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Solutions to common problems (Q&A)

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1. ZeroErr Servo Application Related

1.1. Establish Communication Connection

Q1: ZeroErr Servo Application prompts that the CAN device is not found, or there is a crash when connecting the driver(as shown in the figure below).



A1:

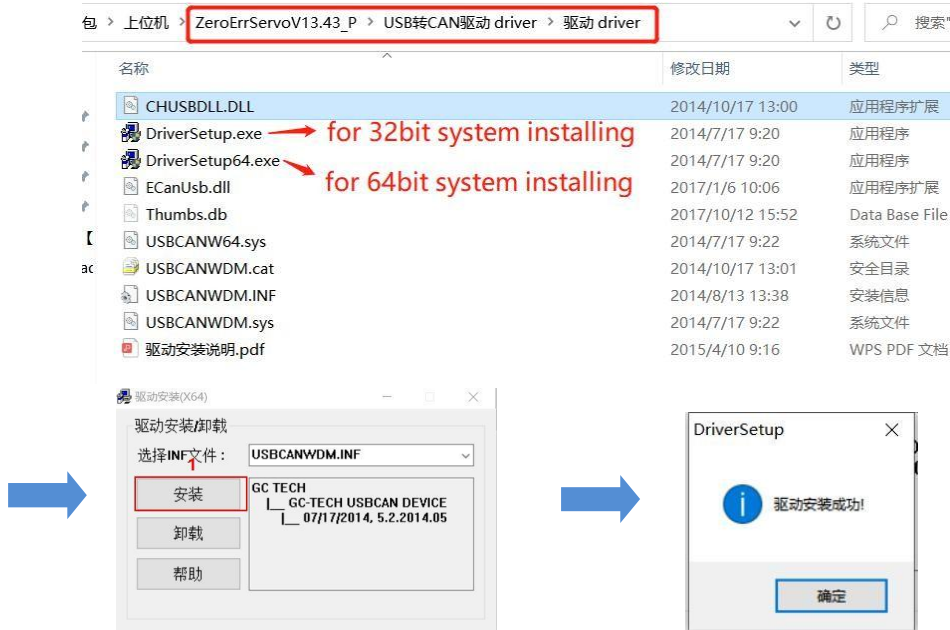
(1) The connection between the computer and the CAN debugger via USB cable is not in good contact. Please re-plug the USB cable and CAN debugger, and then confirm that the CAN debugger name is recognized in the PC device manager list, which indicates that the connection is normal (as shown in the figure below).



(2) Multiple ZeroErr Servo Application are running in one PC, and the previously running ZeroErr Servo Application has been connected to the servo drive, and the equipment has been occupied, please close ZeroErr Servo Application that opened repeatedly.

Q2: ZeroErr Servo Application crash occurs or exit automatically after opening the application.

A2: It needs to install "USB to CAN" driver. Please open the "USB to CAN driver" folder in the ZeroErr Servo Application package and install the corresponding driver as shown in the figure below, after installing driver, restart the computer, and open ZeroErr Servo Application again.



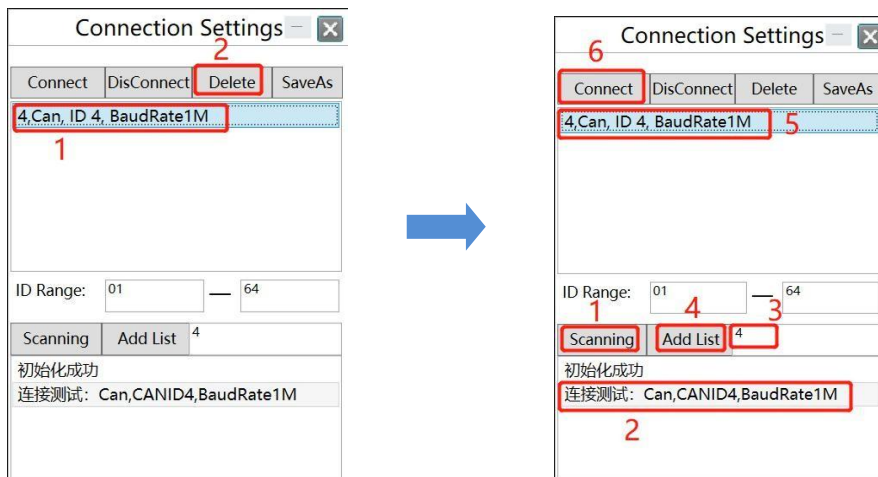
Q3: ZeroErr Servo Application crash occurs or exit automatically when using the application to connect to the servo drive.

A3:

Please follow the steps(as shown in the figure below):

Step1: Select the connection ID and click the delete button to clear the connection list.

Step2: Click the connection test button, add the scanned ID to the list, and try to reconnect.





Q4:The software crashes after clicking Scanning.

A4:Missing SQL components, go to Microsoft to download SQL to solve the problem.

Download link: <https://docs.microsoft.com/en-us/sql/database-engine/configure-windows/sql-server-express-localdb?redirectedfrom=MSDN&view=sql-server-ver15#install-localdb>