

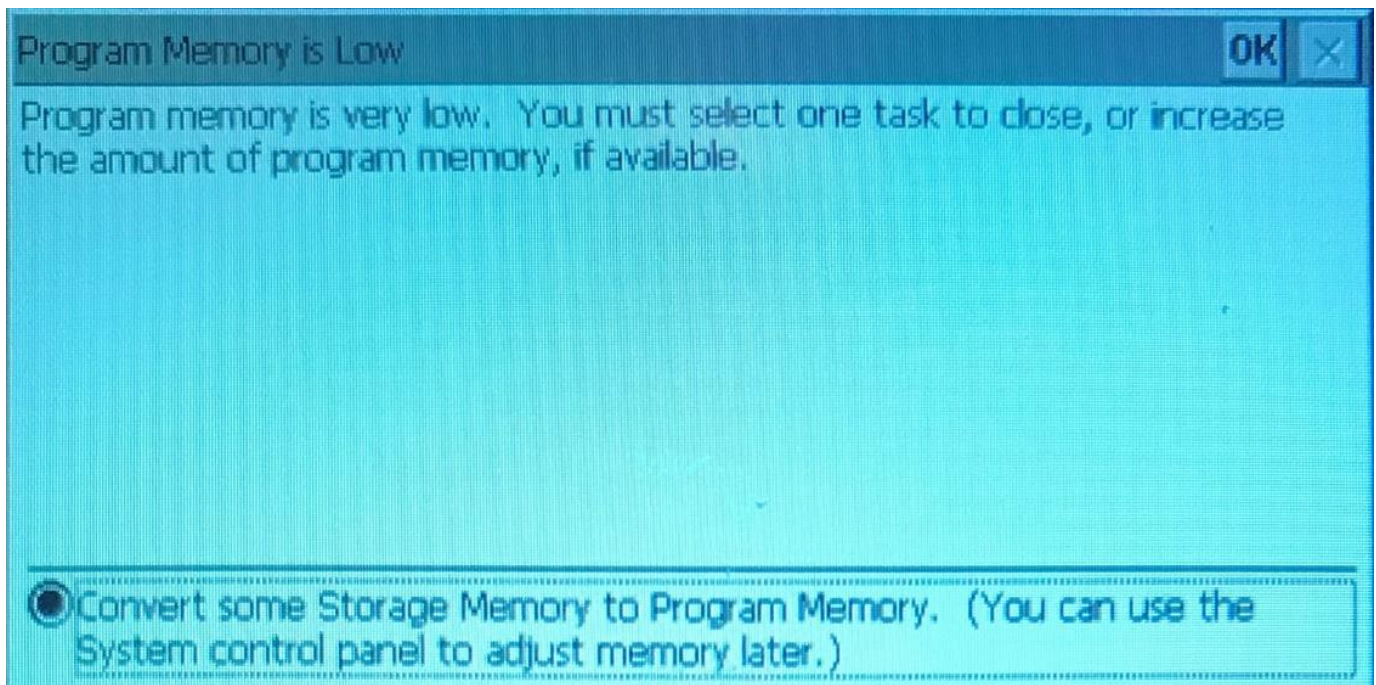
Why is my Wireless Device or Processor Receiving a Low Memory Error?

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1. Overview

This specific error message is due to a network communication error that can be easily resolved.



2. “Program Memory Low” Message on Wireless Devices (Remotes & Touch Panels)

A low memory error on a wireless device happens due to a network communication error. Usually it’s due to Wi-Fi but if the WiFi is disabled it means that the issue is related to the IP address of the device on the network. In most cases, a static IP has been set and the network is finding a conflict with the IP address.

First, attempt to change the network option in the device configuration to “DHCP” (as opposed to Static IP) which should resolve the issue.

If the device is already configured to utilize DHCP, the DHCP server within the router is having troubles assigning it due to a limited number of slots or a detection of an already assigned address at the next slot that the DHCP server should be assigning it. It is most common in networks containing many IP assignments moving on/off the network regularly.

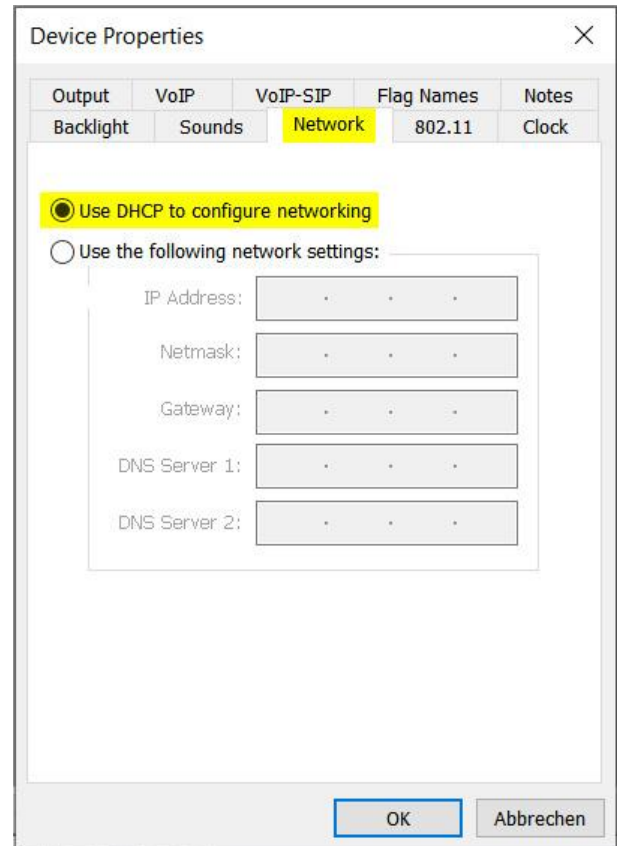
For CX/KX touch panels: It is not recommended to utilize Ethernet/ LAN & WiFi simultaneously. In order to avoid IP conflicts disable the WiFi adapter in device settings if connected via ethernet. The device only uses a single connection for communication.

Another issue that is not as common but possible is a scrolling list with an abundance of data in subfolders. An extremely long list could hog up memory while reconciling the list. In addition, a lot of feedback tables on a single page could result in this error, so check each page to be sure it's not processing hundreds of variables.

Please note:

Devices that display "memory low" on-screen indicate a LAN/ IP error not related to the capacity or size of the program file or its static memory being utilized in conjunction with the control system.

If a program is too large to load to the on-board memory of the intended device properly, the error for this occurs when attempting to send the program file via Integration Designer.

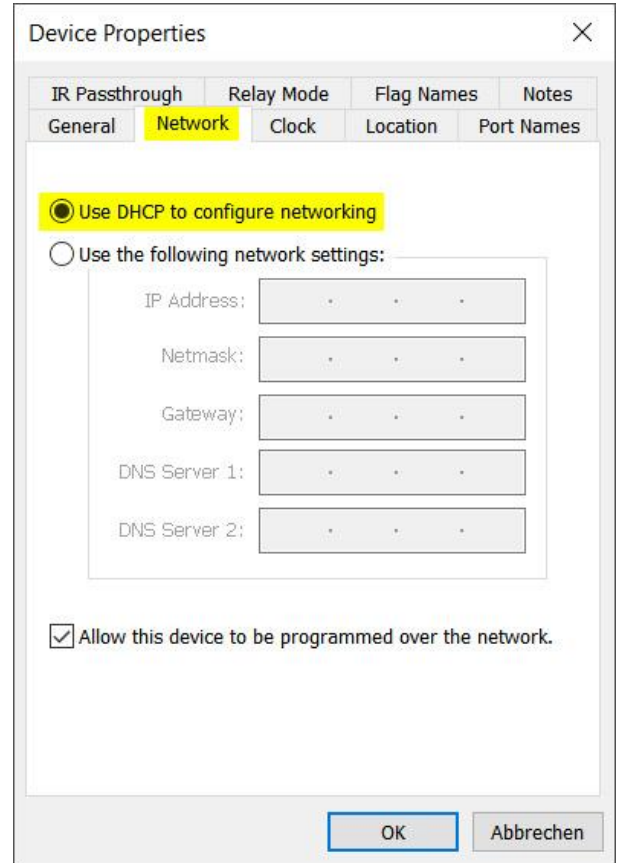


3. “Program Memory Low” on the XP-8v On Screen Display (OSD)

When the XP-8v displays “Low memory” on the display screen, this is due to the processor encountering an issue communication on the local network by its assigned IP address (IP conflict). This can also attribute for issues with network communication via a faulty Ethernet switch or a lack of DHCP associations available on the router.

If assigning a Static IP, attempt utilizing the routers DHCP server to obtain an IP and confirm the issue is resolved.

This can be achieved by setting the processor to “DHCP” in the network configuration tab.



The screenshot shows a 'Device Properties' dialog box with a 'Network' tab selected. The 'Use DHCP to configure networking' radio button is selected and highlighted in yellow. Below it, the 'Use the following network settings:' section contains input fields for IP Address, Netmask, Gateway, DNS Server 1, and DNS Server 2, each with three dots indicating a dotted decimal format. At the bottom, the checkbox 'Allow this device to be programmed over the network.' is checked. The 'OK' button is highlighted with a blue border, and the 'Abbrechen' button is visible to its right.