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

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

To slove 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.

<mark>■ ₩indows 工作管理員</mark> 檔案(F) 選項(O) 檢視(V) 說明(H)			Close all IsaGRAF windows, then press Ctrl + Alt + Del to open the task manage Then stop the process which is with empty memory		
應用程式處理程序	效能 │網路功能│			Then run ISaGRAF to connect the controllers	
影像名稱	使用者名稱	CPU	記憶體使	again.	
wmiprvse.exe	NETWORK SER	00	6, <b>3</b> 32 K		
comme.exe	Administrator	00	1,268 K		
USNSVC.exe	SYSTEM	UU	1,3 <b>1</b> U K		
wowexec.exe	Administrator	00	1 405 V		
ntvam.exe	Administrator	00	1,490 K		
wuauch.exe	Administrator	00	20 A16 V		
mismin.exe	AUDIDISTRIO	00	1 600 V		
svcnost.exe	Administrator	00	5 1 20 V		
askingi.exe	Administrator	00	0,120 K		
explorer.exe	Administrator	00	26 056 K		
menoint eve	A diministrator	00	12 256 K		
SmartMON eve	Administrator	00	400 K		
wdfmgrexe	LOCAL SERVICE	ňň	216 K		
naPrdMgrexe	SYSTEM	ññ	1.024 K		
VsTskMgr.exe	SYSTEM	00	400 K		
Moshield exe	SYSTEM	00	16.912 K		
FrameworkService	SYSTEM	00	6.104 K		
scandsvr exe	LOCAL SERVICE	nn	244 K		
▶ 顯示來自所有使用者的處理程序③			結束處理程	詩圓	
建程序:38 CPU (	吏用率: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 cable is correct and also check if you are setting the correct PC RS-232 port (COM1  $\sim$  COM9) to connect the controller.

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