Troubleshooting Transfer Error from FlexiSoft to Light Curtain/Perimeter Guard

**Question**- Why am I not able to transfer a configuration through FlexiSoft to my light curtain/perimeter guard via EFI?

There have been issues when trying to transfer a configuration to a light curtain (e.g. C4000) through FlexiSoft while it is connected to an EFI port. When connected to the device, and configuring through either FlexiSoft or the standalone receiver, you would get an error message.

Through reconfiguration, logic verification, and new project setups, this issue still occurs.

**Answer**-

This issue is related to the FlexiSoft CPU1 unit that you are using and the version of light curtain/perimeter guard available.

The EFI interface has different address settings that can be modified through FlexiSoft. The issue that had been encountered is resolved by switching your CPU1 address to match what your light curtain/perimeter guard is expecting to see. The common addresses within the CPU1 are “Address 13” and “Address 14.”
You are unable to adjust the address of the light curtain/perimeter guard unless you have the “new” M4000 that has software version 1.5 or higher in the unit. In which case, you are able to open CDS from FlexiSoft, click the “General” tab, and have the option available to switch addresses that the M4000 is looking for.

**Note:** The light curtains (e.g. C4000) are defaulted to “Address 14,” and cannot be adjusted. The perimeter guards (e.g. M4000) are different, because they have the ability to interface with the UE403, and newer versions are able to be adjusted.

**Solution**-

Within this example, we are using a C4000. **(Note: “Address 13” on the EFI interface)**
Here, you see a basic setup within FlexiSoft. There is a C4000 on EFI 1, and we see that it is set for “Address 13.” If we right click on the C4000 icon, click on the “Configuration Draft” tab, and select “Transfer,” it will go through most of the process of transferring the configuration, then we get the error message:

To solve this, we need to change the address in the FlexiSoft CPU1 from “Address 13” to “Address 14.” The C4000 light curtains are defaulted to look for “Address 14” when it is being configured. If you were to try to change the address in the current setup, you will get an error message. It states that an EFI device is already defined on that port.
To change this, you must disconnect from the system and delete the C4000 icon with its configuration. Once that is done, you need to connect to FlexiSoft again, then right click on “Address 13,” and choose “Address 14” within the drop down window. A message will pop up that tells you that the switch was successful and you need to disconnect and reconnect to complete the change.

When that process is done, you can add your C4000 back onto your EFI port (in this case, EFI1). Once you add the light curtain and get it configured, you will now be able to transfer it to the light curtain.

**Note:** Depending on your operating system and software version, the changes may not display on the screen, but should be in effect. If you were able to transfer, the new setting is “Address 14.”

You are now able to configure and transfer to your light curtain from the FlexiSoft interface. Make sure your configuration is set for your specific application, and the process will go green.
In the case of the M4000, you are able to open CDS through FlexiSoft, and access the “General” tab. In this tab, there is an area that tells you which Address that particular unit is looking for. You can use that as a quick reference if you are having difficulties transferring and don’t know what the problem may be.

As stated before, M4000 units with software version 1.5 (July 2011) and higher may have an option to select which Device Address that it is looking for. This can make the process much quicker and easier. (The version used in the above screenshot was the M4000 version 1.15)