











T.6.5 Errors displayed during transfer






Common errors


Error Message	Cause and Troubleshooting	Browse
Invalid IP Address	The designated IP address value is invalid. Input a correct IP address.	
The IP Address already exists. Add/Change is disabled.	When adding an IP address, the IP address is already set. Designate an unused IP address.	
Failed to receive the folder list. Moved to the root folder.	The folder displayed in the CF/SD card tool could not be displayed and was, therefore, moved to the root folder. As causes for not being able to be displayed, the folder being deleted, the CF card/SD card being replaced, etc., can be considered. Verify whether or not the folder has been deleted or the CF card/SD card has been removed.	 34.6 Transferring Just Data to a CF/SD Card
The defined file name already exists. Use another name.	This is displayed for cases in which when you attempt to rename a file with "CF/SD Card Connection" function, the specified file name already exists. Define an unused file name.	
Connection is disconnected. CF card connection terminated. Connection is disconnected. SD card connection is terminated.	The connection has been cut because of a removed cable, etc. Confirm that all cables are correctly connected. <ul style="list-style-type: none"> • LAN <ul style="list-style-type: none"> ■ Confirm the PC's IP address is correctly set. ■ Confirm the cable type is correct. • USB <ul style="list-style-type: none"> ■ Verify whether a USB cable that can be used for transfer is connected. ■ Confirm the driver is installed. 	
	The password that you have	

Invalid password.	entered is incorrect. Enter the correct password.	 34.7 Secure Transfer with Passwords
Invalid password. Send operation canceled.	This appears when you enter the incorrect password 3 times. Enter the correct password.	
Failed to open the socket.	The LAN port is not enabled. Check the PC's LAN settings.	
Failed to read the project.	Either the file is damaged, or the file you have selected is not a project file. Select the correct project file.	
Failed to connect to the display unit.	Either a cable is loose, or you are using an unsupported main unit. Check the cable type and connection status, and confirm the USB driver is installed.	 34.2 Transferring Project Files via USB Transfer Cable
Failed to access the file.	You may not have permission to access this file. Check the PC's access privileges.	
An error occurred during communication.	You cannot communicate either because the cable is disconnected, or because of noise. Check the cable surroundings, confirm the cable is not severed, and that no noise is occurring. (Do not use a USB extension cable)	
Memory error.	The PC memory is insufficient. Shut down another application or restart the OS and run the transfer tool again.	
Failed to recognize the display unit. Confirm the model is supported by GP-Pro EX or the transfer tool.	You are trying to transfer to a device that cannot be recognized by the editor. Confirm whether or not the destination unit is a display unit.	
Failed to acquire the information.	Either the system is not downloaded, or the model is not supported. Confirm whether the model is supported, and transfer the main unit's system again.	 34.12.1 Transfer Settings Guide
	The password cannot be checked. The file may be damaged. Confirm that there is not a lot of noise occurring. (Do not use a USB extension cable)	

Failed to check the password. Please input the password again.	<p>This error may also appear when using Ethernet Multilink and the master node transfers screen data while unable to communicate with PLCs. Implement one of the following and transfer screen data again.</p> <ul style="list-style-type: none"> ■ Enable communication with the PLC ■ Disconnect the cable between the display unit and PLC ■ Reduce the timeout time on the PLC 	
Failed to connect because the display unit was communicating with the transfer tool.	<p>It is communicating with another computer. Wait until the communication finishes.</p>	
Failed to write data.	<p>The file cannot be accessed and cannot be written to the display unit due to damage. After checking the access privileges for the PC hard drive, force the data to be sent.</p>	<p> 34.12.1 Transfer Settings Guide</p>
Failed to receive the project. Run the operation again.	<p>A data error occurred when receiving data. Confirm that there is not a lot of noise occurring. (Do not use a USB extension cable, etc.)</p>	
Did not send project.	<p>The project data does not exist on the GP unit. The display unit was in this state immediately after purchase or the project data is corrupted. First, transfer the project.</p>	<p> 34.1 Settings Menu</p>
Failed to save CF card data. Failed to save SD card data.	<p>The CF Card/SD Card is not inserted properly or it is write protected. Ensure that it can be written. Release the lock of the SD Card. (If using a CF Card, you may not be able to access CF cards not manufactured by Digital Electronics Corporation.)</p>	
The project does not	The transfer source project and the project inside the main unit	<p> 34.4 Comparing</p>

match the defined display unit.	are different and therefore could not be compared. Only the same project can be compared.	Project Changes Prior to Transfer
Format error.	The initialization of the main unit device failed. Transfer again in a location where there is not a lot of noise occurring.	
Unable to locate defined display unit.	The designated communication device does not exist or cannot be used. Confirm the PC LAN settings and check if the USB driver is installed.	
Transfer failed.	An error occurred during communication. Confirm that there is not a lot of noise occurring. (Do not use a USB extension cable, etc.)	
Write error occurred on the display unit.	The data write to the main unit failed due to a flash malfunction. If there is no improvement after forced transfer, please contact the Pro-face customer care center.	 34.12.1 Transfer Settings Guide
Model does not support CF cards or card is missing. Model does not support SD Cards or a SD Card is not inserted.	Verify whether or not the CF Card/SD Card is inserted properly. (If using a CF Card, you may not be able to access CF cards not manufactured by Digital Electronics Corporation.)	
The defined file name already exists. Use another name.	There is a directory with the same name as the file you are trying to copy. Change the file name or delete the existing file before transferring again. If an error occurs while you are transmitting the project, force the transfer.	 34.6 Transferring Just Data to a CF/SD Card
Failed to write to the CF-card. Could not write to the SD Card.	The CF Card/SD Card is not inserted properly or it is write protected. Ensure that it can be written. Release the lock of the SD Card.	
File required for transferring not found.	A file needed for transfer is damaged or does not exist on the hard drive.	 34.11 Installing Only the Transfer




	Reinstall the transfer tool.	Tool
Timeout error.	Confirm that there is not a lot of noise occurring. (Do not use a USB extension cable, etc.)	-
Exception error.	A module needed for transferring may not be correctly installed. Reinstall the transfer tool.	 34.11 Installing Only the Transfer Tool
Failed to send the project. Its size exceeds the maximum capacity.	The data size of the project file you are trying to transfer exceeds the display unit's screen capacity. Decrease the data size by deleting unnecessary screen data, etc. (If you re-save project files in an older version with the latest GP-Pro EX, regardless of whether or not it is edited, the data size of project files may increase. Therefore, there are cases in which with the older GP-Pro EX, it was possible to transfer files, and with the latest GP-Pro EX, files could not be transferred, and an error may be displayed.)	 3.6 Viewing Project Information
Unable to transfer. Target types are different.	The project file is not compatible with the model to which it is transferred. Change the type of the project file to a file compatible with the target model, and retry the transfer.	 5.4.1 System Settings [Display] Settings Guide
A network project (NPX) is set up on the folder. The Transfer Tool cannot retrieve a network project.	The NPX file is set but not received. Receive NPX via Pro-Server EX.	-
This project is either being edited or has an error. Please fix the error in the screen editing software.	Unable to transfer as an error was identified when saving the project or transferring. Use one of the following methods to resolve the error. <ul style="list-style-type: none"> ■ Open the project in GP-Pro EX, re-save the project, and transfer again. ■ When errors are identified 	 3.7.1 Procedure - Converting the project file to a previous version using GP-Pro EX  5.4.1 System Settings [Display]

	during Error Check, also check the error contents in the Error Check window.	Settings Guide  T.6 Errors displayed on a PC
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When data is transferred with modem

Error Message	Cause and Troubleshooting	Browse
Unable to transfer by modem. I/O drivers are different.	Transfer by modem failed because the type or version of the I/O driver did not match.	-
Unable to transfer by modem. Run time systems are different.	Transfer by modem failed because the version of the run time system or protocol did not match, or because the protocol type is different.	-
Unable to transfer by modem. Font settings are different.	Transfer by modem failed because the registered font types did not match.	-
Unable to transfer by modem. The project or editor versions do not match.	Unable to transfer by modem. Projects or editor versions are different.	-


When memory loader is used

Error Message	Cause and Troubleshooting	Browse
Files required to create boot data are missing.	The system file for the memory loader is not installed. Install the file again.	 34.8.2 Transfer - Transferring Project Files from Display Unit to Computer (or to Another Display Unit)
Failed to create the backup file.	The probable causes are that the free space in the CF card is insufficient, the file cannot be accessed, or the project file is corrupt. Check the destination again.	-
This model is not supported.	The selected project is for a model which does not support the memory loader tool. Check the model of the project file.	 1.5 Supported Features
		 34.7.2

Failed to read the backup file.	The probable causes are that the backup file is corrupt, or the file requires certain access rights. Check the access rights for the backup file.	Deleting and Changing Transfer Passwords - Transferring with Passwords
Failed to reserve memory.	The PC memory may be insufficient. Close the other applications that are running.	-
Invalid backup file.	The selected file is not a backup file. Select a valid file.	-
USB storage location not found.	USB storage is not installed or not detected. Attach the USB storage. Please check if USB storage is formatted as FAT.	-
USB Storage data has a problem	Backup file to download is either corrupted or does not exist. Please check the backup file. File to overwrite at upload is read-only. Please either change the file name or remove the file and upload again.	-
Abnormal termination	Download destination does not have enough free space or USB storage was removed while downloading. Check the USB storage and run the operation again.	-
Model is different	Download backup file's model differs from the display unit model. Please check the backup file.	-
Cannot write to USB storage	USB storage does not have enough free space or USB storage was removed while uploading. Check the USB storage and run the operation again.	-
Path is too long	Path of the project to upload is too long. USB memory loader recognizes paths up to 99 single-byte characters long. Please set up the path name to 99 characters or less.	-


Errors when using a Recovery Tool

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Error Message	Cause and Solution	Browse
Unknown model.	The model of the connected display unit is unknown. Please check the [Display] settings.	
Connection failed.	The display unit's USB connection failed. Check that the USB cable is properly connected. The display unit may be faulty. Please contact the Pro-face customer care center.	 34.14.3 Recovery Tool
Writing failed.	OS write error. Check that the USB cable is properly connected. The display unit may be faulty. Please contact the Pro-face customer care center.	






Errors displayed during online monitoring of the logic program




The following error messages display when you cannot transfer the logic program (project file) from the Display, while monitoring the logic program from the PC (online monitor).

Error Message	Cause and Solution	Browse
Failed to start Monitor.	The cables may not be connected or the communication setting may be wrong. Confirm that the cables are connected properly. Select [Option Settings] from the [View] menu and check [Communication Settings] for [Monitor Step].	 3.8.5.8 Preferences - Monitor Step Common Settings
There is an unknown instruction or operand. Use [Monitor Authorization] to start monitoring.	The GP-Pro EX version used for monitoring may be older than the version used to transfer the project to the display unit. Update the GP-Pro EX version. May not be able to read the operand settings. Please check the operand settings.	

Errors displayed with ProjectCopy

Error Message	Cause and Troubleshooting	Browse
Select project.	If you try to execute the copy operation without selecting a project file, this error message appears. Before executing the copy operation, select a project	 38.10.3 ProjectCopy (Copy

	file.	Tool) Settings Guide
Project does not exist.	If you select a project file that does not exist, this error message appears. Check if the project file exists, and select a project file again.	
Copy destination not found.	If the folder for storing a project file is not located in the specified directory, this error message appears. The WinGP folder configuration may have been changed for some reason. Re-install the WinGP folder.	 38.3.2 Installing/Uninstalling WinGP
Copying failed.	If the system failed in copy operation for any reason, this error message appears.	-
Unable to copy as connected devices/PLCs are different.	If the type of connection device specified in a project to copy does not match with the connection device driver of WinGP, this error message appears. Before copying the project, change the type of the connection device, or transfer the project by using a transfer tool.	 5.4.14 System Settings [Device/PLC] Settings Guide
Unable to copy as WinGP is running.	If you try to execute the copy operation when WinGP is active, this error message appears. Close WinGP first, and then execute the copy operation.	 38.3.4.1 When Using Different Computer for Running WinGP
CF card folder as defined in project not found. Select a CF card folder. An SD card folder defined in the project is not found. Select a SD card folder.	This error message is displayed if you attempt to copy a project having settings that use the CF Card/SD Card, and for cases in which the destination folder specified in the project cannot be referred to from the copy tool. In the dialog displayed after this message, specify the folder for storing a target file.	 38.10.3 ProjectCopy (Copy Tool) Settings Guide
This project is open or	Unable to transfer as an error was identified when saving the project or transferring. Use one of the following methods to resolve the error.	 3.7.1 Procedure - Converting the project file to a previous version

<p>has errors in the Model Settings. Please edit and save the project again.</p>	<ul style="list-style-type: none"> ■ Open the project in GP-Pro EX, re-save the project, and transfer again. ■ When errors are identified during Error Check, also check the error contents in the Error Check window. 	<p>using GP-Pro EX  5.4.1 System Settings [Display] Settings Guide  T.6 Errors displayed on a PC</p>
<p>Copy operation failed. The device/PLC driver version is out of date. Use the Transfer Tool to download required files.</p>	<p>This error message appears when the driver version of a connected device of WinGP is older than that of a connected device of an editor that edited the project. The copy tool does not transfer the driver for the connected device. Transfer the data using transfer tool.</p>	<p>-</p>
<p>Copy operation failed. A required font is not available.</p>	<p>This error message appears when WinGP does not have the font file set in project. The copy tool does not transfer the font file for the connected device. Transfer the data using transfer tool.</p>	<p>-</p>
<p>Project Display Unit Setting: ***** . Connected Display Unit: ***** . Change display unit in the project settings and then run transfer operation.</p>	<p>If the model specified in a project does not match with the model of the copy destination, this error message appears. In this case, change the model specified in the project before executing the copy operation.</p>	<p> 5.4.1 System Settings [Display] Settings Guide</p>
<p>ProjectCopy cannot upgrade versions. Please exit ProjectCopy.</p>	<p>This message is displayed when ProjectCopy is active during the restart after the runtime of WinGP was upgraded with the transfer from the transfer tool. Terminate ProjectCopy and then restart WinGP.</p>	<p>-</p>
<p>Before using the Project Copy Tool, run WinGP one time.</p>	<p>ProjectCopy cannot start since WinGP has never been launched after installation. Use ProjectCopy after running WinGP once.</p>	<p>-</p>