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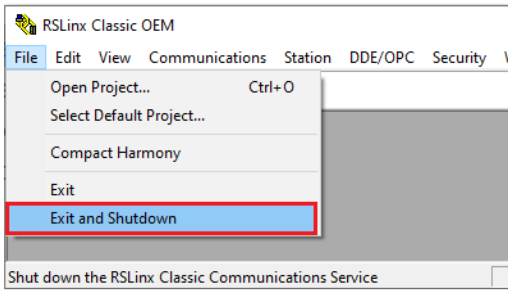
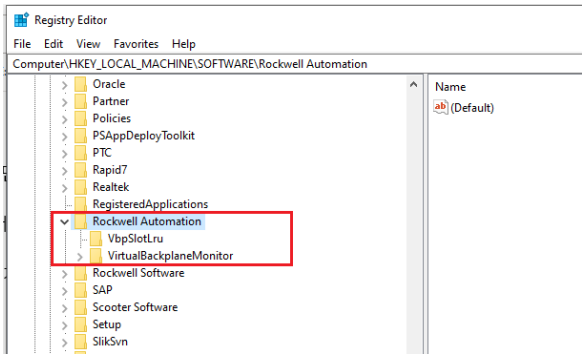
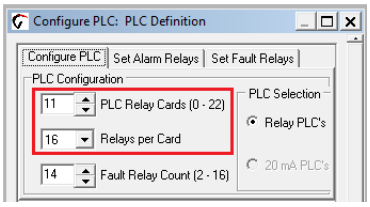
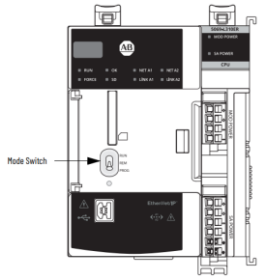
Technical Note

Vertex Troubleshooting CompactLogix PLC

1998-1054 Rev 1 11/23

Vertex HMI may lose the connection with CompactLogix PLC and Vertex HMI gets slowed down due to communication issue with the PLC. Follow the remedy actions referring to the possible scenarios below.

Possible Scenario	Current Behavior/Failure Mode	Remedy Action
New PLC program is loaded to the PLC and the PLC power-cycled while HMI stays on	PLC might be detected by Windows 10 but the link and PLC info in the RSLinx Classic has not been changed, which breaks the connection between PLC and FactoryTalkView. Previous PLC configuration is initialized.	1. Shutdown the RSLinx Classic and wait until RSLinx Classic restarts automatically.  2. Edit the Profile depending on the relay option type such as isolated and non-isolated relay • Isolated: Relays per card should be 4 • Non-isolated: Relays per card should be 16 3. Install the Profile once the communication between PLC and HMI PC is restored.
Computer reboots while PLC stays on	HMI PC does not communicate with PLC	Power-cycle the PLC when the computer is up

Original PLC is removed, and new PLC is connected to the computer. (PLC processor modules were swapped)	Previous PLC info is left, and USB slot number 15 was assigned to new PLC, which broke the communication between PLC and computer.	Remove the previous PLC information in the Windows registry by following the steps below. 1. Disconnect USB cable from PLC (PLC should be powered on) 2. Press Windows Key + R on Windows machine 3. Type regedit and press Enter key 4. Find Rockwell Automation under HKEY_LOCAL_MACHINE\SOFTWARE 5. Delete the Rockwell Automation and close the Registry Editor  6. Reconnect USB cable to PLC 7. Check the connection between PLC and computer
Incorrect PLC profile was installed with incorrect Relays per card and number of PLC Relay Cards 	PLC reports a major fault on PLC status display	Install a Profile with correct PLC configurations and power cycle the PLC • Isolated: Relays per card should be 4 • Non-isolated: Relays per card should be 16 Turn the Mode switch on the PLC from RUN to REM and REM to PROG and back to RUN 

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