Required Information in case of a Support Request

Topic:

What information helps maxon (and finally you) to provide a most efficient support focused on your application, system, and components in use?

Situation:

maxon is strongly interested to provide support not just for the maxon product itself but also taking your concrete application and system environment into account. If you just mention that there is an error state present or something not behaving like expected, there might be an endless number of possible root causes. This often can result in a long list of different hints which finally might not be relevant for your application or system. There might also be the need for a lot of further inquiries vice-versa until we finally hit the point and get the required understanding of your system by our support engineers.

Solution:

Please try to provide us as much information as possible even by your initial request. Typically we need the following information and data to get a better understanding of possible root causes and relevant facts and hints.

Most important (mandatory) information:

1. **Mandatory: Problem description**
   - What is going wrong or does not work like expected?
   - How have you tested or recognized this?
   - Are there some error messages present?
     If so, please provide the error number of screenshots.

2. **Mandatory: Part number of the motor combination**
   (incl. gearbox and encoder!)

   If there is no maxon motor or encoder in use, please provide us the data sheets or a web link.

3. **Mandatory: Product name or part number of the controller**
   This is not required if you provide the controller's configuration file.

4. **Mandatory: Configuration file of the controller**

This is the main **important source of information** and can **easily be exported to a file** from maxon controllers by the usage of maxon's "Studio" software**.**

- **Please always attach the configuration file of your controller!**

The configuration file holds a lot of information. If we do not get this file, we have to ask a lot of information step by step otherwise. There is also no(!) need to make screenshots of configuration settings if you provide the configuration file. We will know about the part number of the controller and the firmware version in use by this file. Providing this file saves a lot of extra documentation by you and makes support more efficient and goal-oriented.

- All **EPOS4, EPOS2, EPOS** and **MCD** product types:
  - EPOS Studio -> "Parameter Export/Import" wizard -> "Export Parameters to File"
    => ***.dcf configuration file**

- All **ESCON** product types:
  - ESCON Studio -> Menu item "File" -> "Upload Parameters"
    => ***.edc configuration file**

- **MAXPOS**:
  - Copy the MAXPOS configuration data from the controller into the project information:
    MAXPOS Studio -> Tab „Start" -> Icon „Upload" -> Button „Select All" -> Button „Start"
  - Save the project file which also includes the configuration data now:
    MAXPOS Studio -> Menu item "File" -> "Save As"
    => ***.mxpj project file (incl. configuration data)**

Please note helpful and partly required information depending on the concrete case or request on the next page too!

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Required Information by a Support Request

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Author : WJ
Date : 2018-06-13

Helpful (and partly necessary) information in addition:

5. **Helpful: Supply voltage**
   Please let us know the supply voltage in use for the controller.

6. **Helpful: Type of application**
   Let us learn a little bit about your type of application and the drive's tasks and requirements, e.g. by providing a web link of your product's website.

Information depending on the concrete case or request:

7. **Case-by-case: Master & Commanding**
   If the maxon controller (e.g. EPOS2, EPOS4, or MAXPOS) is commanded by bus (e.g. USB, RS232, CAN, EtherCAT), please let us know what master system (e.g. PC, PLC, Microcontroller, Raspberry Pi, BeagleBone, ???) and software you have in use.

8. **Case-by-case: Power supply**
   A data sheet or web link of the power supply in use might be required to clarify some details in case of failed tuning, bad control behaviour, or problems during acceleration or deceleration.

9. **Case-by-case: Wiring diagrams and/or photos**
   A wiring diagram and even photos of the wiring will help to clarify some details in case of a malfunction or error states related to the motor, hall sensors, or encoder.

10. **Case-by-case: Data recording files**
    If you struggle with some problems concerning tuning or motion profiles, try to provide data recording files by the data recording tool of the controller's Studio software if possible. Do not just provide screenshots but the data files by right-clicking into the graphics and exporting the data file.

11. **Case-by-case: Anything else**
    Please provide any additional information which you think will help us to get the same understanding of your system and cause of your issue like you have sitting in front of your application, the components and knowing about the interaction and wiring of each.