



25.6.7 Troubleshooting Downloading Problems

This section addresses some downloading problems you may encounter:

- [Downloading does not work](#)
- [Out of memory when downloading](#)
- [User application on the CF Card does not run](#)
- [CF Card/SD Card is removed before the download is complete](#)
- [Network communication error occurs when downloading](#)
- [Project is downloaded to the wrong target machine](#)
- [Project is downloaded to the wrong target machine \(Loading application from USB drive\)](#)
- [Performance issues when downloading a project from a Windows Vista computer to an iPC/XBTGTW with Include Editor Project](#)

■ Downloading Does Not Work

If downloading does not work, there may be a problem with the run-time system files. For information on how to recover the runtime, see Section 25.6.6, [Recovering the System on a Target Machine](#).

■ Out of Memory When Downloading to HMIGTO, XBTGT or XBTGK Series

Repeated downloading to a target machine may cause an out of memory error.

1. Download to the CF Card/SD Card one more time to remove any unnecessary files.
2. If the error message continues, format the CF Card/SD Card, [reinstall](#) the Runtime, and download the user application again.

If the out of memory error message continues, the size of the user application may be the problem. An out of memory error message displays when the application file is larger than the capacity of the CF Card/SD Card. Check the file contents and size of the CF Card/SD Card and use a higher capacity CF Card/SD Card, if necessary.

■ User Application on the CF Card Does Not Run

On XBTGT, and XBTGK Series target machines, you may find that the user application on the CF Card does not run, or that the run-time system files on the CF Card are not copied to the target machine. Both these scenarios indicate you need to change the CF Card DIP switch settings.

Right above the CF Card are 4 DIP switches used to control CF Card operations.

1. Turn off the target machine and set DIP switch 1 ON. Set the other DIP switches OFF.

For details about the CF Card dip switches, refer to your [hardware user manual](#).

2. Insert the CF Card and turn on the target machine to install the run-time system files and user application from the CF Card to the target machine's internal memory (flash memory.)

NOTE

- DIP switch 2 sets a recovery mode, forcing runtime files to be transferred to the target but not the user application. Therefore, make sure it is OFF to transfer all files to the target.

■ Removing the CF Card/SD Card Before Download is Complete

When downloading to a CF Card/SD Card reader, even though the editor may indicate that the download operation is complete, the data write operation to the CF Card/SD Card may not have ended. If the CF Card/SD Card is removed with an incomplete download, the target machine will not run using this CF Card/SD Card. Wait one to three minutes after the Editor indicates download is complete before removing the CF Card/SD Card from a CF Card/SD Card reader.

■ Network Communication Error

If a network communication error occurs, make sure the editor PC and target machine are connected to the same network and each is visible to the other. Also, make sure the IP address set up in the Target properties matches the physical target machine.

■ Project Downloaded to the Wrong Target Machine

An error message is displayed after a project for an Ethernet target machine is downloaded to a target machine that supports serial communications only. This error typically occurs when:

- The target type is XBTGT1000 Series.
- The selected model supports Ethernet.
- The IP address, Subnet Mask, and Default Gateway addresses are set up in the Download properties.

To fix the error, you must recover the Runtime system on the target machine using the Runtime Installer application. Follow the steps for the target machine in Section 25.6.6, [Recovering the System on a Target Machine](#). If you download the user application again, make sure the Target Type and Panel Size set up in the editor matches the actual target machine.

■ Project Downloaded to the Wrong Target Machine (Loading Application From USB Drive)

By using [File System download to a USB drive](#), you can install user applications onto target machines from the USB drive. However, make sure the Target Type and Panel Size match. If you insert a USB drive loaded with a user application set up with a different Target Type or Panel Size than the actual target machine, the following message displays and the unit may freeze during installation.

"The auto-installer has detected an error. Your application might not function correctly. Please make sure the target type is correct."

To fix the error, turn the target machine off, insert a USB drive with a valid user application, then turn the target machine back ON.

■ Performance Issues when Downloading from a Windows Vista Computer to iPC/XBTGTW with Include Editor Project

When downloading a Vijeo Designer project from a Windows Vista computer to an iPC/XBTGTW with Include Editor Project, the download may take a few moments. If you are experiencing download performance issues on Vista, contact your PC manufacturer to get the latest Ethernet driver.