Q: What does it mean and how to fix it when the 7-segment LED shows error messages of Err00, Err02, Err03, Err90 or E.0001 after booting the PAC?

Ans:

Message	Message description
E.0001	Un-inserted Key01 chip or Cannot read data from Key01 chip
Err00	Un-inserted Key01 chip or Cannot read data from Key01 chip
Err02	Cannot read data from Key01 chip
Err03	Incorrect driver version
Err90	“License checking” has not passed

How to fix it:

Key01 troubleshooting: (E.0001, Err00, Err02)

1. Power off the PAC.
2. Check out if the Key01 chip is fully inserted into the socket. If necessary, plug out the chip and re-insert it to make sure it is completely fitted.
3. Get another PAC with the same model name, install your Key01 chip in it, check if it’s running properly. If the problem persists, contact your ICP DAS service.

NOTE: The Key01 chip fool-proof gap must be face-up.



Hardware driver troubleshooting: (Err03)

This error message will be shown if you update the PAC driver without executing “isadata.exe”. Please refer to the I-8437 Getting Started manual, section 3.11 “Update I-8417/8817/8437/8837/8437-80/8837-80’s Hardware driver” for more detail information.

“License checking” troubleshooting: (Err90)

This error message means PAC’s driver license failed. The following models require new correct license: I-8x37-80 and I-7188EG/XG.

I-7188EG/XG are now with embedded “license checking”. If your I-7188EG/XG’s driver is version 2.01 or above, or being shipped from ICP DAS after Dec.01, 2004, it is already with a burn-in legal license.

I-8x37-80 are also now with embedded “license checking”. If your I-8x37-80 is version 3.20 or

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above, or being shipped from ICP DAS after Mar.03, 2007, it is already with a burn-in legal license. If your 7188EG/XG or I-8x37-80 is running an old driver version and you want to update to new version, please contact service@icpdas.com for obtaining a legal license.

Please include the following information in your email:
8-bytes serial No. & product serial No of your I-8x37-80 or I-7188EG/XG

For example.
8-byte Serial No.: 01 98 E1 A7 08 00 00 30
Product serial No.: I7188EG003KA003 (labeled on the outer case of your 7188EG/XG)

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