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# Industrial Automation Crimson® 3.0 HMI/DSP/GC/MC/PTV Database Tech Note 04 Extraction



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## **Abstract:**

This document describes how to extract databases in Crimson®.

## **Products:**

Red Lion Controls CR1000 Human Machine Interface (HMI), CR3000 HMI, Data Station Plus (DSP), G3 HMI, G3 Kadet HMI, Graphite® Controller (GC), Graphite HMI, Modular Controller (MC), and ProductVity Station™ (PTV)

## **Use Case:**

CR1000 HMI, CR3000 HMI, DSP, G3 HMI, G3 Kadet HMI, Graphite Controller, Graphite HMI, MC, and PTV

## **Required Software:**

Crimson 3.0 or Crimson 3.1

## **Required Operating System:**

Microsoft Windows 2000, or above

## Introduction

Crimson database files are extracted and downloaded to the target device using the Link command. There are two basic steps required to extract a database from Crimson:

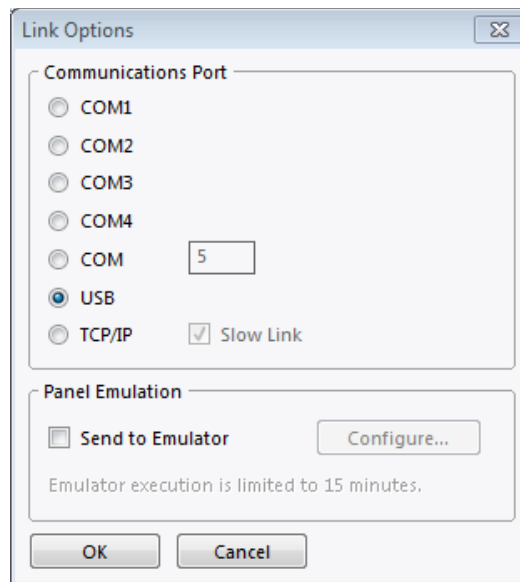
- Selecting the Connection - specifies the connection type to be used during file extraction.
- Extracting the File - specifies the file to be extracted and its saved name/location.

**NOTE:** Database extraction applies to only Crimson 3.0 or above and is only available to Windows 2000 or above users. Please update your version of Crimson to the latest; available online at [www.redlion.net](http://www.redlion.net)

## Selecting the Connection

The programming link between the PC and the target device can be made using an RS-232 port, a USB port or a TCP/IP connection. Refer to Figure 1 and perform the following steps to select the connection type to be used to facilitate the file extraction.

1. Click Link-Options.
2. Select the desired connection; *USB* in this example.
3. Click OK.



**Figure 1.**

**NOTE:** While TCP/IP connections are typically made via the panel's Ethernet port, they may also be established via a dial-in link.

## File Extraction

Refer to Figure 2 and perform the following steps to complete the file extraction:

1. Click Link-Extract.
2. Choose file name and location to be saved.
3. Click Save.

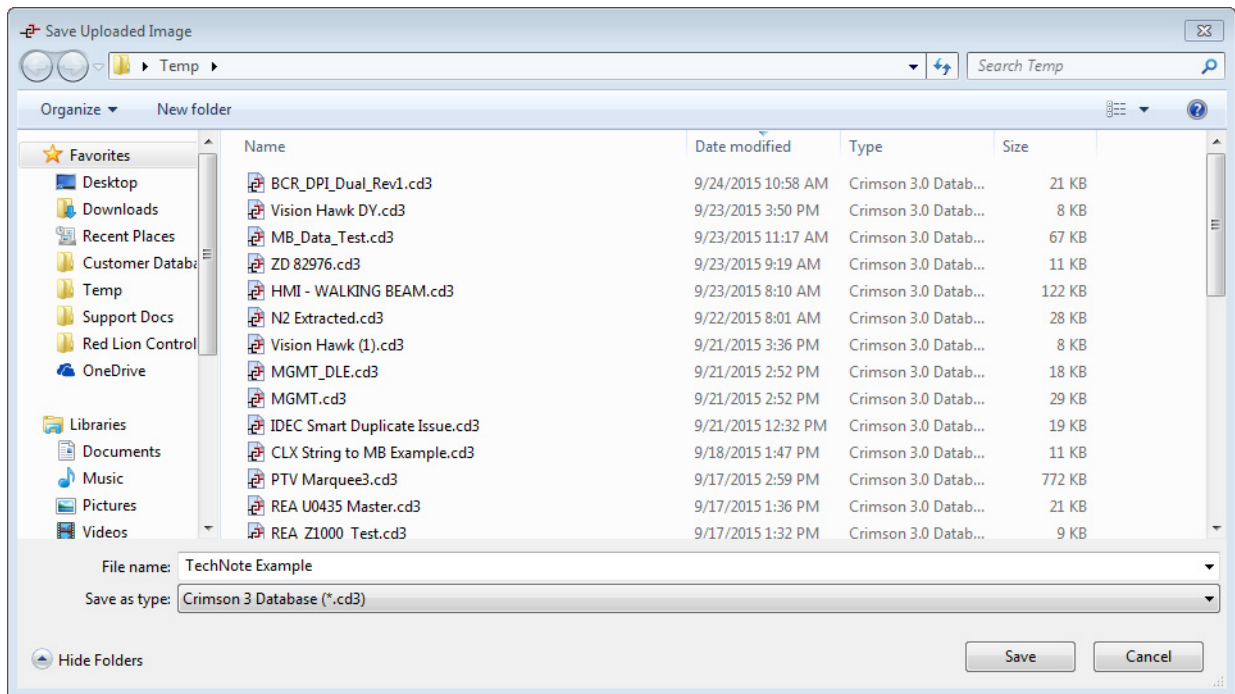


Figure 2.

## Troubleshooting Received Errors

Refer to Table 1 for possible solutions when troubleshooting error messages.

Error Message	Meaning
Bad reply from remote device	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.
Unable to open firmware file	Indicates firmware file is locked or missing, reinstall Crimson 3.0.
Unable to open communications port	<p><u>Serial Connection</u>: 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.</p> <p><u>USB Connection</u>: indicates that the driver is not loaded. Verify cable connection and Device Manager. If using a laptop, disconnect AC and run on battery power.</p> <p><u>Ethernet Connection</u>: indicates inability to open TCP connection. Verify cable connections. Verify PC's IP address information and firewall settings. May also indicate that the device is not currently configured to allow TCP download or that IP settings are incorrect and cannot establish a connection to the PC.</p>
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.
The target device is not compatible with this file	Indicates that the currently open Crimson file is not suited for the device. Click <i>File-Save Conversion</i> to convert to the correct model.
The device does not contain an uploadable image	This indicates that <i>Link-Support Upload</i> 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.
Unable to initialize Emulator	<p>Underlying third party software may not be installed due to incompatibility issues with 64-bit operating systems.</p> <p>Emulator crashed due to potential database error or bug. Click <i>Link-Options</i> and with <i>Send to Emulator</i> checked, click the <i>Configure</i> button and then the <i>Delete Files</i> button.</p>
Emulator not supported with this model	DSP and Modular Controller devices are not supported by the emulator.
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 <a href="#">Revision History</a> page.
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 Message	Meaning
Invalid checksum in reply	<p>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 <a href="#">Revision History</a> page.</p> <p>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.</p>
No acknowledge from target device	<p><u>Serial Connection</u>: verify cable connection. Port may be configured with a communications driver or is damaged.</p> <p><u>Ethernet Connection</u>: indicates ability to open TCP connection, but the TCP port may be configured for something other than download.</p>
Negative acknowledge from target device	<p>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 <a href="#">Revision History</a> page.</p> <p>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.</p>
Timeout waiting for reply frame	<p><u>USB or Serial Connection</u>: if using a laptop, remove AC power to allow for PC to float and use the DC common as a (zero) 0V reference.</p> <p><u>Serial Connection</u>: verify cable connection. Port may be configured with a communications driver or is damaged.</p> <p><u>Ethernet Connection</u>: indicates ability to open TCP connection, but the TCP port may be configured for something other than download.</p>
Failed to send USB bulk data	<p>If using a laptop, remove AC power, to allow for PC to float and use the DC common as a (zero) 0V reference.</p> <p>Disconnect serial port connections.</p>
A conflict has been detected with the following USB devices:***** Remove or disable these devices, and attempt the operation again.	<p>See the <a href="#">Errata - G315</a> document.</p>
No reply from remote device	<p><u>USB or Serial Connection</u>: if using a laptop, remove AC power, to allow for PC to float and use the DC common as a (zero) 0V reference.</p> <p><u>Serial Connection</u>: verify cable connection. Port may be configured with a communications driver or is damaged.</p> <p><u>Ethernet Connection</u>: indicates ability to open TCP connection, but the TCP port may be configured for something other than download.</p>
Failed to send USB request	<p><u>USB or Serial Connection</u>: if using a laptop, remove AC power, to allow for PC to float and use the DC common as a (zero) 0V reference.</p> <p>Disconnect serial port connections.</p>

**Disclaimer**

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For more information: <http://www.redlion.net/support/policies-statements/warranty-statement>

