Title:	Communication Loss after Power Cycle	ID:
		0052
Date in:	**Response:**	**Model:**	**Author:**
2004-07-27	*2004-07-27*	*-*	*CMa*

Q:

While testing the Novartis uHTS Factory system we are working on at RTS there have been times that the StoreX units have locked up and even when we have turned them off and back on again we have been unable to communicate with them using our device driver. It should be noted that when we initialise our device driver one of the first things we try to do is send the 'st 1900' and 'st 1801' commands. Then when we start the STXCYT32 program and send the 'st 1900' and 'st 1801' commands exit from the STXCYT32 program and run our device drive we can communicate with the StoreX units with no problems. Do you have any advice on either why this is happening or how we can resolve this issue. Running the STXCYT32 or STXFER32 programs seems to resolve the communications issue but they are difficult for us to run because our system is using COM connections greater than COM2 for the StoreX units and as you know the STXCYT and STXFER will only work on COM ports 1 and 2. Therefore we must disconnect the serial cables we are using on our system and connecting other serial cable to use these programs. It would be very helpful and greatly appreciated if you could update these programs to allow COM ports to be used which have a value higher than COM2. In a discussion with Juerg he thought that this change would not be very difficult for you and that it would be very helpful With best regards,

A:

You have to send the "CR" command (communication request) once after cold start. On cold start to controller only listens to this command. All other commands are prompted with an "E1".