

Error messages and their meaning

Listed in the following table are all error messages together with corresponding troubleshooting notices:

Location	Description	No.	Error description
102	Command processing, processing of messages	2	Data transmission error at interface X2
103	Control of command processing	2	Data transmission error at interface X2
104	Command processing, processing of the configuration	2	Data transmission error at interface X2
105	Command processing, generation of output messages	6	Function, access, command not permitted at currently selected authority level
201	Processing of the receive protocol	4	Too many data transmitted via interface X2; message overwritten by new message
302	Processing of the transmit protocol	2	Data displayed for inspection not acknowledged quickly enough
306	Output of measurement values	5	Previous message not output completely
801	Event processing	2	Event memory cannot be read, internal defect
805	Processing the command for the event memory	6	Event memory cannot be transferred, data transmission error at interface X2
1002	Motor control during initialisation	1	Motor does not reach nominal rotational speed after start-up; internal defect
1002	Motor control during initialisation	2	Motor speed not constant after start-up; internal defect
1003	Motor control during initialisation	1	Motor does not reach nominal rotational speed after start-up; internal defect
1003	Motor control during initialisation	2	Motor speed not constant after start-up; internal defect
1003	Motor control during initialisation	3	Motor speed not constant after start-up; timeout
1110	Test of the switching outputs	4	Switching outputs Fn1/Fn2 have a state other than that expected by the scanner; possible wiring or control error
1110	Test of the switching outputs	5	Switching output Fn1/Fn2 does not switch off
1110	Test of the switching outputs	6	Switching output Fn1/Fn2 does not switch on
1111	Short-circuit test of the switching outputs	7	A switching output Fn1/Fn2 is short circuited with ground

Table: Error message descriptions (diagnostic list/transmission protocol)

Location	Description	No.	Error description
1111	Short-circuit test of the switching outputs	8	A switching output Fn1/Fn2 is short circuited with Vcc
1606	Rotational speed monitoring	4	Rotational speed deviation; zero pulse was not correctly detected; internal defect
1607	Monitoring the duration of a scan	5	Rotational speed deviation; motor not at nominal rotational speed
1608	Rotational speed monitoring	8	Motor speed not constant during operation
1608	Rotational speed monitoring	9	Motor speed not constant during operation
1608	Rotational speed monitoring	10	Motor speed not constant during operation
1705	Processing of the window-monitoring photoelectric sensor data	2	Signal from photoelectric sensor of the front-cover monitor above upper limit; liquid media on front cover
1906	Test of the external watchdog	1	Watchdog does not release the Fn outputs; possible wiring or control error
1906	Test of the external watchdog	2	Watchdog does not release the Fn outputs; internal defect
1906	Test of the external watchdog	5	Switching outputs Fn1/Fn2 have a state other than that expected by the scanner; possible wiring or control error
1906	Test of the external watchdog	6	Watchdog does not switch off the shutdown path for the laser; internal defect
1907	Test of the external watchdog	4	Event detected by watchdog; watchdog has switched off (rotational speed deviation); possible rotation of the scanner housing
1907	Test of the external watchdog	7	Event detected by watchdog; watchdog has switched off (rotational speed deviation); possible rotation of the scanner housing
2002	Processing of the parameter command	12	Data displayed for inspection not acknowledged quickly enough
2007	Check of received parameter data	18	Date of the currently transmitted detection field is older than the date of the detection field in the scanner
2007	Check of received parameter data	23	The connected scanner does not support the configuration file in the external configuration memory; please exchange the scanner

Table: Error message descriptions (diagnostic list/transmission protocol)

Location	Description	No.	Error description
2007	Check of received parameter data	24	The connected scanner does not support the configuration file in the external configuration memory; please exchange the scanner
2201	Field monitoring	5	Number of measurements in the scan too small due to rotational speed deviation of the motor or switching off of the watchdog; internal fuse defective
2302	Control of software execution	1	Error occurred during scanner start-up; secondary error
2401	Reference measurement on the dark reference element	10	No distance value can be calculated for reference measurement; glare from other light sources (905nm) or rotational speed deviation
2401	Reference measurement on the dark reference element	13	No distance value can be calculated for reference measurement; dust in device because connector housing or dummy cap not screwed down
2402	Reference measurement on the light reference element	10	No distance value can be calculated for reference measurement; glare from other light sources (905nm) or rotational speed deviation
2701	Processing of messages for system diagnostics	1	Invalid diagnostic command received, software incompatible with firmware
2702	Processing of requests for diagnostic data	3	Invalid diagnostic value requested, software incompatible with firmware
2800	Processing of the inputs for detection field switching	2	2 detection fields active for longer than 1 s
2800	Processing of the inputs for detection field switching	3	The detection field changeover which occurred does not match the preset which was programmed in the scanner
2800	Processing of the inputs for detection field switching	4	More than 2 detection fields selected during operation
2800	Processing of the inputs for detection field switching	6	Unusable data or inadequate data quality for detection field activation
2801	Test of the inputs for detection field switching	1	Error while testing the inputs for detection field changeover; internal defect
2802	Initialisation of detection field changeover	3	The detection field activation which occurred does not match the preset which was programmed in the scanner

Table: Error message descriptions (diagnostic list/transmission protocol)

Location	Description	No.	Error description
2802	Initialisation of detection field changeover	4	More than 2 detection fields selected during power-on
2802	Initialisation of detection field changeover	6	Unusable data or inadequate data quality for detection field activation
2802	Initialisation of detection field changeover	8	No detection field activated during scanner start-up
3016	Monitoring of the access authorisation with one-time password	11	Confirmed single password has been entered incorrectly

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