

Crimson™ 3.0 DSP/HMI/MC/PTV Software Error Messages



Troubleshooting Received Errors

“ERROR – Bad reply from remote device.”

- This typically indicates that either the selected TCP port is configured for something other than download, or that it is configured for more than just download.

“ERROR – Unable to open firmware file.”

- Indicates firmware file is locked or missing, reinstall Crimson 3.0.

“ERROR – Unable to open communications port.”

- Serial Connection: indicates that the COM port does not exist or is in use by another program. Close all programs that may be accessing the COM port. RSLinx will need to be stopped to release the COM port.
- USB Connection: indicates that the driver is not loaded. Verify cable connection and Device Manager. If using a laptop, disconnect AC and run on battery power.
- Ethernet Connection: indicates inability to open TCP connection. Verify cable connections. Verify PC's IP address information and firewall settings. Could also indicate that the device is not currently configured to allow TCP download or IP settings are not correct to establish a connection to the PC.

“ERROR – Memory Card is required for this operation.”

- Firmware update via Ethernet requires a memory card. Insert a properly formatted memory card or use USB/RS232 to update firmware.

“ERROR – The target device is not compatible with this file.”

- This indicates that the currently open Crimson file is not suited for the device. Click *File-Save Conversion* to convert to the correct model.

“ERROR – The device does not contain an uploadable image.”

- This indicates that *Link-Support Upload* was not checked the last time the unit was programmed. It means that there is no method to upload the file that is in the unit, not even the factory can upload it.

“ERROR – Unable to initialize Emulator.”

- Underlying third party software may not be installed due to incompatibility issues with 64-bit operating systems.
- Emulator crashed due to potential database error or bug. Click *Link-Options*, with *Send to Emulator* checked click the *Configure* button and then the *Delete Files* button.

“ERROR – Emulator not supported with this model”

- DSP and Modular Controller devices are not supported by the emulator.

“ERROR – An unexpected reply X.X.X code was received”

- Indicates a potential incompatibility between the version of Crimson running in the unit and the version on the PC. If the unit has a display, it will show the version of software it is running during its boot sequence. Try using that same version of Crimson to extract. Previous versions of Crimson 3.0 can be found on the [Revision History](#) page.

“ERROR – WinPcap must be installed for the Emulator to function correctly.”

- Underlying third party software may not be installed due to incompatibility issues with 64-bit operating systems.

“ERROR – Invalid checksum in reply.”

- Potential incompatibility between the version of Crimson running in the unit and the version on the PC. If the unit has a display, it will show the version of software it is running during its boot sequence. Try using that same version of Crimson to extract. Previous versions of Crimson 3.0 can be found on the [Revision History](#) page.
- Potentially indicates that either the selected TCP port is configured for something other than download, or that it is configured for more than just download.

“ERROR – No acknowledge from target device.”

- Serial Connection: verify cable connection. Port may be configured with a communications driver or is damaged.
- Ethernet Connection: indicates ability to open TCP connection, but the TCP port may be configured for something other than download.

“ERROR – Negative acknowledge from target device.”

- Potential incompatibility between the version of Crimson running in the unit and the version on the PC. If the unit has a display, it will show the version of software it is running during its boot sequence. Try using that same version of Crimson to extract. Previous versions of Crimson 3.0 can be found on the [Revision History](#) page.
- Potentially indicates that either the selected TCP port is configured for something other than download, or that it is configured for more than just download.

“ERROR – Timeout waiting for reply frame.”

- USB or Serial Connection: if using a laptop, remove AC power to allow for PC to float and use the DC common as a (zero) 0V reference.
- Serial Connection: verify cable connection. Port may be configured with a communications driver or is damaged.
- Ethernet Connection: indicates ability to open TCP connection, but the TCP port may be configured for something other than download.

“ERROR – Failed to send USB bulk data.”

- If using a laptop, remove AC power, to allow for PC to float and use the DC common as a (zero) 0V reference.
- Disconnect serial port connections.

“ERROR – "A conflict has been detected with the following USB devices:***** Remove or disable these devices, and attempt the operation again..”

- See the [Errata - G315](#) document.

“ERROR – No reply from remote device.”

- USB or Serial Connection: if using a laptop, remove AC power, to allow for PC to float and use the DC common as a (zero) 0V reference.
- Serial Connection: verify cable connection. Port may be configured with a communications driver or is damaged.
- Ethernet Connection: indicates ability to open TCP connection, but the TCP port may be configured for something other than download.

“ERROR – Failed to send USB request.”

- USB or Serial Connection: if using a laptop, remove AC power, to allow for PC to float and use the DC common as a (zero) 0V reference.
- Disconnect serial port connections.

Red Lion Technical Support

If you have any questions or trouble contact Red Lion Technical Support by emailing support@redlion.net or calling 1-877-432-9908.

