

File Transfer Scheduler (FTS) Log Error Messages

1 FTS Log Error Messages

If a scheduled file transfer error occurs, an error message is recorded in the FTS program's log file. The error messages, together with a description and possible solutions are shown in Table 1.1.

FTS Log Message	Description	Solution
<Schedule name>: Error – Internal Directory Access Failed	The FTS program was unable to access the recorder's internal Flash memory to retrieve configuration files.	<ol style="list-style-type: none"> Ensure FTP access is configured correctly – refer to: <ul style="list-style-type: none"> SM500F – on-line help files for Ethernet module SM1000 & SM2000 – Ethernet Communications Option User Guide Supplement (IM/SMENET) SM3000 – User Guide (IM/SM3000) Ensure the correct Username/Password is entered in the schedule – refer to the File Transfer Scheduler User Guide (IM/SMFTS). Ensure the correct filename has been requested – refer to the File Transfer Scheduler User Guide (IM/SMFTS).
<Schedule name>: File <file name> transfer failed	The transfer has failed for an unspecified reason.	<p>Ensure the PC's Internet and FTP settings are configured correctly – refer to:</p> <ul style="list-style-type: none"> SM500F – on-line help files for Ethernet module SM1000 & SM2000 – Ethernet Communications Option User Guide Supplement (IM/SMENET) SM3000 – User Guide (IM/SM3000) <p>If the problem persists, contact the IT department for assistance.</p>
<Schedule name>: Error – External Directory access failed	The FTS program was unable to access the external media card and transfer files.	<ol style="list-style-type: none"> Ensure the correct Username/Password is entered in the schedule – refer to the File Transfer Scheduler User Guide (IM/SMFTS). Ensure the schedule is configured correctly – refer to the File Transfer Scheduler User Guide (IM/SMFTS).
<Schedule name>: Error – Microsoft FTP Exception	Microsoft™ Windows has disallowed this FTP action.	Commonly caused by incorrect individual network access rights and/or PC settings – contact the IT department for assistance.
<Schedule name>: No CFG files available	No configuration files were found in the recorder's internal memory.	Ensure the correct file name has been requested – all configuration files are stored in internal memory.
<Schedule name>: No External files available	No data files were found on the external media card.	<p>Ensure archiving has been enabled on the recorder – refer to the appropriate user guide:</p> <ul style="list-style-type: none"> SM500F – IM/SM500F SM1000 – IM/SM1000 SM2000 – IM/SM2000 SM3000 – IM/SM3000

Table. 1.1 FTS Log Error Messages

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Printed in UK (07.08)

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