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## Why my PC running ISaGRAF can not connect the ISaGRAF PAC correctly?

Sometimes when using the PC/ ISaGRAF debugger to connect to the ISaGRAF controller will pop-up a window like "Can not link..." or "Can not download" or "Can not find BMP..." or...

To solve this problem, please do below steps.

1. First close all ISaGRAF windows. Then press and hold on "Ctrl" plus "Alt" key and then press "Delete" key to open the Task Manager.

2. Stop the process which is with empty memory. Then run PC/ ISaGRAF again to connect to the controller.

Close all IsaGRAF windows, then press Ctrl + Alt + Del to open the task manager 🖳 Windows 工作管理員 Then stop the process which is with 檔案(F) 選項(O) 檢視(V) 說明(H) empty memory Then run ISaGRAF to 應用程式處理程序 效能 網路功能 connect the controllers CPU 影像名稱 使用者名稱 記憶體使... again. 6, 32 K NETWORK SER .... wmiprvse.exe 00 1,268 K 1,320 K 00 conime.exe Administrator SYSTEM usnsvc.exe 00 00 Administrator wowexec.exe ntvdm.exe Administrator nn 1.496 K 00 752 K wuauclt.exe Administrator Administrator 00 29,416 K msimn.exe 00 sychost.exe SYSTEM 1.688 K Administrator 00 5,120 K taskmgr.exe 00 8.556 K explorer.exe Administrator 26,956 K msnmsgr.exe Administrator 00 00 12.256 K Administrator mspaint.exe SmartMON.exe Administrator 00 400 K LOCAL SERVICE 00 216 K wdfmgr exe naPrdMgr.exe SYSTEM 00 1.024 K VsTskMgr.exe SYSTEM 00 400 K Mcshield.exe SYSTEM 00 16,912 K 6,104 K FrameworkService SYSTEM 00 LOCAL SERVICE scandsvr exe 00 244 K □ 顯示來自所有使用者的處理程序(S) 結束處理程序(E) 處理程序: 38 CPU 使用率:0% 認可使用: 623K / 1250K

3. If the problem is still there and you are using Ethernet to connect the controller, check if your PC and controller are set in the same IP domain. For example, PC with (IP, Mask) = (192.168.1.2, 255.255.255.0) can not connect controller = (192.168.3.5, 255.255.255.0). However it can connect the controller = (192.168.1.5, 255.255.255.0) well.

4. If the problem is still there and you are using RS-232 to connect the controller, check if your RS-232

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cable is correct and also check if you are setting the correct PC RS-232 port (COM1 ~ COM9) to connect the controller.

5. The last way is re-start your PC and try again.

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