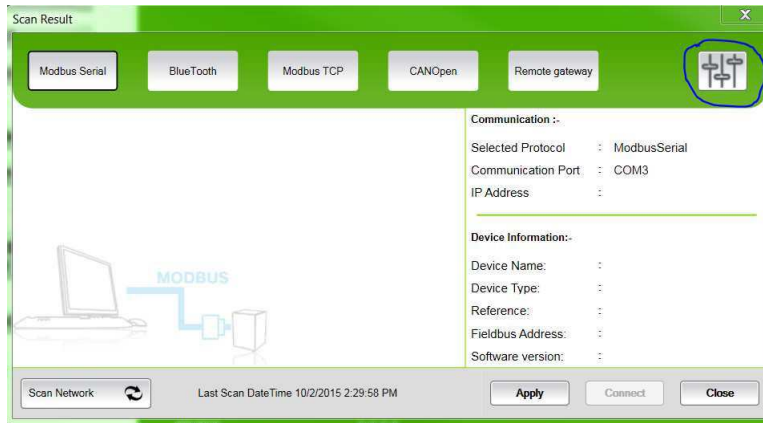
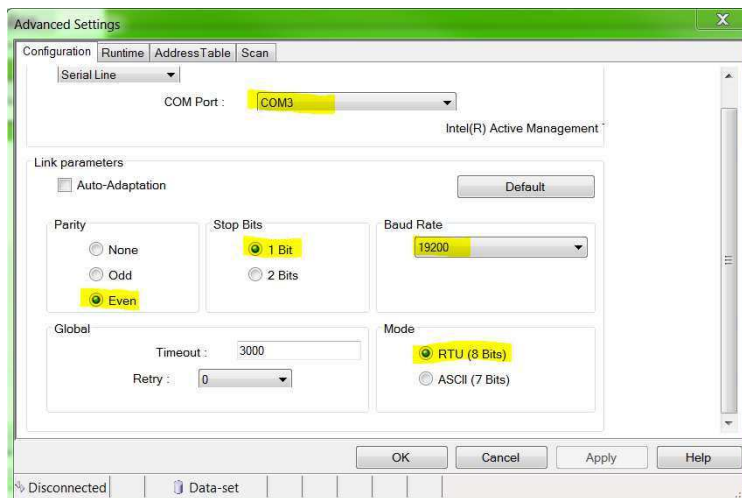


**Possible causes why SoMove does not connect to the Altivar drive.**

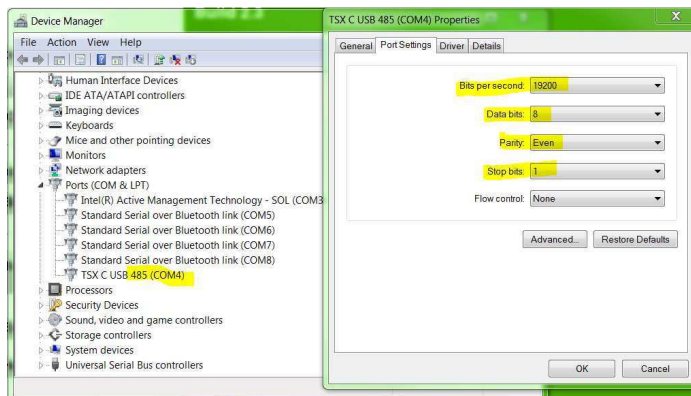
1. SoMove and or drivers did not install properly
  - a. Install the latest SoMove
  - b. Install the latest DTM files
  - c. Install the Schneider Electric Modbus driver.
2. Verify communication format settings in SoMove, Device Manager and Modbus Driver
  - a. In SoMove click on “Edit Connection”
    - i. Click on the “Advanced Settings” Icon



- ii. Verify the communication format matches



- iii. In Device Manager



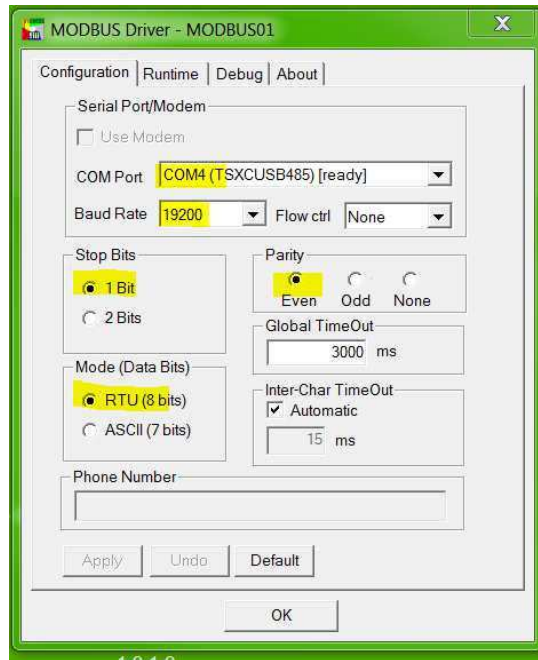
- i.

c. In Schneider Modbus Serial Driver

- i. Locate the Modbus Serial Driver icon in your system tray

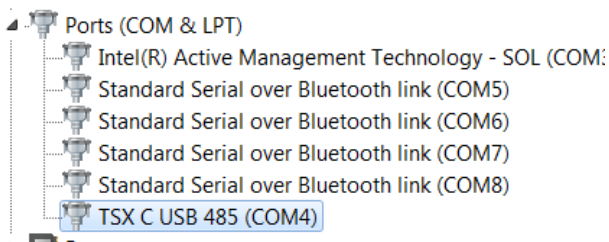


- ii. Right click on “Configure” and verify the communication format matches.

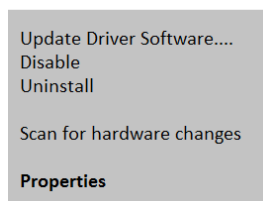


3. Update the cable driver

- a. by right clicking the port



- b. Select “Update Driver Software”.



Note: If connected to the internet the computer will search for the best driver available.

4. Found new Device but DTM does not exist causing SoMove not to recognize the drive reference.



- a. The drive DAT file must be updated using software First Power UP (FPU).
- b. Contact Drives Product Support for information on running this program

Product Support 1-(888) 778-2733 option 1, then 4.