

Note No.	SVC-FSB-0048
Release Date	3/8/2017
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eDrive Blank Display Troubleshooting Guide

Summary

This bulletin describes how to troubleshoot an eDrive with a blank display.

Materials and Equipment

- Multimeter to measure 5 VDC
- Multimeter leads with fine points to measure voltage at FP J7

Scope

This service bulletin applies to all 2U and 4U eDrives.

Instructions

Front Panel Voltage Test

When the eDrive is operating normally, these are the voltages at the front panel J7 connector:

- FP J7 Pin 1: approximately 4.2VDC, RS485 signal
- FP J7 Pin 3: 5V Main
- FP J7 Pin 6: 5V Backlight

Display Self-Test

1. Plug in, turn the toggle the rear panel power switch to on, and turn on the eDrive key switch. The 2U does not have a rear panel power switch.
2. Press first and third buttons from the left under the display. See figure 1
 - No backlight: press every button on the front panel and verify that the indicator toggles.

Check Wiring

If the display self-test is ok but the display is blank, then check wiring to make sure that the pins do not pull out of the connector.

- Check the connections at Front Panel J7, SC
- 4U eDrive: Check the connections at Expansion Module J3, FP I/F
- 2U eDrive: Check the connections at System Controller J7, FP I/F

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Wiring and Front Panel OK

If the front panel self-tests OK, and wiring is OK, but the display is blank:

1. Change TINI card.
2. If changing the TINI card does not solve the blank display, then Change System Controller card.

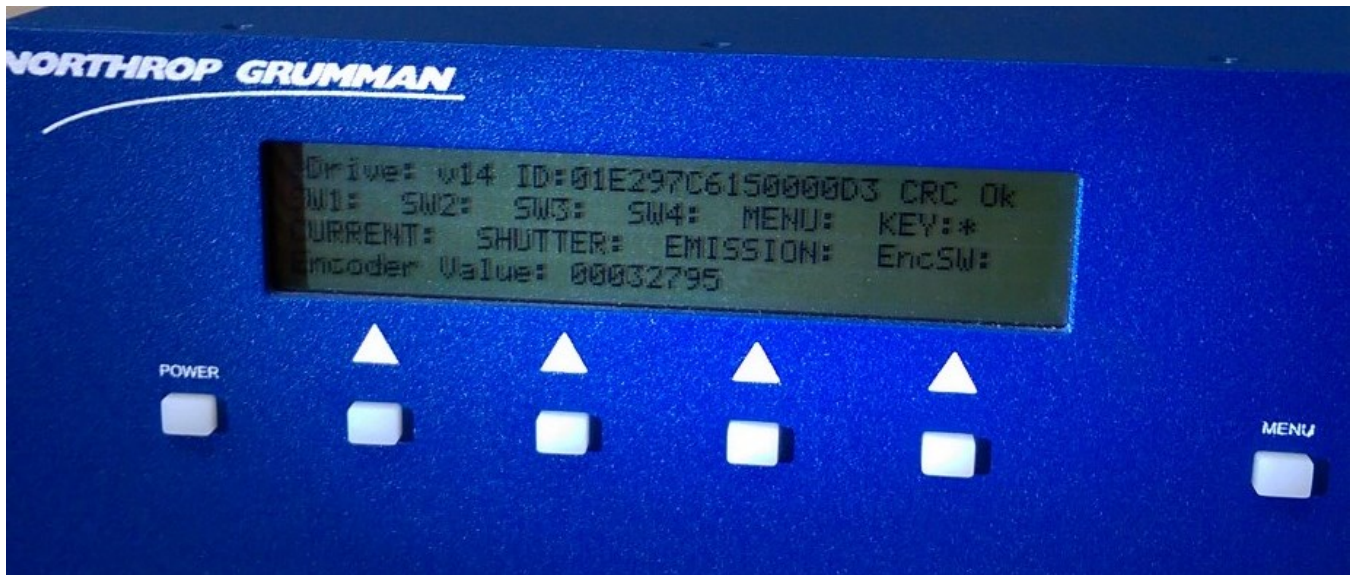


Figure 1: Display Self-Test Screen