

**Doc No.:** TB-1204

**Version:** 1.0

**Date:** 25 June 2012

**Subject:** P871 (MC464 RTEX Interface) Axis Errors

## TECHNICAL BULLETIN

### 1. Summary

When used with newer P860's (MC464), serial number P860-01651 onwards, the P871 (MC464 RTEX Interface) may exhibit unexpected axis errors.

Not all systems will show this error but for those systems that do, there is an update to the P871 FPGA that can be applied by returning the P871 module to Trio.

### 2. Typical symptoms

A system that has been affected by this issue may show some, but not necessarily all, of the following symptoms.

1. Axx error displayed on P860 (MC464) LCD display, where xx is the axis number.
2. Error 27 displayed on the drive.
3. AXISSTATUS=4 when checked on the command line or monitored in the Motion Perfect Axis Parameter window.
4. Following error when enabling the drive or attempting to move the axis.
5. Erratic movement of the axis.

### 3. Solution

1. All of the symptoms listed above could also have other causes, so start by checking that the P860 (MC464) has a serial number higher than P860-01650 and the P871 FPGA version is 10 or lower. If either of these isn't true then there is likely to be another cause for the fault. To check the FPGA version, type the following at the command prompt:

```
>>PRINT FPGA_VERSION SLOT(0)  
10
```

2. Ensure that system software version 2.0192 or higher is loaded, as some issues may have been fixed in a more recent firmware release.
3. If steps 1 & 2 do not resolve the problem contact your local distributor to arrange for the P871 to be returned and updated at Trio.