
SERVICE INSTRUCTION

MicroPak 2e Recognizing and responding to a Software Mismatch Fault

The Micropak 2e family of products incorporate multiple smart boards. These include:

- A13338-XXXXXXXX - Micropak 2e HV & Atomizer Controller. For replacement use, the user should order the same model number (-XXXXXXXX) listed on the original invoice. This module includes two separate boards:
 - A13239 – Display and Communications Processor
 - A13240 – High Voltage Control Processor
- A13245-X1 - Micropak 2e Multi-Function Board, “X” indicates quantity of A13248-00 Boards included
- A13245-X8 - Micropak 2e Multi-Function Board, Discrete I/O configuration. “X” indicates quantity of A13248-00 boards included. (Note: currently there are no Single Bell Controller configurations which include this board).

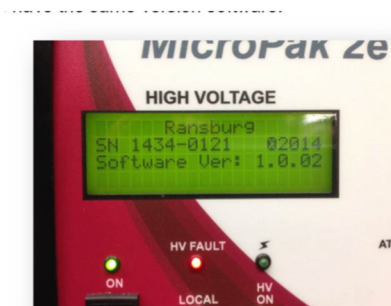
Each of these boards has a processor and has software to run the board. For the MP2e system to be assured of operating correctly, the software version of each board must be at the same revision. When the system starts up, the boards communicate to each other. If the software versions do not match, a fault is set. This fault is displayed as “**SwVer Mismatch**”. This fault cannot be cleared or bypassed.

Under normal circumstances, this fault will never been seen as all the boards are configured with the same version of software when shipped from the factory. This fault situation could occur if one of the boards is replaced with a new board that has a different version of software than the other boards in the system. It is im-

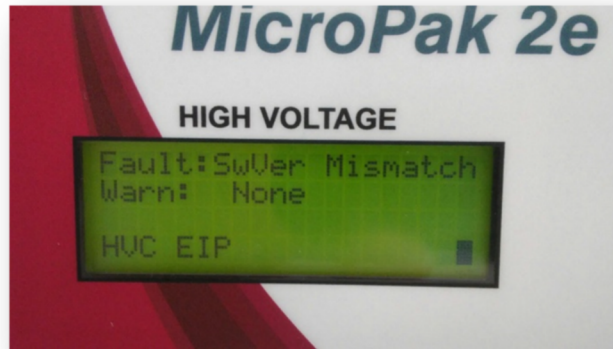
How to tell what version of Software is loaded on a Micropak 2e system

When the Micropak 2e system is powered on, it will display the SW Version of the Display and Communications Processor board as noted in the image below. The picture is depicting an example of a system with software version 1.0.02.

Note: if the front panel Local/Remote Switch is in the “Remote” position, this screen will only be displayed for



Under normal circumstances, the other boards will match the Display and Communications Processor Board and there will be no fault reported. If the version of software on one of the other boards does not match the display board, a fault will be displayed. This indicates that software needs to be updated on one or more of the other boards. The following picture is an example showing the fault message.



In the event of observing a SwVer Fault, call the Service Assistance number listed below and make arrangements for getting the software loaded correctly.

Manufacturing

1910 North Wayne Street
Angola, Indiana 46703-9100
Telephone: 260/665-8800
Fax: 260/665-8516
www.ransburg.com

Technical / Service Assistance Telephone: 800/233-3366 Fax: 419/470-2233

Technical Support Representative will direct you to the appropriate telephone number for ordering Spare Parts.

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