

SIMATIC NET

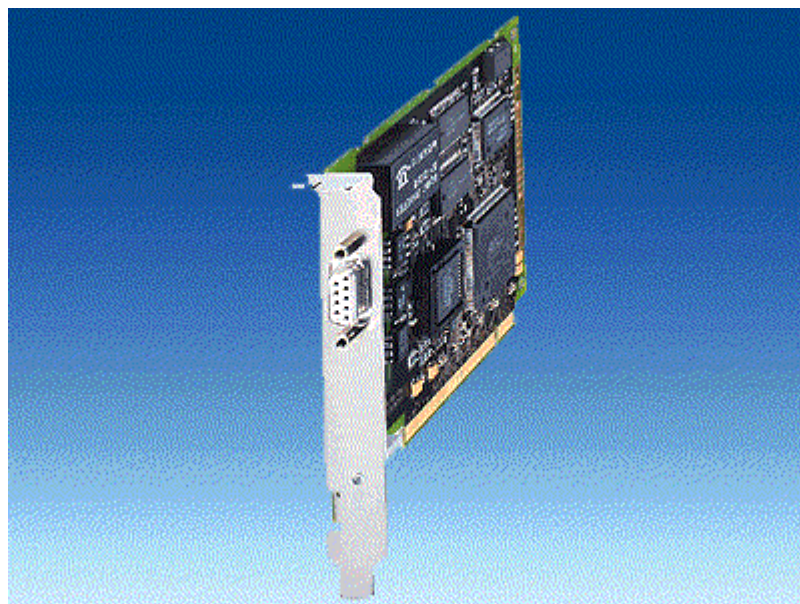
Installation Instructions

C79000-Z8974-C36-01

Stand / Dated 02/98

INSTALLATION INSTRUCTIONS for the CP 5611

The following document contains information in English.



滨州新大新 专利产品

快速接线模块\端子板 控制柜装配的全新概念



多
快
好
省



- n **全系列模块化结构:** 将控制柜内接线附件设计成模块化结构的系列产品, 包括模拟及数字信号输入输出、电源分配等, 采用统一标准的安装尺寸, 元器件透明化设计, 指示一目了然, 既美观又快捷。
- n **简化盘内布线:** 采用板上跳线的型式解决了设备接线方式的差异化和复杂化问题。信号传输和供电(直流)巧妙有机的融合在一起, 接驳不同类型的仪表和信号只需在板上改变跳线即可, 一个短路块就能省去一根线, 减少了线路节点, 降低了复杂线路对图纸的依赖性, 彻底简化了盘内布线过程。
- n **省略端子排:** 配备了新型的拔插式或弹簧式快速接线端子, 接线迅速快捷并有足够强度。可直接接驳 1~2.5mm² 导线, 不必再专门配备接线端子排。内部接线端可采用端子或 D-SUB 接口, 与 PLC 或 DCS 连接可采用 DB25 针接口从板上集中引线。
- n **不拆线停表, 免配电开关, 避免误操作:** 各输入输出回路均配备了拔插方便的保险以提供全方位的安全保障, 用户不必再为外部设备单独配备配电开关和保险端子。特别解决了 DCS 及 PLC 系统外围仪表停表的问题, 检修、拆除外部设备只要拔下保险而不必拆线, 既快捷高效又安全可靠防止错接。电源回路采用过压、过流、反接保护措施, 确保设备安全。
- n **免万用表, 免拆线测电流:** 电源回路和数字输入输出回路均配备全方位的 LED 信号指示及保险熔断报警, 巧妙特有的不拆线测量信号电流技术, 测量信号电流只要将电流表表笔插入测试孔即可, 整个测量过程设备不断电、不影响正常测控过程。
- n **免钻孔:** 使用本公司设计的带标准模数孔的专用安装背板, 可以不钻孔安装任意电气元件。

详情请登录 <http://www.bzxindaxin.com> 查询

SIMATIC NET

Installation Instructions

C79000-Z8974-C36-01

Dated 02/98

INSTALLATION INSTRUCTIONS for the CP 5611

Warning

Installation and Startup

Before installation and startup, read the instructions in the appropriate documentation. You will find ordering data in the catalogs or you can contact your local Siemens representative.

Installation and startup is not permitted until it has been established that the machine in which these components will be installed meets the conditions of the directive 89/392/EEC.

Notes for the User

Text Conventions

The following symbol is used to draw your attention to the text. It has the following significance:



This symbol highlights special features and dangers.

Registered Trademarks

SIMATIC NET and SINEC are registered trademarks of Siemens AG. The other names in this manual may be registered trademarks whose use by third parties for their own purposes might infringe upon the rights of the owner.

The reproduction, transmission or use of this document or its contents is not permitted without express written authority.
Offenders will be liable for damages. All rights, including rights created by patent grant or registration of a utility or design, are reserved.

We have checked the contents of this manual for agreement with the Hardware and software described. Since deviations cannot be precluded entirely, we cannot guarantee full agreement. However, the data in this manual are reviewed regularly and any necessary corrections included in subsequent editions. Suggestions for improvement are welcome.

© SIEMENS AG 1998 All rights reserved

Technical data subject to change

Order No.: C79000-Z8974-C36-01
Order from Gerätewerk Karlsruhe
Printed in the Federal Republic of Germany

Siemens Aktiengesellschaft

Introduction

Overview

This document contains information about the installation and configuration of the CP 5611 Communications Card under Windows 95 or Windows NT 4.0.

Contents

1 The Package	7
2 Hardware Requirements.....	8
3 Key Diskette and License.....	9
4 Installing SOFTNET	11
4.1 Notes on installation	11
4.2 Software installation.....	12
5 Hardware installation	13
5.1 Under Windows 95	13
5.2 Under Windows NT 4.0.....	15
6 Setting the PG/PC interface	16
6.1 Under Windows NT 4.0: Completing installation of the CP	16
6.2 Definition of terms	19
6.3 Making Assignments.....	20
6.3.1 Parameter Sets for the CP 5x11 (DP Master)	21
6.3.2 Parameter sets for the CP 5x11 (PROFIBUS).....	22
6.3.3 Parameter sets for the CP 5x11 (MPI)	25
6.3.4 MPI Parameter Sets	26
7 Configuration.....	27
7.1 COM PROFIBUS	27
7.2 COML S7 for SOFTNET S7.....	29
8 Diagnostics	31
9 Troubleshooting	35
9.1 Under Windows 95	35
9.2 Under Windows NT 4.0.....	35
10 Where to Get Help	36

Overview of the Most Important Installation Steps

• Under Windows 95

Step	Description
1	Install SOFTNET (see Chapter 4) .
2	Restart the computer.
3	Install the card.
4	Check the entry in the device manager (see Chapter 5) .
5	Set the PG/PC interface (see Chapter 6) : • Assignment • Module Parameter Sets
6	Function test with the diagnostic tool (see Chapter 8) .
9	Restart the computer.

• Under Windows NT 4.0

Step	Description
1	Install SOFTNET (see Chapter 4) .
2	Restart the computer.
3	Install the card .
4	Set the PG/PC interface (see Chapter 6) . • Installation • Assignment • Module Parameter Sets
5	Function test with the diagnostic tool (see Chapter 8) .
6	Restart the computer.

1 The Package

**Diskette Package
German/English.**

The PROFIBUS SOFTNET DP and PROFIBUS SOFTNET S7 packages contain the following:

- 1 SIMATIC NET CD.
- 1 **red key diskette** with the license for the relevant product.
- Installation instructions for the CP 5411, CP 5511 and CP 5611.
- Software product certificate.

2 Hardware Requirements

Computer

The PROFIBUS SOFTNET DP and PROFIBUS SOFTNET S7 products can be used on programming devices (PGs) and compatible PCs with a PCI interface.



For the PROFIBUS DP mode, at least a 90 MHz Pentium processor or comparable processor is recommended.

CP 5611 Network Card

The CP 5611 (**C**ommunications **P**rocessor) is a PROFIBUS network card for PGs and PCs with a 32-bit PCI bus interface.

- Hardware interface
32-bit PCI bus interface according to the specification PCI V2.1, bus clock rate maximum 33 MHz.
- The PCI bus has 4 of its own interrupts (INTA-INTD), that are routed to a system interrupt by the PCI controller. The interrupt assignment is made automatically by the PCI-BIOS.
- Memory window
The module occupies 2 address windows with sizes of 128 bytes and 512 Kbytes. The required address space is assigned by the PCI-BIOS.
- Plug & Play functionality

3 Key Diskette and License

Key Diskette

A red diskette (key diskette) is shipped with the PROFIBUS SOFTNET DP and PROFIBUS SOFTNET S7 products. This contains a license required to operate the product.

This diskette is **not** read-only (see the position of the slider). The position of the slider must not be changed!

The license on the key diskette cannot be reproduced by copying the diskette.

Make sure that you keep this diskette in a safe place.

Installing the License

During installation, this license is transferred to your hard disk (this is the default setting of the checkbox during installation).

It is not possible to operate the product without this license.



Do not interrupt the transfer of the license, otherwise the license may be destroyed.

Location of the License on the Hard Disk

The license is copied to the hidden folder “\ax nf zz” on the drive on which you installed the product.



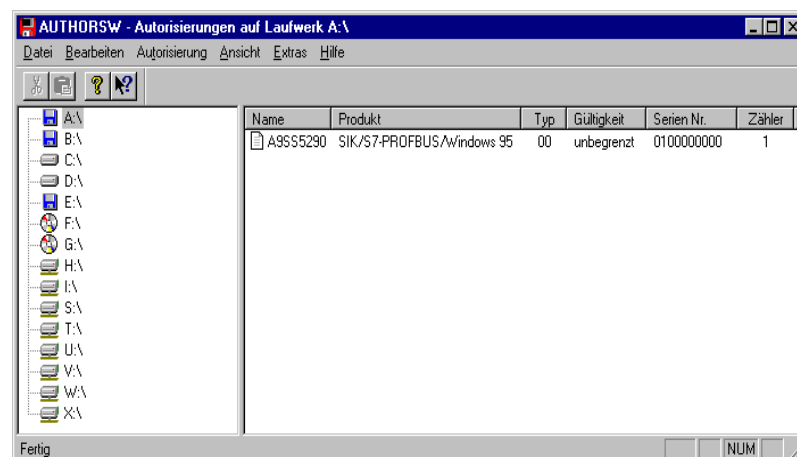
Under no circumstances delete the folder “\ax nf zz” or the files it contains!



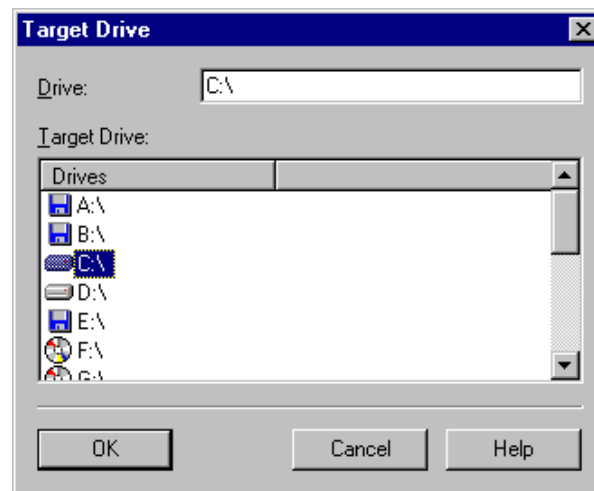
The license cannot be transferred to a compressed drive. If your hard disk is compressed, install the license on an uncompressed drive.

AUTHORSW.EXE

Using the “AUTHORSW.EXE” program on the key diskette, you can also install the license at a later point in time. Start the “AUTHORSW.EXE” program.



Select the required license on drive A:\. Select the target drive for the authorization in the "Authorization > Transfer" menu.



If you ever want to reformat your hard disk, you must first transfer the license back to the key diskette. The program required for this "AUTHORSW.EXE" is on the key diskette. If you do not remove the license before you reformat, it will be destroyed and you will no longer be able to use the product.

Make sure that you transfer the license back to the same key diskette from which you originally installed it.

Uninstallers and the Authorization



If you uninstall this product with a software installer, the authorization may be lost.

Explanation:

The warning above applies to all users who installed this product with an uninstaller.

If you want to uninstall the product using an uninstaller, first transfer the authorization back to the key diskette using the "AUTHORSW.EXE" program on the key diskette. If you do not transfer the authorization back to the diskette, then depending on the uninstaller, the authorization may be destroyed.

Note

If the license is not detected, a message is displayed regularly on the screen during operation.

4 Installing SOFTNET

4.1 Notes on Installation

Installation from CD Under Windows 95 and Windows NT, the product is installed using the installation program SETUP.EXE in the main folder on the CD.

Installation from Diskettes If you want to install the product on a computer without a CD-ROM drive, you must copy the required product from the CD to diskettes. How to do this is described in the Readme file on the CD.

Installation in the Same Drive **If you have already installed a SINEC or SIMATIC NET product, make sure that you install the new software on the same drive!**



Hardware Detection under Windows 95 If you insert the CP 5611 network card **before** you install the software, Windows 95 will ask you to insert a manufacturer's diskette. Insert the SIMATIC NET CD, specify the folder 'SW\sn_pb_dp\disk1' and follow the instructions.

Close all active Windows programs including the Control Panel. Reason: If programs are running, shared software components cannot be replaced. You must then expect problems later when running the products.

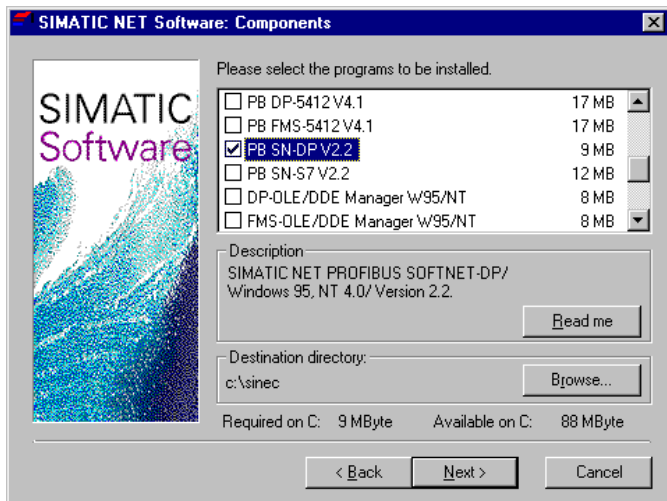
Registry Entries under Windows NT 4.0



Please remember that before you can install this product successfully, you must log on as an administrator with Windows NT. If you do not log on as administrator, important entries in the registry of Windows NT cannot be made.

If you do not have write access to the registry, the installation will be incomplete.

4.2 Software Installation

Step	Description
1	Start your computer with Windows 95 or NT.
2	Insert the SIMATIC NET CD in your CD-ROM drive.
3	Read the READ.TXT file on the CD-ROM.
4	Start the SETUP.EXE file on your CD.
5	Follow the instructions of the installation program.
6	In the "Components" dialog, activate the checkbox of the products to be installed - 'PB SN-DP' or 'PB SN-S7'. 
7	Read the "Readme.txt" file belonging to the product. You can open the file by clicking the product you want to install and then clicking the "Read me" button.
8	Complete the installation.
9	Restart your computer.

5 Hardware Installation

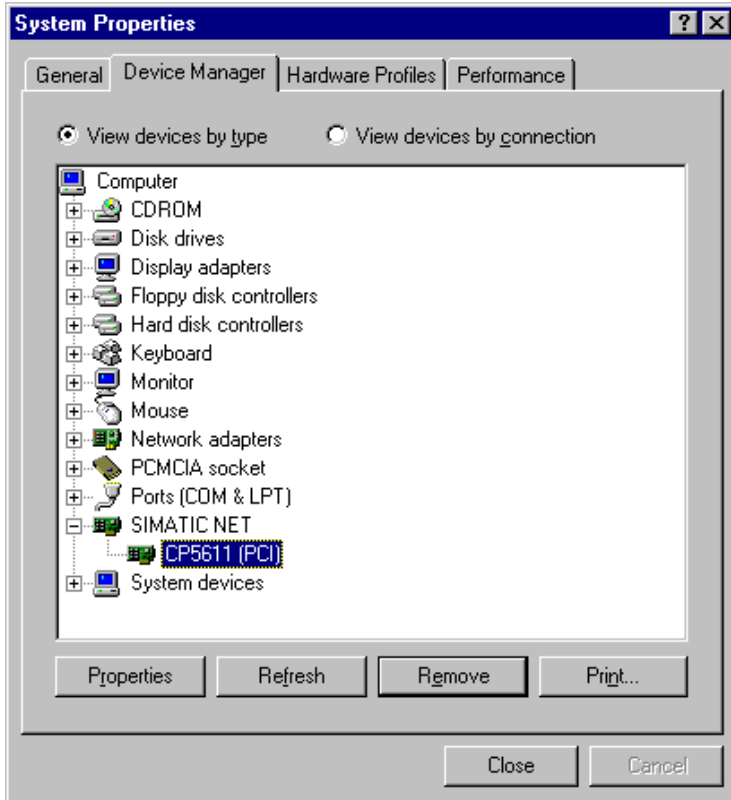
5.1 Under Windows 95

Important

- The parallel operation of SOFTNET cards with other SOFTNET cards or with a CP 5412(A2) is not supported.
- The parallel operation of protocols via SOFTNET cards is not supported.

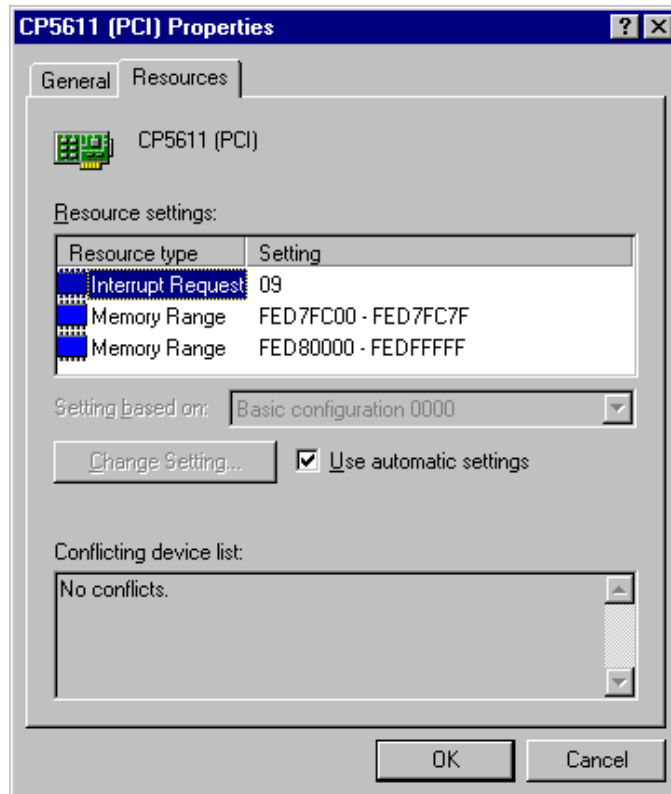
Requirements

The software package is installed.

Step	Description
1	Close down your computer and turn it off.
2	Install the CP 5611 network card in a PCI slot. Follow the instructions in the documentation shipped with the module.
3	Turn on your computer and start Windows 95. Reaction: Windows updates the driver database and assigns the required resources to the module. This activity can take several minutes.
4	After successful installation, the entry CP 5611(PCI) is entered automatically in the Device Manager in the <i>SIMATIC NET</i> folder. 
5	See Sections 6.2 and 6.3.

Note

Under Windows 95, the resources of the CP 5611 assigned by the system are displayed in the Device Manager.



5.2 Under Windows NT 4.0



Important

To install and uninstall the hardware under Windows NT, you must have administrator rights.

- The parallel operation of SOFTNET cards with other SOFTNET cards or with a CP 5412(A2) is not supported.
- The parallel operation of protocols via SOFTNET cards is not supported.

Requirements

- The software package is installed.

Step	Description
1	Close down your computer and turn it off.
2	Install the CP 5611 network card in a PCI slot. Follow the instructions in the documentation shipped with the module.
3	Turn on your computer and start Windows 4.0. See Section 6.1

6 Setting the PG/PC Interface

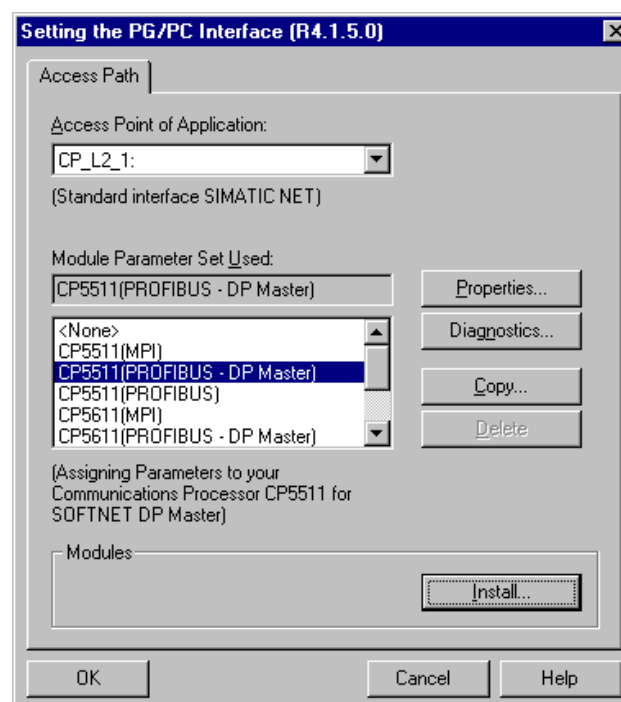
Setting the PG/PC Interface

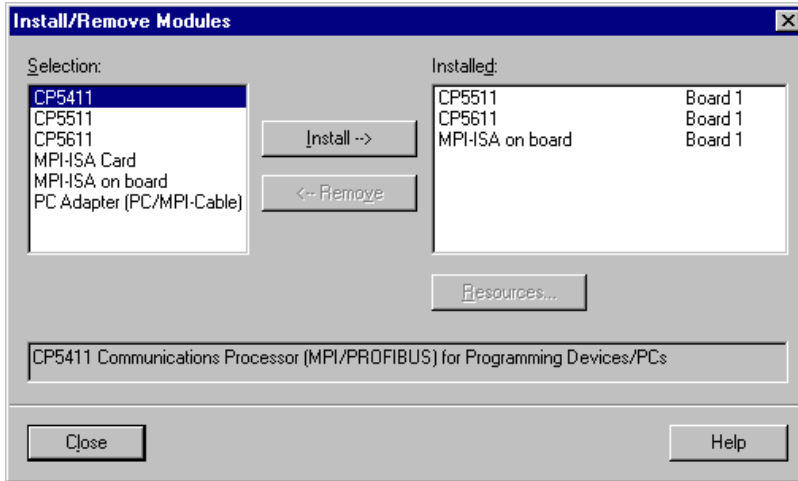
The "Setting the PG/PC Interface" configuration program allows the installation of the hardware and assignment of parameters for the PROFIBUS communication connections.

6.1 Under Windows NT 4.0: Complete Installation of the CP

Under Windows NT 4.0

Since Windows NT 4.0 does not have Plug & Play functionality, the card must be installed using the PG/PC interface.



Step	Description
1	Start the "Setting the PG/PC Interface" configuration program - Using the "Start" menu of the taskbar (Start>Simatic>SIMATIC NET >PB SOFTNET DP > Setting the PG/PC Interface) or - using the Control Panel (Start>Settings>Control Panel>Setting the PG/PC Interface)
2	Click the "Install..." button.
3	In the "Selection" list box, select "CP 5611".
4	Click the "Install -->" button to install the device. 
5	Check the assignment of the access point (for example CP_L2_1:) to the module parameter set. Refer to Sections 6.2 and 6.3 in these Installation Instructions. Then click the "OK" button.
6	Close down your computer and start Windows NT again. Follow the instructions for configuring the interface in Sections 6.2 and 6.3.

Note

Under Windows NT 4.0, the resources of the CP 5611 assigned by the system are displayed in the "Windows NT Diagnostics" dialog ("**Start**" menu in the taskbar: Start > Programs > Administrative Tools (Common) > Windows NT Diagnostics).

6.2 Definition of Terms

Setting the PG/PC Interface The "Setting the PG/PC Interface" configuration program allows you to assign parameters for PROFIBUS communication connections.

Access Point of the Application The access point is the name of a communication connection. Applications and libraries can access the module via the access point.

You can create new access points by selecting the entry "Add/Delete" in the "Access Point of the Application" list box.

- If you want to work with SOFTNET-DP :

Use the default access points "CP_L2_X:" where X = 1 to 4. The number X must be specified as the CP number in the structure element *reference.board* for the *dpr_init()* call.

- If you want to work with FDL:

You can use any access points. These must be entered as parameters for the *SCP_OPEN()* call.

- If you want to work with SAPI S7:

You can use any name you require for the access point. The access point must be specified in the program as the parameter "cp_name" of the "s7_init" command.

- If you want to work with STEP 7:

You must, for example, use the access point "S7ONLINE" to communicate with S7 programmable controllers. You can also use this name in your programs.

Module Parameter Sets Module parameter sets contain all the properties of a network access point. These include the underlying hardware, the station parameters and the bus parameters.

Assignment Link an access point to a module parameter set following the steps outlined in Section 6.3:

6.3 Making Assignments

Step	Description
1	Start the "Setting the PG/PC Interface" configuration program - Using the "Start" menu of the taskbar (Start>Simatic>SIMATIC NET >SOFTNET DP > Setting the PG/PC Interface) - or - Using the Control Panel (Start>Settings>Control Panel>Setting the PG/PC Interface)
2	Select an access point from the list box "Access Point of the Application", for example using the mouse. Reaction: The assigned module parameter set is displayed in the list box. If no assignment exists, the entry "None" is activated.
3	Make the assignment between the access point and the device parameter set for example by clicking the required module parameter set in the "Assigned Module Parameter Set" list box with the mouse.
4	Click the "Properties" button. This opens a dialog in which you can assign parameters to the interface.

Note

Check the complete settings of your PG/PC interface. In particular, you should check the access point and the module parameter set before you continue configuring.

Properties of the Standard Parameter Sets

The default module parameter sets created for a module differ from each other in terms of the underlying network type and therefore in the range of parameters that can be selected.

6.3.1 CP 5x11 (DP Master) Parameter Sets

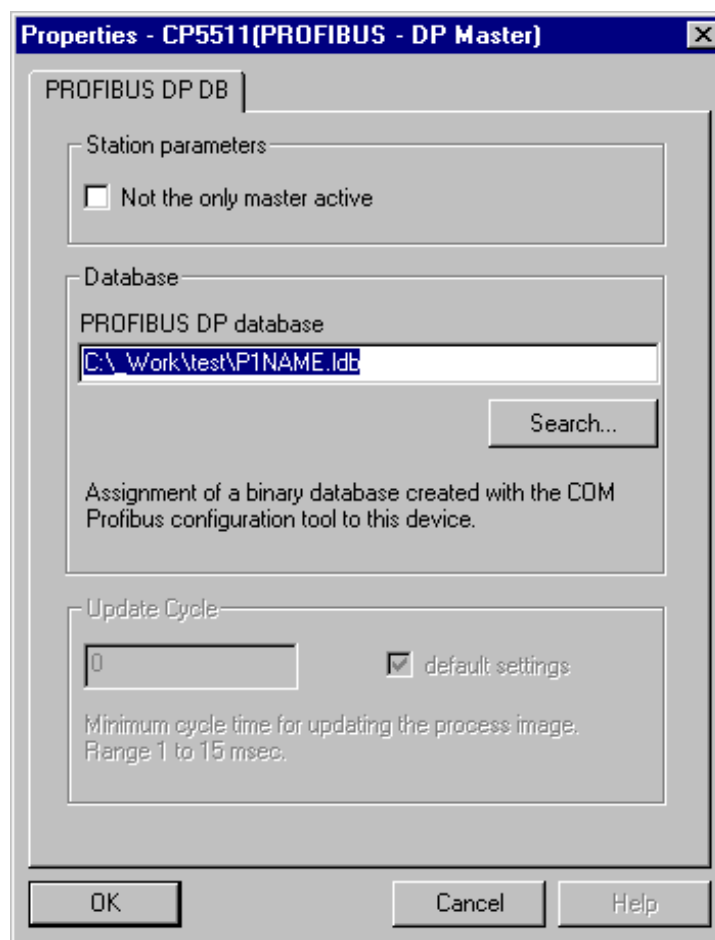
“CP 5X11 (DP Master)” Parameter Set



The “CP 5X11 (DP Master)” parameter set is required for the DP master mode. In the “DP Master” dialog, you can specify whether the DP master is the only active station in the PROFIBUS network.

If you want the PC with SOFTNET DP to be the only master in the network or to be the first master to become active, the “Not the Only Master Active” checkbox must be **deactivated**.

In this dialog, you can also specify a DP database for this device parameter set. For more information about creating the database, refer to **Chapter 7**.



For the DP mode, it is essential to specify a DP database.

Specifying the DP Bus Parameters

It is **not** possible to set the bus parameters for DP using the “Setting the PG/PC Interface” configuration program. These are specified when you configure with COM PROFIBUS and they are saved in the database.

6.3.2 CP 5x11 (PROFIBUS) Parameter Sets

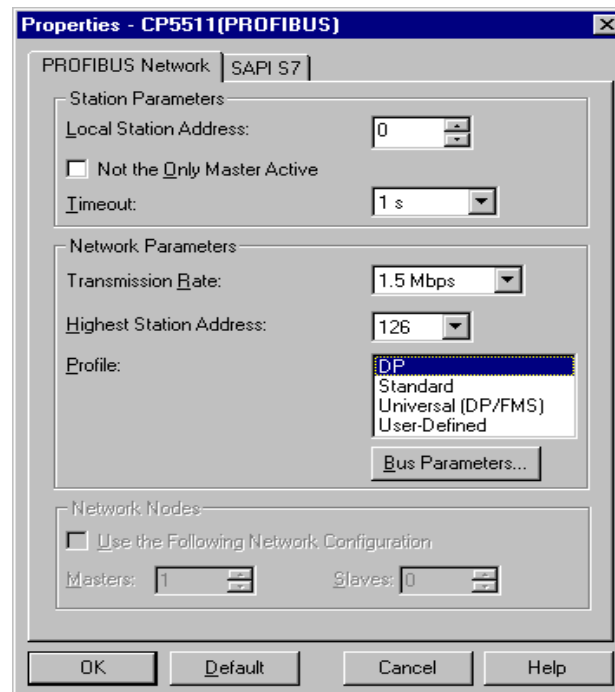
“CP 5X11 (PROFIBUS)” Parameter Set

With the standard parameter set “CP 5X11 (PROFIBUS)”, access to PROFIBUS networks for SAPI S7 or for FDL applications and the applications based on other protocols (for example STEP 7) is possible.

In the “Properties” dialog, you can modify the PROFIBUS bus parameters. The local parameters are set under “Station Parameters”: the local node number and a layer 4 timeout (no significance). With the “Not the Only Master Active” button, you can decide how the module is entered into the PROFIBUS ring. If this button is activated, the module can be included in a ring that is already active while the module is turned on. If, however the module is intended as the **only master** in the PROFIBUS network, this button must be **deactivated**.

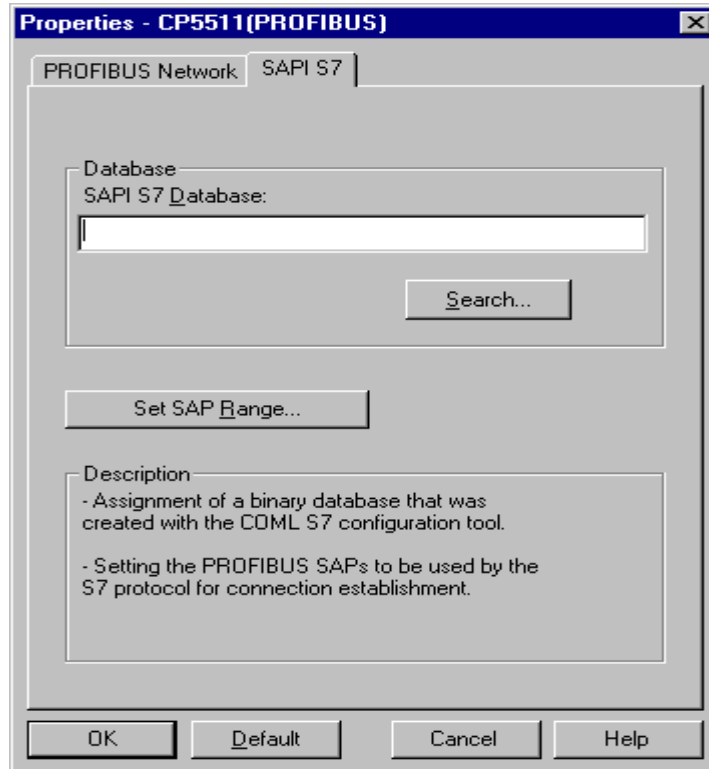
The “Network Parameters” are valid for the entire PROFIBUS network and must match up on all nodes.

The bus profiles contain predefined data records containing bus parameters. Select the “DP” bus profile if you are only operating S7 components in your PROFIBUS network. If you are also using S5 components or devices from other vendors on the bus, you must use the “Universal” profile. Select the “Standard” bus profile for the multimaster mode with fast bus nodes. If you set the “User-Defined” bus profile, you can set the bus parameters after clicking the “Bus Parameters...” button. If a different bus profile is set, the bus parameters can only be monitored.



**“SAPI-S7”
Properties Page**

The communication connections via the S7 communication protocol are specified in a database created with the COML S7 configuration tool (see Chapter 7). The database is specified in a module parameter set in the “SAPI S7” properties page.



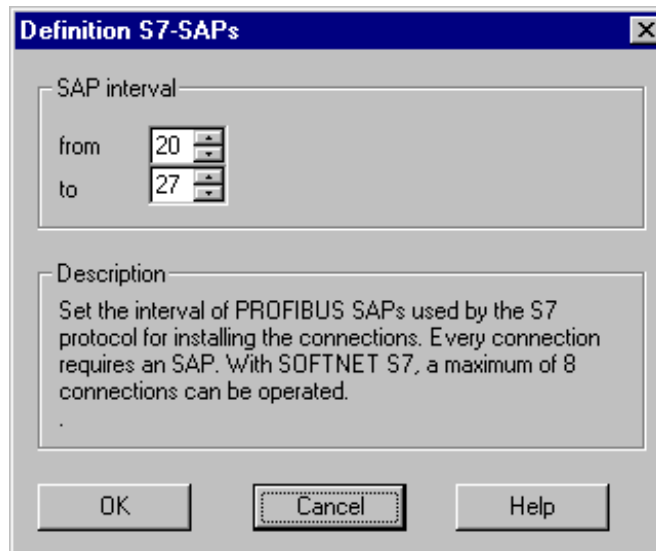
Specify the name and extension (ldb) and the path to the S7 database. You can search for a database by clicking the “Search...” button.



An S7 database must be specified if you want to communicate using the S7 protocol.

“Definition S7-SAPs” Dialog

The S7 protocol via PROFIBUS requires a “Service Access Point” (SAP) for the establishment of every connection. PROFIBUS allows the use of a maximum of 64 SAPs in the range from 0 to 63 that must share all communications protocols (FDL, S7, DP).



Note the information in the online help about using the SAP range.

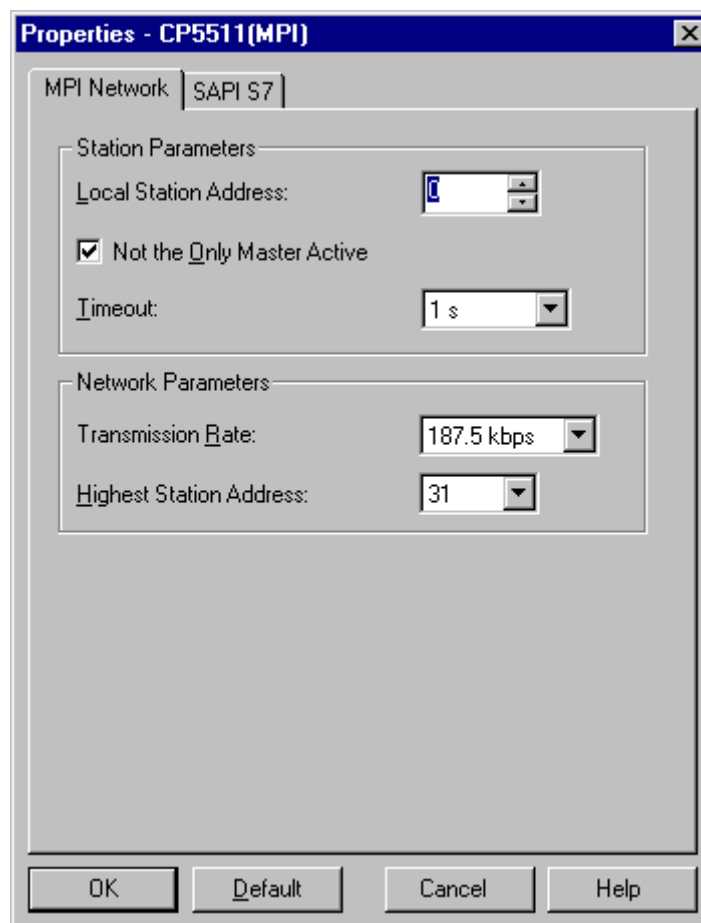
6.3.3 CP 5x11 (MPI) Parameter Sets

“CP 5X11 (MPI)” Parameter Set

With the standard parameter set “CP 5X11 (MPI)”, access to MPI networks .

The “Network Parameters” are valid for the entire MPI network and must match up on all nodes. The transmission rate in MPI networks can only be set to 187 Kbps and 1.5 Mbps. It is not possible to set the bus parameters.

In the “Properties” dialog, you can modify the MPI bus parameters. Under “Station Parameters” you can set the local parameters: the local node number and a layer 4 timeout (no significance). With the “Not the Only Master Active” button, you can decide how the module is entered into the PROFIBUS ring. If this button is activated, the module can be included in a ring that is already active while the module is turned on (default for MPI networks).



6.3.4 MPI Parameter Sets

MPI Parameter Sets

For access to MPI (MPI ISA card, MPI onboard) there is a standard parameter set with which the entire resources of the MPI module can be used. For more information about access with MPI, refer to the "Readme.txt" file.

7 Configuration

Note No further configuration is necessary for FDL.

7.1 COM PROFIBUS

Working with COM PROFIBUS You require the COM PROFIBUS V3.0 configuration software to configure the structure of the bus, the DP master and the DP slaves. You can also create detailed system documentation with COM PROFIBUS.

Note COM PROFIBUS was installed when you installed SOFTNET DP.

Important note The DP interface of SOFTNET is compatible with the DP interface of the product "DP 5412 for Windows 95 and under Windows NT 4.0".

Procedure Follow the steps below to create a database for SOFTNET:

Step	Description
1	Start the COM PROFIBUS program using the start menu (Start>Programs>Siemens COM PROFIBUS>COM PROFIBUS).
2	Start a new configuration with the menu command File > New .
3	Select the station type "SOFTNET DP" as the master and specify the station address of the master. Confirm your selection with "OK". Reaction: A new DP project is created using the specified master.
4	Configure the DP network as described in the manual " <i>ET 200 Distributed I/O System</i> ". (Enter bus parameters with the menu command Configure > Bus Parameters , select slaves and enter slave parameters (Configure > Slave Parameters)).
5	Save the configuration (menu command File > Save).
6	Create the DP database (.LDB and .TXT) using the menu command File > Export > NCM File . Reaction: The converter is started. This creates a loadable database (.LDB), an ASCII database (.TXT) and an ASCII output file (.ERR).
7	Enter the name of the DP database in the "Setting the PG/PC Interface" configuration program, as follows: Start the configuration program (for example taskbar Start > Control Panel > Setting the PG/PC Interface). Now select an interface name "CP_L2_X:" (X=1 to 4), that references a device parameter set "5x11 (DP Master)" or create the assignment (see Section 4.5).

8	Click the "Properties" button. Reaction: The "PROFIBUS DP Master" properties page appears.
9	Now enter the path and the file name of the previously created database (.LDB). Use the "Search..." button to look through your hard disk(s). Confirm your selections with "OK".
10	Check the setting of the "Not the Only Master Active" checkbox. This should only be activated when you want to connect the CP to an active PROFIBUS ring. If the CP of the PG/PC is the only master, the checkbox must be deactivated. Confirm all your settings with OK.
11	You can now start your DP master application. To test your application, you can use the DP sample program "DPMDEMO.EXE". You can start this from the program menu.

7.2 COML S7 for SOFTNET S7

Working with COML S7

The configuration tool COML S7 set up during the installation of SOFTNET S7 is used to specify the basic information required by the S7 programming interface (SAPI S7) to establish a connection.

Important note

The SAPI-S7 interface of SOFTNET is compatible with the SAPI-S7 interface of the product "S7-5412 for Windows 95 and under Windows NT 4.0".

Procedure

Follow the steps below to create a database for SOFTNET:

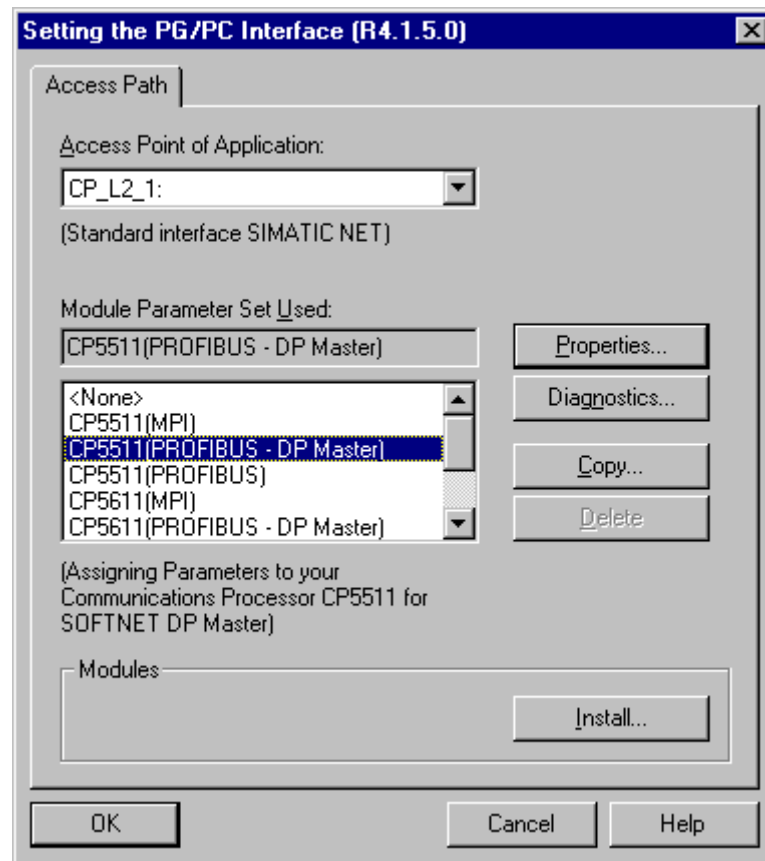
Step	Description
1	Start the COML S7 program using the start menu (Start>Programs>SIMATIC NET>SOFTNET S7>COML S7).
2	Start a new configuration with the menu command File > New .
3	Select "PROFIBUS" as the network type.
4	Configure the S7 connections as described in the manual "Configuring the S7 Mode with COML S7". This manual is on the SIMATIC NET CD. You should also note the information in the COML S7 online help.
5	Save the configuration (menu command File > Save Text DB).
6	Create the S7 database (.LDB) using the menu command File > Create Binary DB As... Close the COML S7 program.
7	Specify the name of the S7 database in the "Setting the PG/PC Interface" configuration program, as follows: Start the configuration program (for example taskbar Start > Control Panel > Setting the PG/PC Interface). Now select an interface name (for example CP_L2_1:) that references a device parameter set or create the assignment (see Section 4.5).
8	Click the "Properties" button. Reaction: The "PROFIBUS Network" or "MPI Network" properties page appears.
9	Select the "SAPI S7" properties page. Now enter the path and the file name of the previously created database (.LDB). Use the "Search..." button to look through your hard disk(s). Confirm your selections with "OK".
10	Check the setting of the "Not the Only Master Active" checkbox. This should only be activated when you want to connect the CP to an active PROFIBUS ring. If the CP of the PG/PC is the only master, the checkbox must be deactivated . Confirm all your settings with OK.

11	You can now start your S7 application. Various sample programs are available for test purposes. These are located in the path "drive:\SINEC\sapi_s7.w95\sample".
----	--

8 Diagnostics

Diagnostics

Click the “Diagnostics” button in the “Setting the PG/PC Interface” dialog to check the installation of your module.

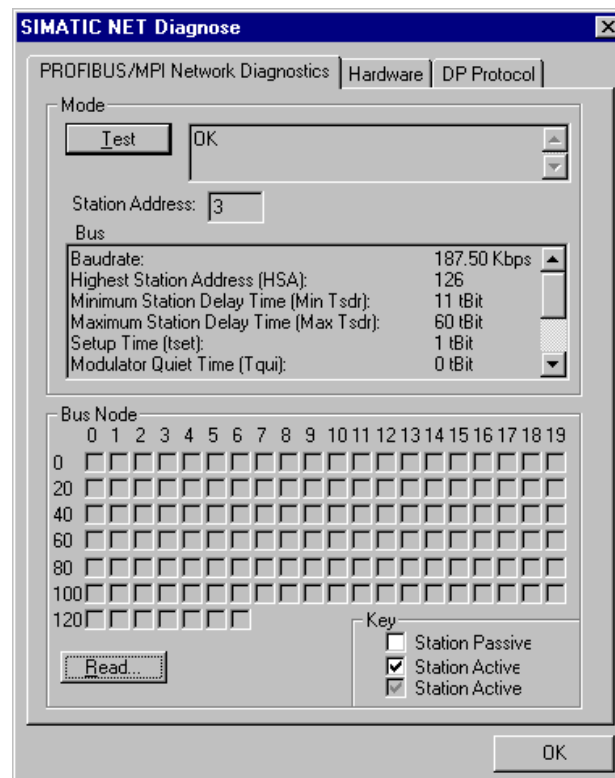


PROFIBUS Network Diagnostics

You can test your PROFIBUS network in the “PROFIBUS/MPI Network Diagnostics” tab page, as follows: Click the “Test” button. This displays the bus parameters, your local address and the status of the bus nodes. To obtain a sign of life list, click the “Read” button.

Normally, this is acknowledged with “OK” in the dialog box beside it.

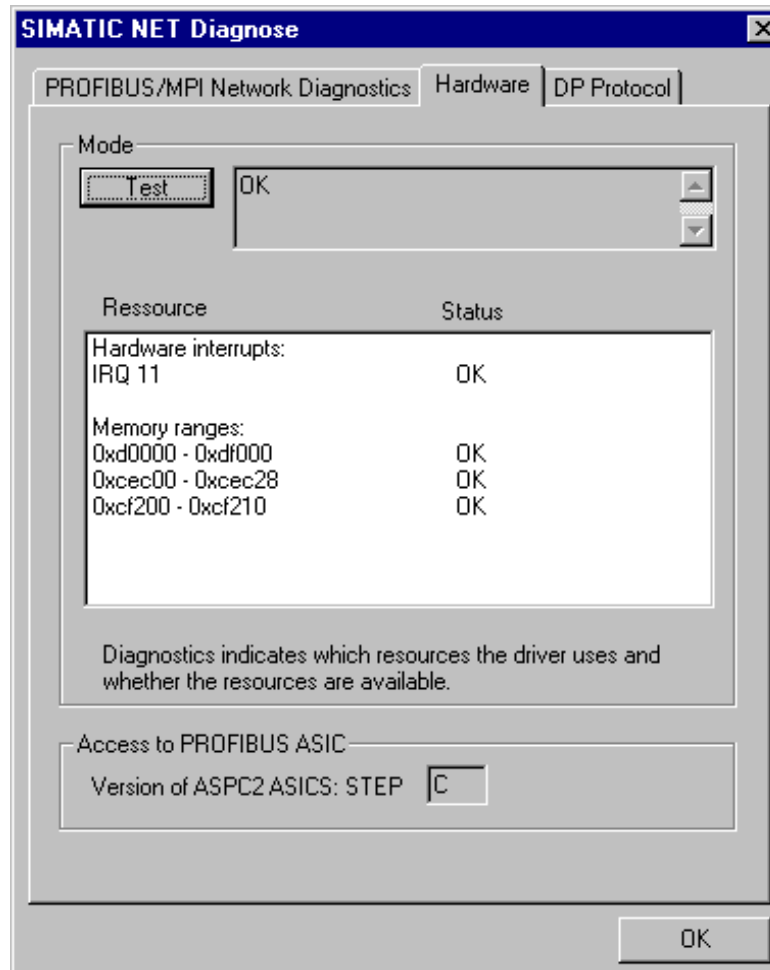
If an error has occurred, you will receive a detailed error message.



Example here: Active station with address 0 alone on the bus.

**Hardware
Diagnostics (Only
Under Windows NT
4.0)**

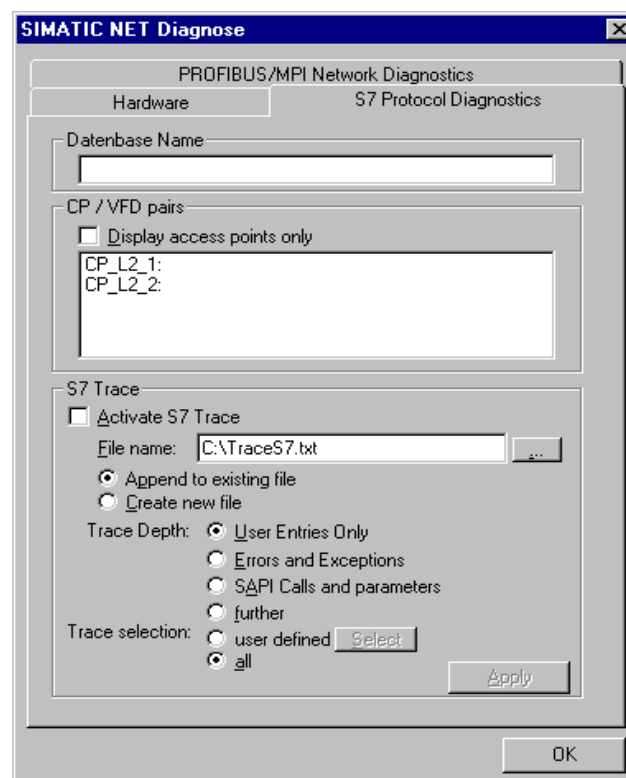
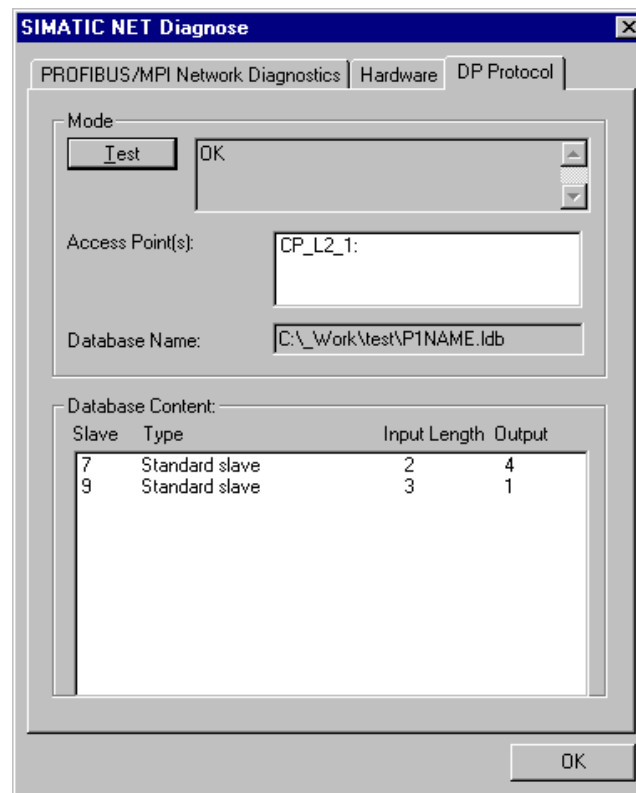
In the "Hardware" tab page, you can test your hardware. If you click Test, the resources of your driver are displayed. You can also check whether these resources are free or not.



Here, for example, hardware diagnostics performed with a CP 5511.

Diagnostic DP or S7 Protocol

Using the dialog in the figures below, you can check your configuration.



9 Troubleshooting

9.1 Under Windows 95

Resource Problem? Using the Control Panel, you can assign resources manually.

Wrong PG/PC Setting? Check whether the access point and the module parameter set match.

Configuration Problem? Make sure that the database .LDB exists and that it is entered in the PG/PC interface.

9.2 Under Windows NT 4.0

Resource Problem? To home in on the problem, use the diagnostic tool (in the PG/PC interface) (**see Chapter 8**).

10 Where to Get Help

Documentation

- You will find information about using this product in the following sources:
 - In the corresponding documentation (refer to the directory /DOC on the SIMATIC NET CD).
 - In the integrated help system belonging to the software ("F1" key)
 - In the appropriate readme files on the SIMATIC NET CD

Who to Contact

If you do not find the answers to technical questions about using the software in the sources listed above, contact your Siemens representative or office.

You will find the addresses:

- In our catalog IK 10
- On the Internet (<http://www.ad.siemens.de>)

Frequently Asked Questions

Our customer support on the Internet provides useful information and answers to common questions. In the area FAQ (Frequently Asked Questions), you will find information about the entire product range.

Hotline

Our hotline is also available to help you with problems:

- Telephone: 0911 - 895 - 7000
(from abroad +49 - 911 - 895 - 7000)
- Telefax: 0911 - 895 - 7001
(from abroad +49 - 911 - 895 - 7001)
- E-Mail: simatic.support@nbgm.siemens.de
- Mailbox (BBS, analog/ISDN, 8N1):
0911 - 895 - 7100
(from abroad +49 - 911 - 895 - 7100)