

# Troubleshooting Guide- Inactive Displays

Without any warning you notice that all or some of your display values have frozen and your graphs and charts are mysteriously gone flat. What's wrong and what can you do before calling a technician? Try these steps before you call.

## 1. Turn off the PC

Power down the PC by clicking on the Microsoft Logo in the bottom left corner of the display and selecting "shut down."

## 2. Power cycle the PLC

- Locate the main breaker on the PLC panel and turn it off.
- Turn off the UPS (Uninterruptible Power Supply) by using the power switch located on the UPS device.
- Wait 60 seconds and turn the UPS back on using the power switch located on the UPS device.
- Restore power to the PLC by turning the main breaker back on

## 3. Turn on the PC

Restore power to the PC by depressing the power switch on the PC. Many systems are configured to automatically load your SCADA at start up. If not double click the SCADA shortcut on your desktop. Here are some examples:



## 4. Check display activity

Wait five minutes and check for activity.

- If all displays are **active**, reach over your left shoulder and give yourself a sincere pat on the back. You fixed it! Tell the boss it's time for raise!
- If the displays are still **not active** try troubleshooting your PLC. PLC troubleshooting guides are available in the @No Charge section of our web site. [www.instrulogic.com](http://www.instrulogic.com).