation, and monitor the serviceability of same. They are also responsible for troubleshooting.

A Project engineer has had the training appropriate to his function and to the products, devices, and systems to be configured. He/she has also attended the appropriate technical training courses, and is familiar with the standard windows operating system environment.

Commissioning personnel

Commissioning personnel are responsible for the configuration of the products, devices, or systems for specific customers at the place of installation. They check serviceability, and officially clear the product, device, or system for use by the operator/customer. They are also responsible for troubleshooting.

Training

Siemens Fire & Security Products offers a comprehensive training program. You can find information about courses in the Siemens Intranet at the following address: <http://web.cerberus.ch/>.

Reference documents

The most recently released technical documentation for customers can be found in the Siemens Intranet at the following address: <http://web.cerberus.ch/>. In the 'Go direct' drop down menu near the top of the screen, choose 'Documents'. Select 'All documents' from the menu at the left of the screen to go to the CADIM interface. In the 'Document no.' field of the CADIM interface, enter the edms number (for example, enter 004968 for the product datasheet) and click 'Search'. To see all documents for a product family, use the search tool and enter the product number (for example, MT8001) in the 'Short Name' field.

Product	Document Name	Language	EDMS #	Version	Last Updated
Sales Documents					
MT8001	Product Brochure (doc# PP651 eH)	En De Fr	PP651	eH	
MT8001	Product Data Sheet	En De Fr	006952	b	10.2003
MT8001	Sales Presentation	En De Fr	007346	a	03.2003
MT8001	Sales Guide	En De Fr	007286	a	03.2003
MT8001	Tender Specifications	English	007788	a	10.2003
Technical Documents					
MT8001	Release Notes MP1.10				

MT8001	Release Notes MP1.01	English	006914	a	03.2003
WW8000	Release Notes MP2.03	English	007790	a	07.2003
MT8001	Installation, Configuration & Commissioning	English	006647	c	09.2003
MT8001	Maintenance & Troubleshooting	English	007289	a	09.2003
MT8001	Operation Manual	En De	006611	c	09.2003
MT8001	History Analysis Installation & Operation	English	006962	a	03.2003
DMS8000	DMS Connectivity Configuration	English	007083	b	09.2003
WW8000	Composer Technical Manual	English	003183	g	09.2003

Modification index

Current version	Date	Comments
007289_a_en_--	10.2003	First version, MP1.10

Operational and safety regulations



Before beginning work on the system, it is required that you read and understand the related documents, in particular the "Safety regulations" in this document.

Liability disclaimer for damage or injuries

Before they are delivered, products are tested to ensure they function correctly when used properly. Siemens disclaims all liability for damage or injuries caused by the incorrect application of the instructions or disregard of warnings of danger contained in the documentation. This applies in particular to:

- Personal injuries or damage caused by improper use and incorrect use;
- Personal injuries or damage caused by disregarding safety instructions in the documentation or on the product;
- Personal injuries or damage caused by poor maintenance or a lack of maintenance.

2 Safety Regulations

This chapter describes the potential sources of danger, and the relevant safety regulations applicable for the use of the Siemens Building Technologies products. Please read the following work instructions, as well as the previous section "About this document" thoroughly before beginning any work.

Danger Potential to Individuals

MT8001 units are powered with low voltage DC. While there are no specific safety regulations that apply to this device, modifications made to safety/security systems in general may present a risk to the safety of the individual performing those modifications, as well as to the equipment itself.



ELECTRICAL WARNING

As always, caution should be used when dealing with any power supply unit. Qualified technical personnel that have undergone specific training for this device are the only individuals that should perform installation of and modification to the MT8001.

2.1 Country-specific standards

Siemens Building Technologies products are developed and produced in compliance with the relevant international and European safety standards. This document provides warnings and recommendations specific to the MT8001. Any additional country-specific or local safety standards and/or regulations that apply concerning project planning, and installation and operation of the MT8001 must also be taken into account.

2.2 Assembly, installation, commissioning and testing work

- Activate security-, fire- and third party systems or devices **only** in the presence of the person responsible.
- Abide by the safety regulations of the connected sub-systems when working on management stations. This especially applies when switching-off system components.
- Inform people before the testing of alarm devices - consider the possibility of panic reactions.
- Inform the alarm and fault receiving stations connected to the system before carrying out tests.

2.3 Modifications to the system design and the products



Modifications to a system or to individual products may cause faults or malfunctioning.

Please request written approval from Siemens Building Products, Fire and Safety Division, and any relevant authorities concerning intended system modifications.

3 Introduction

This is a guide to troubleshooting problems that may be encountered when setting up the MT8001, MP1.10.

The troubleshooting chapters in this document are named and ordered following the main phases outlined in the configuration and installation sections of the Installation Configuration and Commissioning manual.

Known problems that may occur can be found in the section of this document that corresponds with the phase in which they are most likely to occur. If the same problem may occur in more than one phase, a reference to the problem resolution or procedure is provided. A list of error messages is provided near the end of this document.

If you encounter a problem that is not covered here, please let us know so that we can include it in the next manual. Send an email to: documentation@cdi.cerberus.ch.

From point-of-sale to project handover

The following is an overview of the phases that occur from the point-of-sale to project handover to the customer. Documentation that supports each phase is shown in italics.

Note: The phases relevant to this document are in black, while the other steps are shown in grey.

1. The MT8001 Management Terminal is sold.

Sales Material

2. The MT8001 project is assigned to a project manager (PM).

Technical requirements defined during the sales process are given to the technical team that the PM oversees.

3. The PM defines the exact needs of the customer.

Before planning commissioning, the project manager meets with the customer to understand any special needs they may have.

4. The PM ensures that all “variables” necessary for installation and commissioning are present.

“Variables” are items such as power supplies, network outlets, installation areas, and connection wires to fire panels. These items should have been specified in the contract, and provided by the 3rd party suppliers or the customer. If there is a problem in this phase, the project plan is revised.

Contract

Customisation Checklist

Note: The order of steps 5, 6, and 7 may vary.

5. Hardware is installed at the client site

Hardware Installation.....p. 10

6. The MT8001 project is configured in Composer*Software Installationp. 10**Configuration.....p. 14**DMS Connectivity Configuration**Composer Technical Manual***7. The configured project is transferred to the MT8001 unit and tested***Commissioning.....p. 22***8. The system is “acceptance tested”****9. The project is handed over to the customer**

Once the system is running according to plan, the customer accepts the system and the project is closed.

10. Maintenance contract begins

If the customer purchased a maintenance contract, the DU begins performing routine maintenance and troubleshooting procedures.

Maintenancep. 23

4 Installation

4.1 Unit Installation

There are no known problems with this phase of the installation configuration and commissioning process. If you do encounter problems during this phase, please let us know at documentation@cdi.cerberus.ch so that we can include a solution in the next version of this document.

4.2 Configuration Software Installation

4.2.1 Access is denied when trying to install software

This occurs when your login ID doesn't have Administrator privileges. Log off, logon as administrator, and retry the installation.

4.2.2 Plug-in Installer: Can't install or uninstall a subsystem tool

If you receive an error message when trying to install or uninstall a subsystem tool in the Plug-In Installer, this typically means that another application is using the subsystem tool (i.e. a Composer project using that tool is open). (For an example of the error messages, see Fig. 16 on page 25 and Fig. 17 on page 26).

Close any open applications that might be using the plug-in

1. Close any open applications.
2. Restart the Composer Server (see Fig. 1 below).
3. Retry uninstalling the subsystem tool.

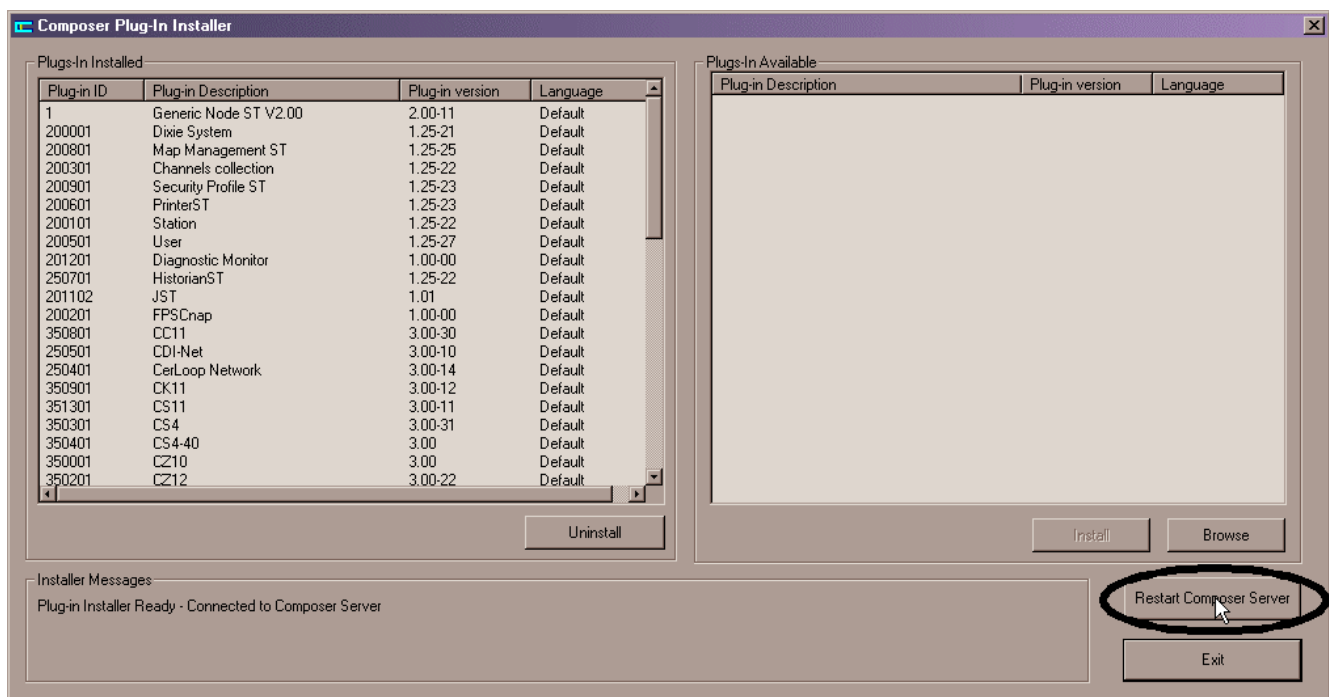


Fig. 1 Restart Composer Server

Call technical support

If, after following the previous procedure, you still receive this message, there is most likely a problem with the compatibility between the STFC library version in the windows operating system and the tool, or the subsystem tool is corrupt. Call the CDI-FSP hot line for support.

4.3 Attaching & Activating the hardware key

4.3.1 The hardware key is not attached properly

While Composer is running, the hardware key must remain securely connected to the PC. If not, a message will display (see Fig. 11 on page 24) and Composer will stop functioning. In some cases, this may corrupt the project and you will need to reconfigure it.

Verify that the key is connected to the parallel (or USB) port of the server

Composer will not function without the hardware key. Siemens offers keys that will fit parallel or USB ports. Verify that the key is securely attached. It can be plugged into any of the ports and is automatically detected by the hardware key driver.

Verify that the PAK is correct and matches the hardware key

For details on verifying that the PAK matches the hardware key, see section 4.3.2 below.

4.3.2 The PAK is wrong

There must be a valid PAK number in the PAK manager for Composer. If not, an error message about 'license failure' will display (see Fig. 13 on page 25) and Composer will stop functioning immediately.

If you receive this error, do the following:

Make sure the License Serial Number and the Hardware key numbers match

If you receive an error message saying that the PAK is incorrect, verify that the number entered in the License Manager matches the PAK provided with the Composer on the License of Use.

Verify that the hardware key number matches the last 4 digits of the number printed on the Hardware key.



Note: the number 0 (zero) is not used.

LICENSE OF USE OF A SOFTWARE PRODUCT

Issuer: S.B.T. Sp.A.

License Serial Number: 3784-MK.00

Product: MK8000.5000 Version: 1.2

Description: MK8000
MK8000 OPC server supporting 5000 elements

License Date: 17/09/03

Hardware key number: 3784 **A**

Product Authorization Key (PAK): GE3E-1GIJ-MI44-1ZBI **B**

End User Name and Address: Company Name

Fig. 2 Example of Licence of Use

- A** HW-key number Should match the last four numbers on the Hardware Key
- B** PAK: Should match the PAK displayed in the PAK Manager Application

Delete any dashes and spaces

It is not necessary to add dashes when entering the PAK code in the license manager. Ensure that no extra dashes or spaces were entered with the code.

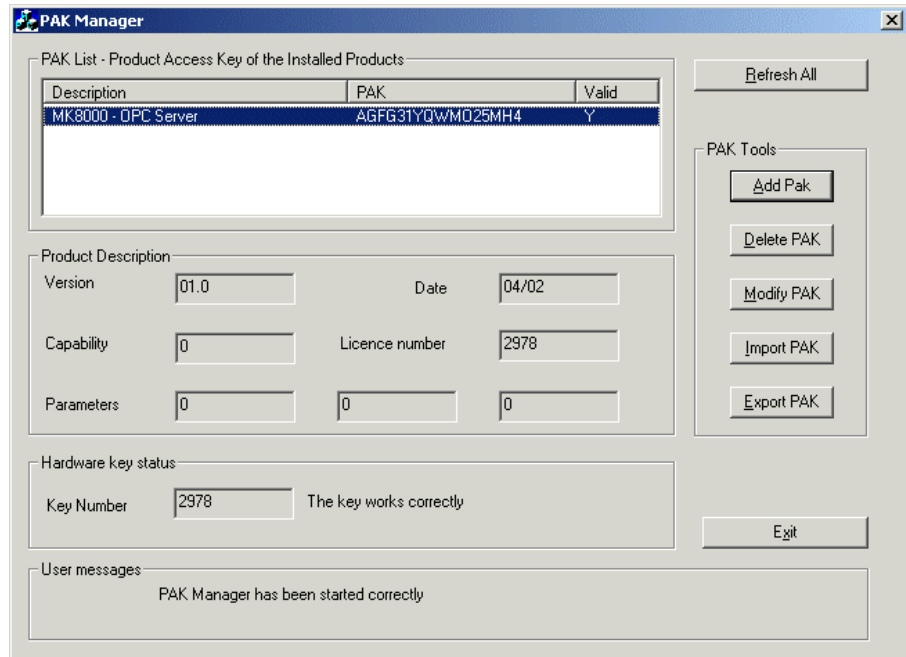


Fig. 3 PAK Manager (with PAK added successfully)

5 Configuring the MT8001

5.1 Configuration

In addition to the problems that could occur during this phase of the installation, configuration and commissioning process, there are a couple of additional problems that may occur, during any phase of the process.

Additional possible problems discussed in other sections

- **Hardware key not attached properly**
→ See section 4.3.1 on page 11.
- **Virtual memory low**
→ See section 5.2.8 on page 21.

5.1.1 Can't See All the Columns in Composer

While all the columns are visible by default, it's possible that someone accidentally or intentionally changed the display options in Composer.



To learn more about using Composer, read the Composer Technical Manual (see Reference Documents in the About This Document section).

To redisplay any columns that may have been hidden, do the following:

1. Right-click anywhere on a column.
The right-click menu displays.
2. Select Grid→Show Columns.
3. Alternatively, you select Grid→Properties.
A tree displays with a list of all of the columns available to view or hide.
4. Select the fields you want to view.

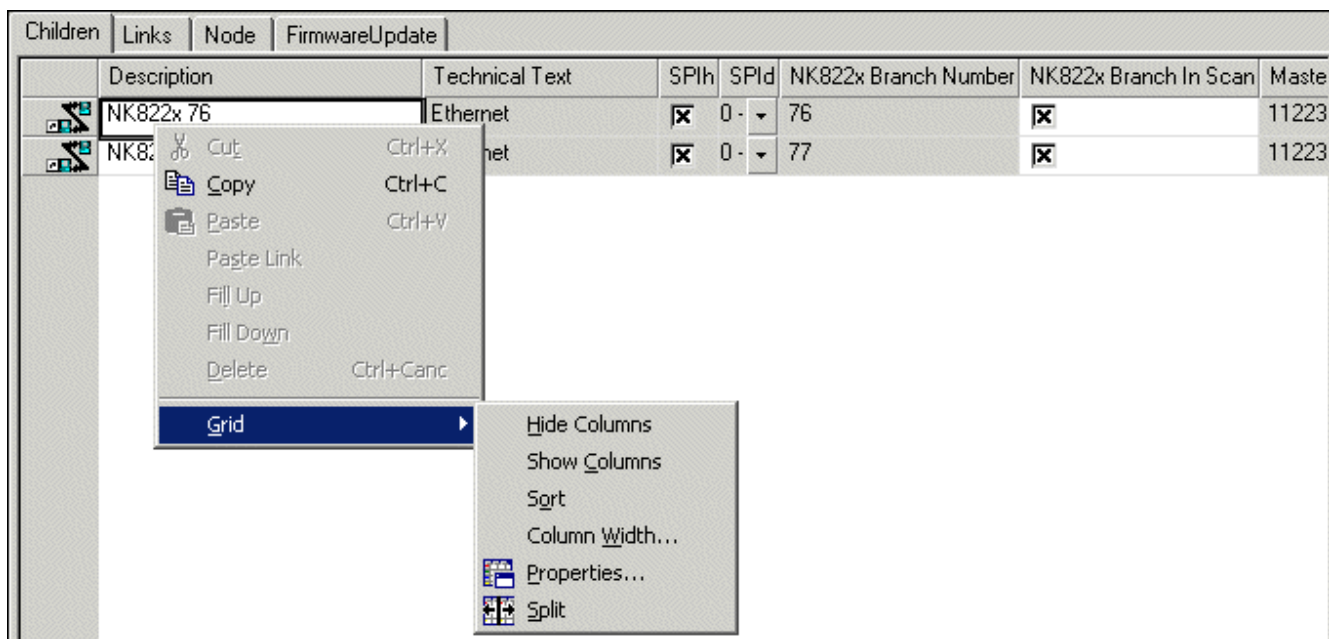


Fig. 4 Right-Click 'Grid menu'

5.1.2 Nothing happens when import is initiated

Verify that you have selected the correct node

Make sure that you selected the correct node before initiating an import. If you select a subsystem node that does not allow metafile import, the following occurs:

- You are asked to confirm import;
- After clicking “OK”, the following message occurs: “The subsystem has been successfully imported”.

If you selected the wrong node, or you selected a subsystem that does not support the import feature, import cannot occur. The following is a list of the subsystems used in the MT8001 system, and shows which nodes should be selected when initiating an import.

Subsystems for import:

- CS440 – Select the CS440 node;
- CS11 – Select the CC11 node (NOT the CS11 OR the CK11);
- CZ10 – Select the CZ10 top node;
- DMS7000 – Import not supported. Must be configured manually;
- CC60 – Select the CC60 top node;
- STT11 – Select the STT11 top node.



The CZ10 configuration file can only be generated where there is an existing LMSModular configuration available. From LMSModular, a db_pul file with the CZ10 configuration can be generated and used for import into Composer.

See also...

- Section 5.1.3, “Import not available for this device” on page 15.

5.1.3 Import not available for this device

If you receive this error message when you try to import the metafiles for one of the subsystems, it indicates either a problem with Composer, or with the metafile (for an example of the message, see Fig. 12 on page 24.

Wait and retry the import

There may have been a temporary delay in communication that caused this problem. Retry the import.

Verify that you are importing the correct file

If you try to import a CC11 file into a CS440 subsystem, you will encounter problems. Verify that you are importing the correct type of file.

Get another copy of the metafile

If you are still encountering problems, your metafile may have been corrupted. Get another copy and retry the import.

5.1.4 Error has been detected reading the data from server

This error message sometimes occurs when trying to navigate, or perform a function in Composer, such as importing a subsystem metafile. (For example of message, see Fig. 10 on page 24.)

Try clicking another node

This will sometimes reinitiate communication within Composer. If you see the data for that node and no error message is generated, reselect the node or function that generated the error message. If this doesn't work, go on to the next step.

Close and reopen Composer



Note: All unsaved data will be lost.

If clicking another node didn't work, close Composer. **You will lose any unsaved data in the project.** Reopen Composer, and select the node or function that generated the error message.

Delete the node and reinsert it

If reopening the project doesn't work, you can try deleting the node that gives you the message and reinserting it.

Create a new project

If none of the above work, you will have to create a new project.

5.1.5 Can't save or backup the project

This usually occurs when the disk where your Composer project resides is full. In this case, Composer is not able to write to that disk. You will need to either free up space on the disk where the Composer project currently resides, or move the project to another disk.

Note: A disk full problem becomes apparent when you try to close the project, since Composer will try to perform an auto save. (For example of message display, see Fig. 14 on page 25 in the "Error Messages" chapter.)

To correct this problem, do the following:

1. Backup your project to another disk (Tools? Backup). (See Fig. 5.)

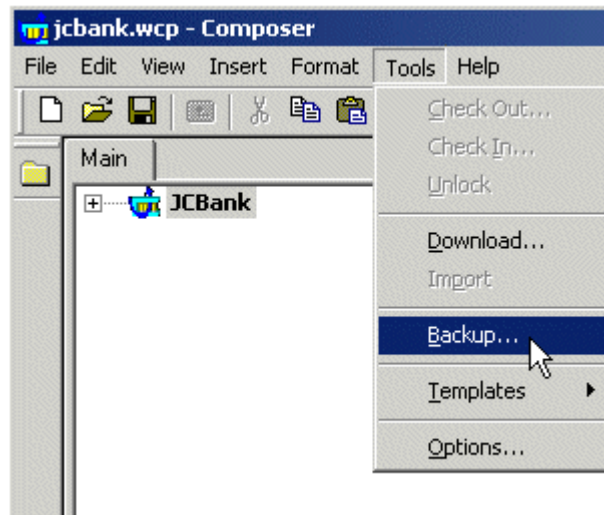


Fig. 5 Backup your project to another disk.

2. Exit Composer.
3. Free up space on the disk (unless you choose to work with Composer on a different drive).
4. Launch Composer.

The Welcome window appears.

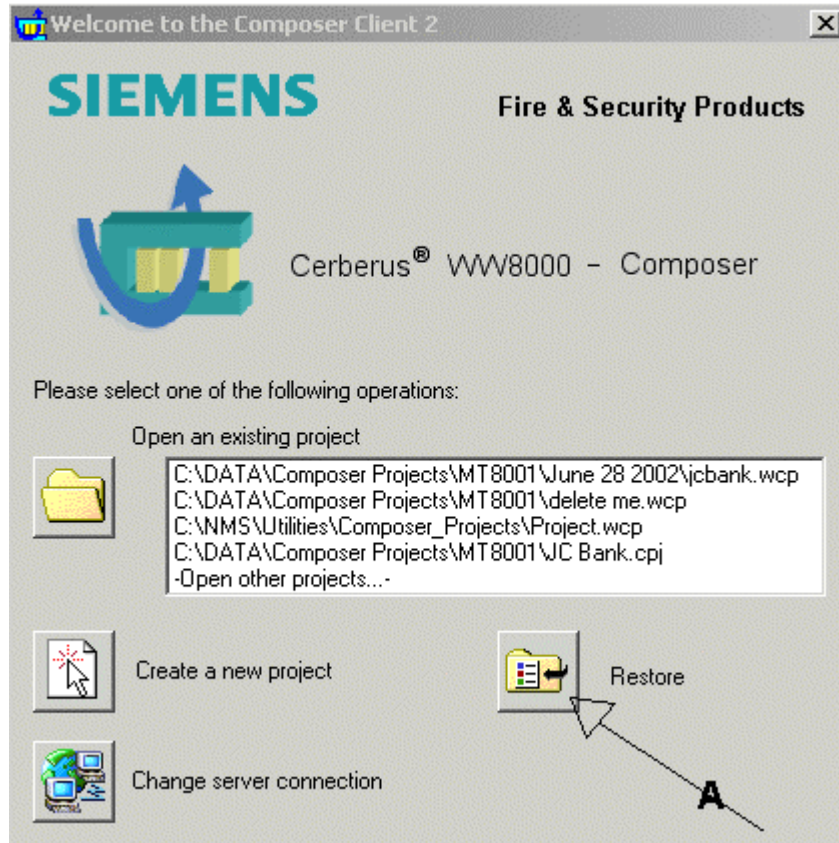


Fig. 6 Select restore from the welcome window

A Click the Restore button to restore your project..

5. Select Restore from the Welcome window.

The Restore window appears.

6. In the 'File to be restored' field, enter or browse for the backup file (file extension: .bak). (See "A", Fig. 7.)

7. In the 'Project file name' field, enter or browse for the drive where your project will be restored. (See "B", Fig. 7.)

Note: All subsequent saves will be performed in this new location.

8. Select Restore.

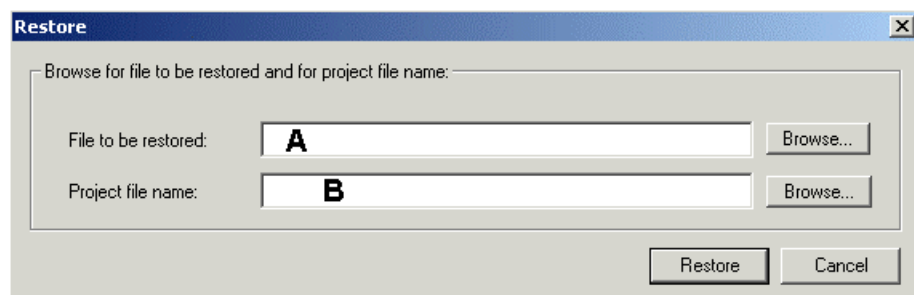


Fig. 7 Select a name and location for your restored file

A Browse to select the backup file that you want to restore (file extension: bak)

B Browse to select where you want the restored file to be saved.

5.1.6 Can't close the Composer project

This usually occurs when the disk where your Composer project resides is full. In this case, Composer is not able to write to that disk. You will need to either free up space on the disk where the Composer project currently resides, or move the project to another disk. (For example of message display, see Fig. 14 on page 25.)

→ Follow the procedure documented in "virtual memory too low", p. 21.

5.1.7 Defining users - the scroll bar is missing

In some screens (for example, the user node tab, function / state table), the scroll bar may not be visible.

Click where the up and down arrows should be

Even though you can't see them, they are there. Clicking them usually causes the arrows and scrollbar to appear.

Function	State
Event browser	<input checked="" type="checkbox"/>
History browser	<input checked="" type="checkbox"/>
Plant browser	<input checked="" type="checkbox"/>
ActiveSync	<input checked="" type="checkbox"/>
Shut down	<input checked="" type="checkbox"/>
About	<input checked="" type="checkbox"/>
Data &Time updating	<input checked="" type="checkbox"/>
Reset ALARM commands for the field	<input checked="" type="checkbox"/>
Ack commands for the field	<input checked="" type="checkbox"/>
Day Organisation	<input checked="" type="checkbox"/>
Night Organisation	<input checked="" type="checkbox"/>

Fig. 8 No scrollbar

5.1.8 Defining custom commands – drag & drop doesn't work properly

Verify that you have made all the necessary connections

Before commands can be defined, and the drag & drop feature will work in Composer, all the proper network connections need to be made. If this is the cause of the problem, it will appear that you can drag the subsystem, but when you drop it into the commands window, nothing will happen.

→ For instructions on defining the necessary connections, see section 6.6.5, "Define connections (drag and drop)" in the MT8001 Installation, Configuration, and Commissioning guide.

5.2 Transfer (Download)

In addition to the problems that could occur during this phase of the installation, configuration and commissioning process, there are a couple of additional problems that may occur, during any phase of the process.

Additional possible problems discussed in other sections

- **Hardware key is not attached properly**
→ See section 4.3.1 on page 11.

5.2.1 ActiveSync won't connect with MT8001

When connecting to the MT8001, ActiveSync sometimes does not recognise the MT8001.

Disconnect and reconnect the cable from the MT8001

After you have initiated "Connect" on ActiveSync, while it is trying to connect, physically unplug the cable from the MT8001 (COM1) and then reconnect it. ActiveSync should start to function normally.

If it still doesn't connect, disconnect and reconnect both ends of the cable. ActiveSync should connect automatically.



Do not do this during Configuration download. If the cable becomes disconnected during the download of the configuration data (after you have started to send the XML data), follow the procedure in section 5.2.2 "The cable from MT8001 to service PC got disconnected" below.

5.2.2 The cable from MT8001 to service PC got disconnected

If this happens during the "Send XML files" procedure, an error message will display on your PC that says there was an error writing the file on WinCE.

To resolve this problem, do the following:

1. Reattach the cable.
2. Select "Retry" when the ActiveSync message appears.
3. Select "Get connected" through the MT8001 ('Service').
The ActiveSync message appears.
4. Click "No" and then "Next".
5. Resend the XML configuration when the MT8001 and the PC are connected.

5.2.3 The service PC went into standby mode

Windows 2000 does not recognise the XML file transfer while it is occurring. Therefore, if your PC has been set to go into standby mode after a period of inactivity, it will shut down once that time is exceeded. It is best to disable standby mode prior to initiating the configuration transfer.

If your PC has gone into standby mode while transferring XML files to the MT8001, do the following:

1. Turn on your PC.
The Composer project will still display but will not work properly.

2. Go to the Processes tab of the Task Manager (Ctrl-Alt-Del) to end the Composer client process: **EfeC2.exe**
3. Change Standby mode to Never (Control Panel ► Power Options ► Power Schemes tab).
4. Restart the Composer project.
5. Retry the file transfer.

If Composer does not respond to this command, do the following:

1. Restore your project backup.
2. Retry the file transfer.

5.2.4 The battery on the service PC has lost its charge

After you have found an alternative source of power for your PC, follow the same procedure as the one described in section 5.2.3, “The service PC went into standby mode”, p. 19.

5.2.5 MT8001 does not start correctly after file transfer

Check the allocation of COM Ports for conflicts

The current version of Composer does not check for multiple allocations of the same COM port. Therefore, if more than one item is trying to use the same COM port, the MT8001 will not start properly.

The default COM port allocation is:

- COM 1 – ServicePC to MT8001 for file transfer and service
- COM 2 – Line to Touch Screen
- COM 3 – Printer for logging
- COM 4 – MK7022 (or CK11)

Once you change the COM ports in the Composer project, you will need to regenerate the XML files and transfer them to the MT8001. Since the MT8001 is not functioning normally, you will need to follow the recovery procedure to reset the MT8001 so that it is ready to receive the new XML project files.

- The procedure for regenerating XML files is detailed in section 5.2.6 below..
- The procedure for resetting the MT8001 is detailed in Appendix A – Accessing the MT8001 Flash Disk directly on page 27.

5.2.6 Can't access 'Service' on the MT8001

If the Service option on the MT8001 is greyed-out, it indicates that you do not have permission to access it.

If you are logged on as "Technical User" but the Service option is still greyed-out, it may mean that the Technical User profile was modified, and no longer provides access to this area of the MT8001.

To resolve this problem, do the following:

1. Reconfigure your technical user to have all user permissions.

Make sure that the profile has full privileges in the Composer project configuration. If you forgot your logon ID or PIN-code, reset them in Composer.

→ For instructions, see sub-section 'Define Users' in the 'Customise the behaviour of the MT8001' section in the Installation Configuration & Commissioning manual.

2. Regenerate XML files.

Follow the procedures outlined in the sub-sections "Create XML configuration files", and "Create a backup of your project" in the 'Customise the behaviour of the MT8001' section of the MT8001 Installation, Configuration, and Commissioning guide.

3. Restart the MT8001 with the keyboard and special adapter-cable.

Follow the procedure described in Appendix A – Accessing the MT8001 Flash Disk directly on page 27.

4. Transfer the XML files.

Follow the procedure outlined in sub-section "Transfer the configuration" in the 'Customise the behaviour of the MT8001' section in the MT8001 Installation, Configuration, and Commissioning guide.

5.2.7 Forgot technical user password

Follow the same procedure as in section 5.2.6 above.

5.2.8 Virtual Memory Minimum Too Low

This message may appear during processes such as configuration download. (For example of message display, see Fig. 18 on page 26.)

Increase the Virtual Memory

Perform the following steps:

1. Right-click on My Computer from the desktop, and select Properties.
2. Select Performance Options from the Advanced tab.
3. Click "Change" under Virtual Memory.
4. Increase the Virtual Memory (recommended initial size: 1000, maximum:1001)
5. Restart the computer.

6 Testing the Configuration

6.1.1 Connection problems – faults don't change to normal

When the connection is functioning normally, as soon as the MT8001 is turned on, a Fault will be displayed in the Event browser for each control unit that is defined in the configuration. As the communication is confirmed with each control unit, the Fault state in the event will change to Normal.

If there is a problem with any of the connections, one of two situations will occur:

- **Situation 1:** None of the Faults change to Normal (MT8001 - MK7022 problem);
- **Situation 2:** Some of the Faults change to Normal, but not all (MK7022 - control unit problem).

Situation 1: Check the connection between the MT8001 and the MK7022

Check the physical connection, and verify that the actual local addresses, baud rates, and COM port numbers match the ones in the configuration.

Situation 2: Check the connection between the MK7022 and the control unit

If some of the Faults return to Normal, but not all, the problem lies somewhere in the communication between the MK7022 and the control unit that is still in Fault. Check the addresses of the control units.

7 Maintenance

7.1.1 Replacing the flash-disk

In the event that you need to replace the MT8001 flash disk, refer to this diagram:



Fig. 9 Disk-on-chip installation

8 Error messages

Error messages are listed alphabetically.

Note: The English system of alphabetisation is used in this manual. Therefore, 'The' and 'A' at the start of messages are excluded. For example, "The PAK value is wrong" is treated as "PAK value is wrong" and can be found under 'P' for PAK.

8.1.1 Composer - Error has been detected...

→ See section 5.1.4, "Error has been detected reading the data from server", p. 15.

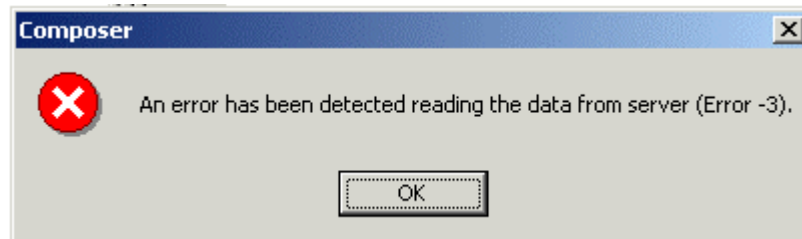


Fig. 10 An error has been detected reading the data from server.

8.1.2 Composer - Hardware key is missing

See section 4.3.1 on page 11.

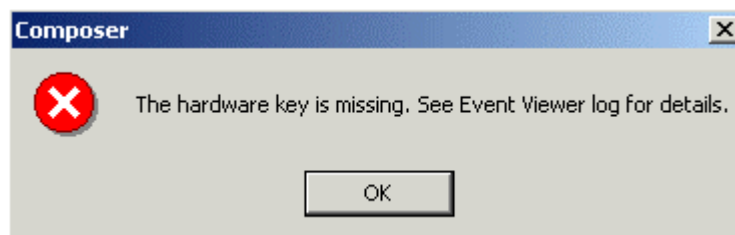


Fig. 11 The hardware key is missing. See Event Viewer log for details.

8.1.3 Composer - Import not available for this device...

See section 5.1.3, "Import not available for this device", p. 15.



Fig. 12 Import not available for this device or an error occurs...

8.1.4 Composer - PAK value is wrong

See section 4.3.1 on page 11.



Fig. 13 The PAK value is wrong. See Event Viewer log for details.

8.1.5 Composer - Your project has not been successfully saved

See section 5.1.5, "Can't save or backup the project" on page 16.

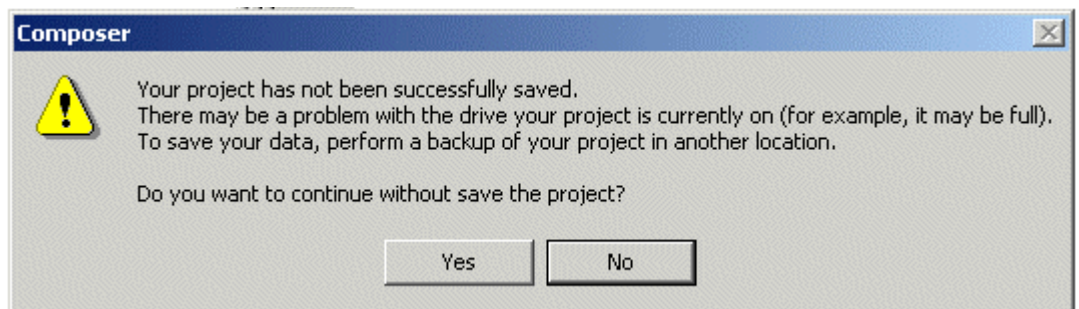


Fig. 14 Composer – Your project has not been successfully saved.

8.1.6 Error - Error writing file on WinCE

→ See section 5.2.2, "The cable from MT8001 to service PC got disconnected" on page 19.

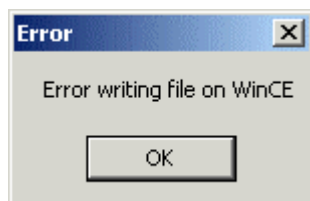


Fig. 15 Error writing file in WinCE

8.1.7 STInstaller - Install Subsystem: A Composer project is Open...

See section 4.2.2, "Plug-in Installer: Can't install or uninstall a subsystem tool" on page 10.

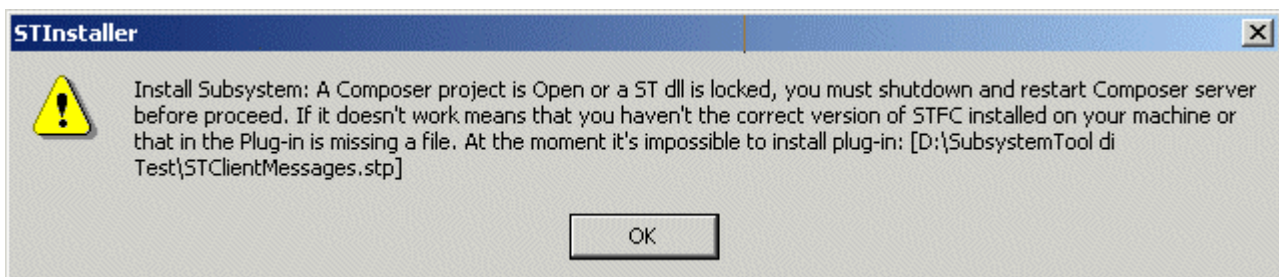


Fig. 16 Installing subsystem tool failed

8.1.8 STInstaller – Uninstall Subsystem: A Composer project is Open...

See section 4.2.2, “Plug-in Installer: Can’t install or uninstall a subsystem tool” on page 10.

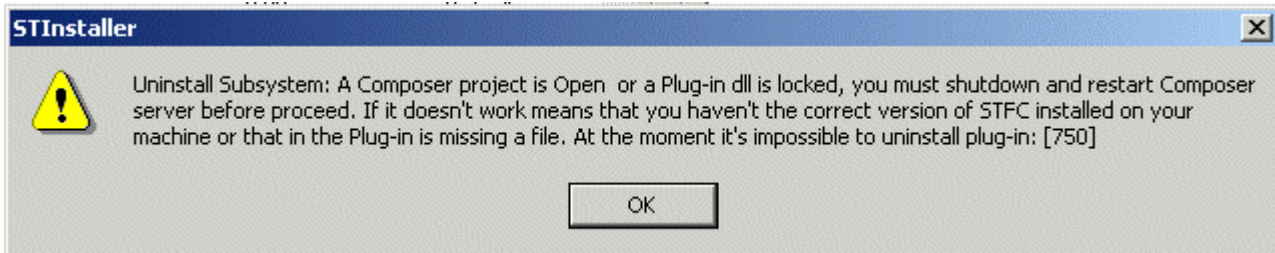


Fig. 17 Uninstalling subsystem tool failed

8.1.9 Windows - Virtual memory low

See section 5.2.8, “Virtual Memory Minimum Too Low” on page 21.

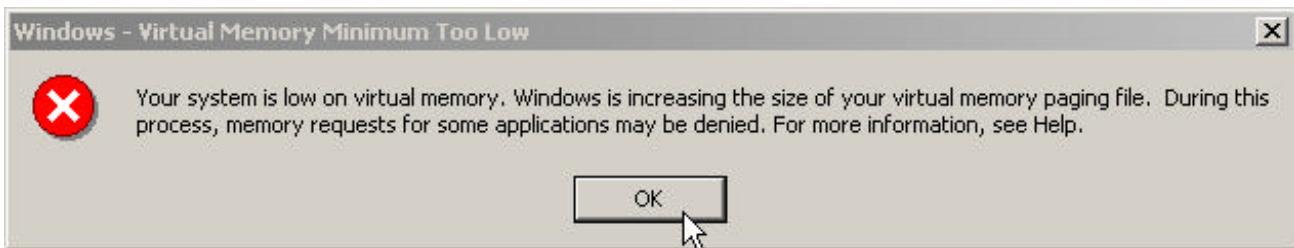


Fig. 18 Virtual memory low

Appendix A – Accessing the MT8001 Flash Disk directly

There are a number of situations that may cause the MT8001 to be inaccessible. A few of the more common ones are:

- You forgot your Technical User password;
- You accidentally modified the Technical User permissions in the configuration and do not have permission to 'get connected' via ActiveX;
- Not enough RAM or ROM is available to perform a configuration download (XML file transfer).

In these cases you will need to start the ActiveSync on the MT8001 directly. To do this, you must connect a keyboard directly to the MT8001.

Connect a standard keyboard to the MT8001 using the special keyboard adapter

Once you have prepared or regenerated the XML configuration files to be transferred, you will need to connect a keyboard to the MT8001 using a special adapter. You can either purchase this adapter through the usual channels, or assemble one according to the diagram in Appendix B – Keyboard adapter connection diagram on page 29.

The exact procedure follows:

1. Connect COM1 of the MT8001 to the Service PC normally.
2. Connect a standard PC keyboard to the X38 connector of the MT8001 using the special adapter (see Fig. 19 on page 28).
3. Manually reset the MT8001 as shown in Fig. 19 and allow the operating system to finish starting up.

Note: With the keyboard attached, MT8001 security management software will not launch the MT8001 software. This will allow access to the operating system environment. Press Alt+Tab on the attached keyboard to open the system Task Manager.
4. Select Start→Run.

The Run dialogue window displays.
5. Select Browse.
6. Select the file **repllog.exe** from the C drive.

Note: **Do NOT run this file yet.**
7. Connect via ActiveSync from the service PC.

ActiveSync starts to connect.
8. Select "OK" on the Run dialogue to start the **repllog.exe** file from the MT8001.

The MT8001 and the service PC should now be connected to each other, and you can perform modifications to the MT8001 operating system through the ActiveSync connection as usual.
9. If you need to transfer the project XML configuration files, disconnect the keyboard before initiating download (to permit the MT8001 to restart normally).

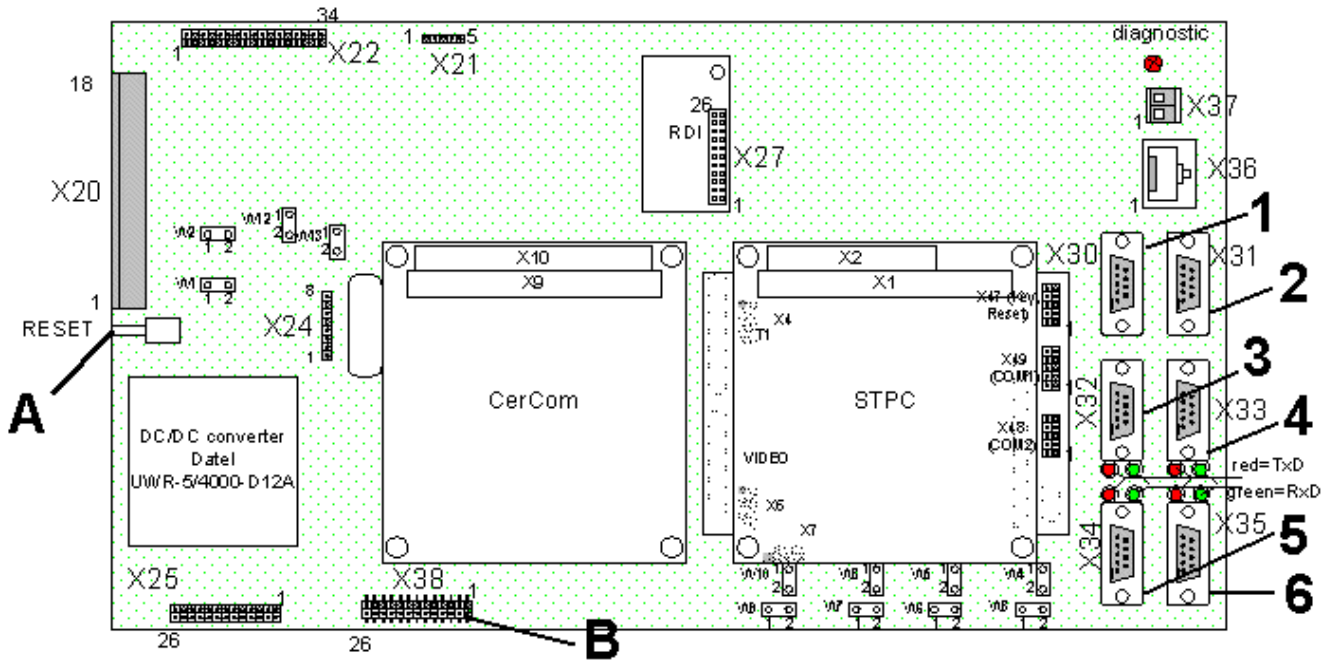


Fig. 19 MT8001 Unit – keyboard port and manual reset button

- A** Press to manually reboot the unit
- B** Connect keyboard adapter here

- 1 COM 1
- 2 COM 2
- 3 COM 3
- 4 COM 4
- 5 COM 5
- 6 COM 6

9 Appendix B – Keyboard adapter connection diagram

Note that this adapter is included in the service kit that can be purchased through the normal channels.

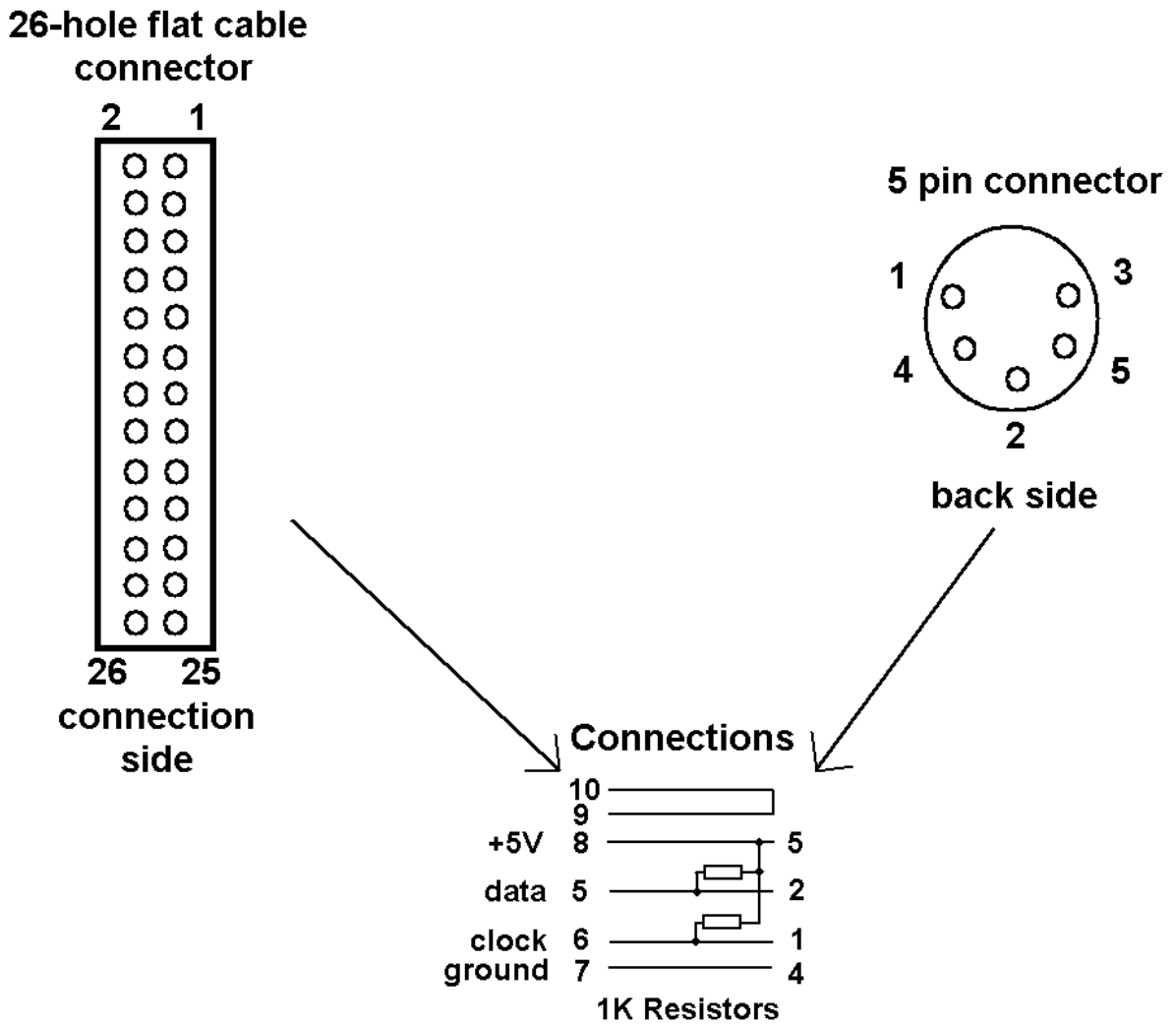


Fig. 20 Keyboard adapter connection diagram

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