

SimpleConnect Tech Support Request Checklist:

The following article is intended to help customers collect and share necessary information for Yaskawa to help diagnose SimpleConnect issues. The following files and details can help facilitate an expedited review of your system & ideally a solution. Having the following details on-hand within Yaskawa typically gives the support team the necessary details to begin detailed troubleshooting.

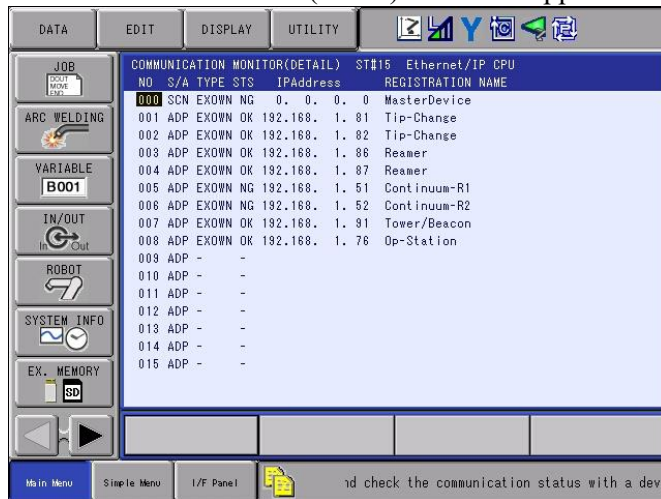
The request for specific backed-up files and screen captures/photos are listed below. For those proficient in saving files, the following lists the files requested. For those needing details saving the requested files, see the step-by-step instructions for save in the individual files that are listed in the Appendix(s) below.

Key files to be shared with Yaskawa:

- Batch Parameters → ALL.PRM (Appendix A for details!)
- C.IO PRGM → CIOPRG.LST (Appendix B for details!)
- Alarm History Data → ALMHIST.DAT (Appendix C for details!)
- Controller Information → PANELBOX.LOG (Appendix C for details!)
- IO Message History Data → IOMSGHST.DAT (Appendix C for details!)
- External IO Alloc Data → EIOALLOC.DAT (Appendix C for details!)
- IP Network Set Data → IPNETCFG.DAT (Appendix C for details!)
- Ethernet/IP Config Data → ETHERIP.DAT (Appendix C for details!)
- System Backup (CMOS.BIN) → CMOS.BIN (Appendix D for details!)
- User Defined File#1 → ActiveStandardOptions.bin (Appendix E for details!)
- User Defined File#2 → DefaultAdapterInformation.csv (Appendix E for details!)
- User Defined File#3 → Device FunctionInformation.csv (Appendix E for details!)
- User Defined File#4 → Mapping.bin (Appendix E for details!)
- User Defined File#5 → NonScDeviceFunctionInfo.csv (Appendix E for details!)
- User Defined File#6 → StandardOptionInformation.csv (Appendix E for details!)
- SimpleConnect System Info → SimpleConnect-SystemInfo.txt (Appendix F for details!)

Screen capture or photo to be shared with Yaskawa:

- Communication Monitor (Detail) screen → Appendix G



Zip & Ship Files to Yaskawa:

Zip, attach, and e-mail the requested files to techsupport@motoman.com or your established contact person at Yaskawa. **Please include your Warranty ID# so internal documents and drawings can be referenced!**

> This PC > USB Drive (F:)

Name	Date modified	Type	Size
20250225165229.jpg	2/25/2025 4:52 PM	FastStone JPG File	186 KB
ActiveStandardOptions.bin	2/26/2025 11:05 AM	BIN File	1 KB
ALL.PRM	2/26/2025 11:03 AM	PRM File	1,364 KB
ALMHIST.DAT	2/25/2025 4:06 PM	DAT File	40 KB
CIOPRG.LST	2/26/2025 11:03 AM	LST File	76 KB
CMOS.BIN	2/26/2025 11:04 AM	BIN File	48,666 KB
DefaultAdapterInformation.csv	2/26/2025 11:05 AM	Microsoft Excel C...	1 KB
DeviceFunctionInformation.csv	2/26/2025 11:05 AM	Microsoft Excel C...	5 KB
EIOALLOC.DAT	2/25/2025 4:06 PM	DAT File	19 KB
ETHERIP.DAT	2/25/2025 4:06 PM	DAT File	8 KB
IOMSGHST.DAT	2/25/2025 4:06 PM	DAT File	55 KB
IPNETCFG.DAT	2/25/2025 4:06 PM	DAT File	1 KB
Mapping.bin	2/26/2025 11:06 AM	BIN File	14 KB
NonScDeviceFunctionInfo.csv	2/26/2025 11:06 AM	Microsoft Excel C...	3 KB
PANELBOX.LOG	2/25/2025 4:06 PM	Text Document	18 KB
SimpleConnect-SystemInfo.txt	2/25/2025 3:20 PM	TXT File	3 KB
StandardOptionInformation.csv	2/26/2025 11:06 AM	Microsoft Excel C...	3 KB
Yaskawa-Bckup-WIDxxxxxxx.zip	2/26/2025 10:05 AM	Compressed (zipp...	963 KB

Screen capture or photo of "Communication Monitor" screen

Contents zipped into a single file labeled with Warranty ID#

SimpleConnect Bckup WID#xxxxxxx - Message (HT... Search

File Message Insert Options Format Text Review Help

Paste Aptos (Body) 11 Basic Text Attach File Link Signature Loop Components Tags

techsupport X: Automatic reply: Thank you for contacting Yaskawa Technical Support, your message has been received

To: techsupport

Cc:

Subject: SimpleConnect Bckup WID#xxxxxxx

Yaskawa-Bckup-WIDxxxxxxx.zip 962 KB

Requested SimpleConnect Backup Files attached

APPENDIX A: ALL.PRM

EXTERNAL MEMORY DEVICE
USB:Pendant (SAVE) UN-USED MEMORY 14.07 GB

FOLDER 2

- JOB 1
- FILE/GENERAL DATA 0
- PARAMETER 0 3
- I/O DATA 0
- SYSTEM DATA 0
- PENDANT LOG 0
- SYSTEM BACKUP(CMOS.BIN) 0
- USER DEFINED FILE 57

DATA EDIT DISPLAY UTILITY

JOB [EXIT WORK LEVEL]

ARC WELDING

VARIABLE [BOO1]

IN/OUT [In Out]

ROBOT

SYSTEM INFO

EX. MEMORY [SD 1]

DATA EDIT DISPLAY UTILITY

EXTERNAL MEMORY DEVICE
USB:Pendant (SAVE)

FOLDER

- BATCH PARAMETER ALL .PRM 4
- ROBOT MATCH PRMTR RC .PRM
- SYS DEF PRMTR SD .PRM
- COORD ORG PRMTR RO .PRM
- SYS MATCH PRMTR SC .PRM
- CIO PRMTR CIO .PRM
- FCTN DEF PRMTR FD .PRM
- APPLI PRMTR AP .PRM
- TRANSMISSION(UNIV) RS .PRM
- SENSOR PRMTR SE .PRM
- SERVO PRMTR SV .PRM
- SERVOMOTOR PRMTR SVM .PRM
- MOTION CTRL PRMTR AMC .PRM
- SERVO POWER BLOCK PRMTR SVP .PRM
- MOTION FUNC PRMTR MF .PRM
- SERVOPACK PRMTR SVS .PRM

Main Menu Simple Menu I/F Panel Welder 1 2 disconnected

APPENDIX B: CIOPRG.LST

EXTERNAL MEMORY DEVICE
USB:Pendant (SAVE) UN-USED MEMORY 14.07 GB

FOLDER 2

- JOB 1
- FILE/GENERAL DATA 0
- PARAMETER 0
- I/O DATA 0 3
- SYSTEM DATA 0
- PENDANT LOG 0
- SYSTEM BACKUP(CMOS.BIN) 0
- USER DEFINED FILE 57

DATA EDIT DISPLAY UTILITY

EXTERNAL MEMORY DEVICE
USB:Pendant (SAVE)

FOLDER

- C.I.O PRGM CIOPRG .LST 4
- IO NAME DATA IONAME .DAT
- PSEUDO INPUT SIGNAL PSEUDOIN.DAT
- EXTERNAL IO NAME DATA EXIONAME.DAT
- REGISTER NAME DATA IONNAME .DAT
- YSF LOGIC FILE YSFLOGIC.DAT
- USER GROUP INPUT USRGRPIN.DAT
- USER GROUP OUTPUT USRGRPOT.DAT

Main Menu Simple Menu I/F Panel Welder 1 2 disconnected

APPENDIX C: SYSTEM DATA

The screenshot shows the 'EXTERNAL MEMORY DEVICE' menu. The top bar includes 'DATA', 'EDIT', 'DISPLAY', and 'UTILITY' tabs, along with navigation icons. The left sidebar contains buttons for 'JOB', 'ARC WELDING', 'VARIABLE B001', 'IN/OUT', 'ROBOT', 'SYSTEM INFO', and 'EX. MEMORY'. The main display area shows 'USB:Pendant(SAVE) UN-USED MEMORY 14.07 GB' and a 'FOLDER' list with a circled '2' next to the folder name. The folder list includes:

- JOB 1
- FILE/GENERAL DATA 0
- PARAMETER 0
- I/O DATA 0
- SYSTEM DATA 8 (circled '3')
- PENDANT LOG 0
- SYSTEM BACKUP(CMOS.BIN) 0
- USER DEFINED FILE 70

The bottom status bar shows 'Main Menu', 'Simple Menu', 'I/F Panel', and 'Welder 1 2 disconnected'.

The second screenshot shows the same menu with the 'SYSTEM DATA' folder selected. The file list is displayed with a circled '4' and the text 'Starred Files!' next to it. The file list includes:

- SECOND HOME POSITION HOME2 .DAT
- ALARM HISTORY DATA ALMHIST .DAT
- HOME POS CALIB DATA ABSO .DAT
- SYSTEM INFORMATION SYSTEM .SYS
- CONTROLLER INFORMATION PANELBOX.LOG
- WORK HOME POS DATA OPEORG .DAT
- ROBOT CALIBRATION DATA RBCALIB .DAT
- I/O MESSAGE HISTORY DATA IOMSGHST.DAT
- KEY ALLOCATION DATA KEYALLOC.DAT
- MACRO INST DEF DATA MACRO .DAT
- ARC MONITOR DATA ARCMON .DAT
- I/F PANEL DATA IFPANEL .DAT
- EXTERNAL IO ALLOC DATA ETOALLOC.DAT
- IP NETWORK SET DATA IPNETCFG.DAT
- ETHERNET/IP CONFIG DATA ETHERIP .DAT
- MAX/MIN TORQUE DATA TRODAT .DAT

The bottom status bar remains the same: 'Main Menu', 'Simple Menu', 'I/F Panel', and 'Welder 1 2 disconnected'.

APPENDIX D: CMOS.BIN

The screenshot shows the 'EXTERNAL MEMORY DEVICE' menu with the 'SYSTEM BACKUP(CMOS.BIN)' file selected. The top bar and left sidebar are identical to the previous screenshots. The main display area shows 'USB:Pendant(SAVE) UN-USED MEMORY 14.07 GB' and a 'FOLDER' list with a circled '2' next to the folder name. The folder list includes:

- JOB 1
- FILE/GENERAL DATA 0
- PARAMETER 0
- I/O DATA 0
- SYSTEM DATA 8
- PENDANT LOG 0
- SYSTEM BACKUP(CMOS.BIN) 0 (circled '3')
- USER DEFINED FILE 66

The bottom status bar shows 'Main Menu', 'Simple Menu', 'I/F Panel', and 'Welder 1 2 disconnected'.

APPENDIX E: USER DEFINED FILES

DATA EDIT DISPLAY UTILITY

EXTERNAL MEMORY DEVICE
 USB:Pendant (SAVE) UN-USED MEMORY 14.07 GB
 FOLDER 2

<input type="checkbox"/> JOB	1
<input type="checkbox"/> FILE/GENERAL DATA	0
<input type="checkbox"/> PARAMETER	0
<input type="checkbox"/> I/O DATA	0
<input type="checkbox"/> SYSTEM DATA	6
<input type="checkbox"/> PENDANT LOG	0
<input type="checkbox"/> SYSTEM BACKUP (CMOS.BIN)	0
<input checked="" type="checkbox"/> USER DEFINED FILE	67

1

Main Menu Simple Menu 1/F Panel Welder 1 2 disconnected

DATA EDIT DISPLAY UTILITY

EXTERNAL MEMORY DEVICE
 USB:Pendant (SAVE) NO. 8
 FOLDER

★ActiveStandardOptions.bin	*
★DefaultAdapterInformation.csv	*
★DeviceFunctionInformation.csv	*
★Mapping.bin	*
★NonScDeviceFunctionInfo.csv	*
★StandardOptionInformation.csv	*

4

APPENDIX F: SimpleConnect File Log:

DATA
EDIT
DISPLAY
UTILITY

PARAMETER

SETUP

SAFETY FUNC.

PM

MotoPlus APL.

DISPLAY SETUP

REMOTE PENDANT

TEACHING COND.

OPERATE COND.

OPERATE ENABLE

FUNCTION ENABLE

JOG COND.

PLAYBACK COND.

FUNCTION COND.

DISPLAY COLOR COND.

LOGDATA COND.

DATE/TIME

GRP COMBINATION

RESERVE JOB NAME

USER ID

SET SPEED

SIMULTANEOUS KEY HELP

MACRO INST.

AUTO BACKUP SET

ENERGY SAVING FUNCTION

ENCODER MAINTENANCE

SETTM SETUP

ROBOT ARRANGEMENT SETUP

SPEED OVERRID E SETTING

Simple Connect

My Network
Simple Menu
I/F Panel
Welder 1 2 disconnected

My Network
Add Devices
Robot Configuration
Return to Pendant

Status	Device Name	IP Address	Device Tag	MAC
Simple Connect devices				
<input checked="" type="checkbox"/>	Tip-Change_1	192.168.1.81	TCB1	Turck:29:64:33
<input checked="" type="checkbox"/>	Tip-Change_2	192.168.1.82	TCB2	Turck:29:64:d8
<input checked="" type="checkbox"/>	Reamer_1	192.168.1.86	RMR1	Turck:29:57:2a
<input checked="" type="checkbox"/>	Reamer_2	192.168.1.87	RMR2	Turck:29:63:dc
<input checked="" type="checkbox"/>	Tower/Beacon_1	192.168.1.91	TWR1	Turck:29:76:79
<input checked="" type="checkbox"/>	Op-Station_1	192.168.1.76	OPS1	Turck:28:9f:45
Devices without Simple Connect				
<input type="checkbox"/>	Continuum-R1	192.168.1.51	WLDR1	

Device Details
I/O Monitor

Simple Connect v2.1.7; Base CIO v1.2.3

My Network
Add Devices
Robot Configuration
Return to Pendant

Additional Controller Configuration

Enable Options Enable I/O for standard ArcWorld options

Adapter Settings Enable / disable connection to a master PLC

System Info Detailed properties of all connected devices

Set to TEACH mode...

System Info

Robot Controller: YAS4.73.00A(JP/EN)-00
 MotoPlus Driver: v2.1.7
 Pendant Interface: v2.1.7
 Base CIO: v1.2.3

Simple-Connect Enabled Devices

Tip-Change_1 (TCB1), FEN20-4DIP-4DXP, FW 3.3.8.0, (192.168.1.81), MAC 00:07:46:29:64:33
 YAI-Tip-Change-Rev1_6.arg
 Inputs: RPI 25, Instance 101, Size 4, #22850
 Outputs: RPI 25, Instance 110, Size 4, #32850
 Input Range 1: Offset 0, Size 4

Tip-Change_2 (TCB2), FEN20-4DIP-4DXP, FW 3.3.8.0, (192.168.1.82), MAC 00:07:46:29:64:d8
 YAI-Tip-Change-Rev1_6.arg
 Inputs: RPI 25, Instance 101, Size 4, #22890
 Outputs: RPI 25, Instance 110, Size 4, #32890
 Input Range 1: Offset 0, Size 4

Reamer_1 (RMR1), FEN20-4DIP-4DXP, FW 3.3.8.0, (192.168.1.86), MAC 00:07:46:29:57:2a
 YAI-Torch-Reamer-Rev1_6.arg

Cancel
Export

Appendix G: COMMUNICATION MONITOR (DETAIL) Screen shot/Photo

Details on how to perform a “screen capture” are contained here:

<https://knowledge.motoman.com/hc/en-us/articles/4413241775895-Saving-Pendant-Screenshots>

The screenshots show the following steps in the interface:

- Menu Navigation:** The 'COMMUNICATION MONITOR' option is selected in the top right of the main menu.
- Selection:** The 'COMMUNICATION MONITOR' screen shows '15 - Ethernet/IP CPU' highlighted. A red circle with the number '3' and the text 'Highlight "15" and press "Select"' is overlaid on the selection.
- Data Display:** The 'COMMUNICATION MONITOR(DETAIL)' screen shows a table of communication data. A red circle with the number '4' and the text 'Screen Capture or Photograph this screen' is overlaid on the table.

NO	S/A	TYPE	STS	IPAddress	REGISTRATION NAME
000	SCN	EXOWN	NG	0. 0. 0. 0	MasterDevice
001	ADP	EXOWN	OK	192.168. 1. 81	Tip-Change
002	ADP	EXOWN	OK	192.168. 1. 82	Tip-Change
003	ADP	EXOWN	OK	192.168. 1. 86	Reamer
004	ADP	EXOWN	OK	192.168. 1. 87	Reamer
005	ADP	EXOWN	NG	192.168. 1. 51	Continuum-R1
006	ADP	EXOWN	NG	192.168. 1. 52	Continuum-R2
007	ADP	EXOWN	OK	192.168. 1. 91	Tower/Beacon
008	ADP	EXOWN	OK	192.168. 1. 76	Op-Station
009	ADP	-	-	-	-
010	ADP	-	-	-	-
011	ADP	-	-	-	-
012	ADP	-	-	-	-
013	ADP	-	-	-	-
014	ADP	-	-	-	-
015	ADP	-	-	-	-