

OPTO 22

Controller will not boot up properly after storing strategy to flash

APPLIES TO

SNAP-UP1-ADS control engine firmware
SNAP-UP1-M64 control engine firmware
SNAP-UP1-D64 control engine firmware
SNAP-LCE control engine firmware
SNAP-PAC-S1 control engine firmware

SYMPTOMS

The control engine resets shortly after booting up.

| | |
|-----------------|----------------|
| OptoKB Article: | KB50153 |
| Last Review: | April 19, 2006 |
| Revision: | 3.0 |

CAUSE

Corrupt file lengths in flash may cause this symptom.

The problem is not unique to strategy files, but can occur if the file length for any file stored in the flash file area is corrupt.

WORKAROUND

Use the control engine's 'Reset to factory defaults' jumper to clear the problem.

RESOLUTION

Opto 22 has resolved this issue.

VERSIONS

- Problem was discovered in version: R6.1c
- Problem is fixed in version: R7.1a

DISCLAIMER

This Opto 22 Knowledge Base ("OptoKB") article is intended to provide general technical information on a particular subject or subjects and is not an exhaustive treatment of such subjects. Accordingly, the information in this OptoKB article is not intended to constitute application, design, software, or other professional engineering advice or services. Opto 22 may modify the OptoKB articles at any time. Before making any decision or taking any action which might affect your equipment, you should consult a qualified professional.

OPTO 22 DOES NOT WARRANT THE COMPLETENESS, TIMELINESS, OR ACCURACY OF THE DATA CONTAINED IN THIS OPTOKB ARTICLE AND MAY MAKE CHANGES THERETO AT ANY TIME AT ITS SOLE DISCRETION WITHOUT NOTICE. FURTHER, ALL INFORMATION CONVEYED HEREBY IS PROVIDED TO USERS "AS IS." IN NO EVENT SHALL OPTO 22 BE LIABLE FOR ANY DAMAGES OF ANY KIND INCLUDING DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, LOSS PROFIT, OR DAMAGE, EVEN IF OPTO 22 HAS BEEN ADVISED ON THE POSSIBILITY OF SUCH DAMAGES.

OPTO 22 DISCLAIMS ALL WARRANTIES WHETHER EXPRESSED OR IMPLIED WITH RESPECT TO THE INFORMATION (INCLUDING HARDWARE, SOFTWARE, AND/OR FIRMWARE) PROVIDED HEREBY, INCLUDING THE IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, AND NON-INFRINGEMENT. Note that certain jurisdictions do not sanction the exclusion of implied warranties: thus, this disclaimer may not apply to you.