

## Rethink Robotics Intera 5 Software Error Messages

5.2: Title that appears to user	5.2: Text message that appears to user	Error ID	Technical Description	Possible Resolution	Error Type
Safe temperature exceeded	Power down Sawyer. Make sure fan filter on controller is clear of debris, then power up Sawyer. If continues, contact Support.	SEA_GLOBAL_ERROR_HEATSINK_TEMPERATURE	The JCB has detected a heatsink temperature beyond the safe range. Can be indicative of operating outside of performance spec or a problem with the air filter(s) (e.g. blocked or clogged).	Verify that the robot is operating within its environmental specification. Verify that the controller fan and filters are clean. Replace filter with FRU is necessary. Let the robot cool. Call field service if the problem recurs.	Hardware
Insufficient power detected	Power down Sawyer. Disconnect power for 30 seconds. Connect power and restart. If continues, contact Support.	SEA_GLOBAL_ERROR_UNDERVOLTAGE	The JCB has detected an undervoltage condition. This is likely transient.	Power down and power up.	Hardware
Excessive power detected	Reboot Sawyer. Task may need to run with a lower payload, or at a lower speed. Verify total payload is within Sawyer's spec. If continues, contact Support.	SEA_GLOBAL_ERROR_OVERVOLTAGE	The JCB has detected an over voltage condition. This is likely transient. Either payload is too heavy, or the robot is going too fast with a heavy payload (too heavy with respect to performance specs).	May need to run task with lower payload or lower speed.	Hardware
Safety Controller shut off power to arm	Reboot Sawyer. If continues, contact Support.	SEA_GLOBAL_ERROR_SAFETY_CONTACTOR_OPEN	The safety controller has shut off the voltage to the robot arm. This happens during an ESTOP.	Reboot. If problem persists, contact field service.	Hardware
Problem powering end effector	Remove end effector, then reconnect, and reboot Sawyer. Details: end effector could be drawing too much power, or there is damage to end effector.	JRCP_AXOLOTL_CRSP_GLOBAL_ERROR_END_EFF_24V_BAD	The 24-volt supply to the end effector has a problem. End effector is drawing too much power or something has shorted out.	This could be damage to the end effector interface, or it could be a bad end effector. Take end effector off and plug it back in again.	Hardware
Problem powering end effector	Verify end effector draws less than 2.5 amps at 24 volts, then reboot Sawyer. Details: end effector could be drawing too much power, or there is damage to end effector.	JRCP_AXOLOTL_CRSP_GLOBAL_ERROR_END_EFF_24V_ERROR	The 24-volt supply to the end effector has a problem. It detects over-current if it detects too much current.	Verify that the end effector draws less than 2.5A @24V.	Hardware
Arm motors too hot	Let arm cool, then re-enable Sawyer. Try running task with a lower payload, or at a lower speed. Verify total payload is within Sawyer's spec. If continues, contact Support.	JOINT_ERROR_MOTOR_TEMPERATURE	The joint motor is too hot. Payload may be higher than what we spec (performance spec). Motor is in express mode, or it's in a warm environment.	Let the robot cool. Reduce payload and speed within spec. Call field service if it persists.	Hardware
Excessive power to arm	Power down Sawyer. Disconnect power for 30 seconds. Connect power and restart. If continues, contact Support.	JOINT_ERROR_OVER_CURRENT_LIMIT	The joint motor current is too high for safe operation. Payload and/or speed is too high.	Re-enable the robot (=click ok and/or clear the message and the robot will try again on its own). Call field service if it persists.	Hardware
Force on arm too high	Reboot Sawyer. If continues, contact Support. Details: Joint motor torque is too high. This can be caused by external forces on the arm.	JOINT_ERROR_OVER_TORQUE_LIMIT	The joint motor torque is too high for safe operation. This can be caused by forces on the arm (e.g. if the arm runs into something, or something runs into it).	Re-enable the robot. Call field service if it persists.	Hardware
Joint MAE Error	Reboot Sawyer. If continues, contact Support.	JOINT_ERROR_MAE_SENSOR_ERROR	Possible hardware error.	Re-enable the robot. Call field service if it persists.	Hardware
JOINT_ERROR_MAE_CONFIGURATION_ERROR	Reboot Sawyer. If continues, contact Support.	JOINT_ERROR_MAE_CONFIGURATION_ERROR	The robot is misconfigured	Reboot Sawyer. If continues, contact Support.	Hardware
Joint motor torque error	Reboot Sawyer. If continues, contact Support. Details: joint motor torque is too high. This can be caused by external forces on the arm.	JOINT_ERROR_SERVO_FAULT	The joint motor torque is too high for safe operation. This can be caused by forces on the arm such as a collision which is more likely than over-torque error.	Re-enable the robot. Call field service if the problem persists.	Hardware
JOINT_ERROR_MOTOR_CONFIGURATION	Reboot Sawyer. If continues, contact Support.	JOINT_ERROR_MOTOR_CONFIGURATION	The robot is misconfigured. Could be caused by arm moving during power up. May get "Press ok to reboot" built in to error message.	Reboot Sawyer. If continues, contact Support.	Hardware
JOINT_ERROR_HES_CONFIGURATION	Reboot Sawyer. If continues, contact Support.	JOINT_ERROR_HES_CONFIGURATION	The robot is misconfigured	Reboot Sawyer. If continues, contact Support.	Hardware
JOINT_ERROR_SERVO_CONFIGURATION_ERROR	Reboot Sawyer. If continues, contact Support.	JOINT_ERROR_SERVO_CONFIGURATION_ERROR	The robot is misconfigured	Reboot Sawyer. If continues, contact Support.	Hardware
Joint SDS error	Reboot Sawyer. If continues, contact Support.	JOINT_ERROR_SDS_SENSOR_ERROR	Possible hardware error.	Re-enable the robot. Call field service if it persists.	Hardware
Joint motor fault	Reboot Sawyer. If continues, contact Support.	JOINT_ERROR_MOTOR_FAULT	Possible hardware error.	Re-enable the robot. Call field service if it persists.	Hardware
Arm disabled	Be sure emergency stop is not activated, then re-enable Sawyer.  If continues, contact Support.	SEA_GLOBAL_ERROR_NO_EXTERNAL_ENABLE	The external enable is de-asserted. This can be caused by an ESTOP, by the safety controller, or by a JCB or joint fault. Usually filtered out by 'control' but appears in logs.	Be sure ESTOP is not asserted, then re-enable the robot. If it's a transient error, this will fix it. Otherwise it's a hardware fault.	Hardware
Force exceeded safe limit	Too much force detected at the end of the arm.	COLLISION_HAND_OVER_WRENCH	The force or torque being applied to the end of arm exceeds the safe limit	Review task and/or workspace	Hardware
Soft collision detected	An obstacle slowly impeded movement.	COLLISION_SQUISH	Something is slowly causing the robot to be unable to achieve desired position	Review task and/or workspace	Hardware
Collision detected	The robot detected a collision and stopped.	COLLISION_IMPACT	Something has hit the robot quickly	Review task and/or workspace	Hardware

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Error thrown	Error ID {ID} triggered.	User created custom error	The user chooses what to do with this.	N/A	Task, Software
Move to this location failed	There may have been a collision, or the trajectory is unachievable.	move.failed	A move has failed for some reason e.g. collision, hardware error, impossible cartesian movement, etc.	Review task and/or workspace	Task, Software
Landmark Timeout	Confirm Sawyer is moving to correct Landmark and nothing is blocking camera.	landmark.timeout	Landmark failed to reregister in the allotted time	Review task and/or workspace. Check lighting conditions and position(s) of equipment in the workspace and Landmarks in the field of view of the camera.	Task, Software
Head movement failure	Head did not move correctly.	headPanFailure	Head failed to move as specified.	Review task and/or workspace	Task, Software
Resource unavailable	Resource unavailable - 2 or more nodes attempting to guard the same resource simultaneously.	resource_unavailable	Robot ried to guard the same resource in parallel branches without setting the option to wait for the resource.	Review task so that arm is not being commanded at the same time from two parallel nodes.	Task, Software
Variable not found	{nodeName} was attempting to reference {bbKey}, which does not exist.	blackboard.item_not_found	The node is trying to reference a variable or signal that does not exist.	Fix the node configuration in the node inspector	Task, Software
Pattern count index outside range	{index} is outside range of pattern.	index_out_of_range	The variable for the pattern count is outside the pattern range e.g., -1.	Make sure to set the variable to a valid value before getting to the pattern node.	Task, Software
Pattern + Arm failure	Try creating a pose safe to all parts of the pattern, or edit a specific pose within the pattern. Details: The arm may not be able to effectively move to a specific location, or index, within your pattern.	patternIkFailure	Pattern + Arm failure	Try creating a pose safe to all parts of the pattern, or edit a specific pose within the pattern. Details: The arm may not be able to effectively move to a specific location, or index, within your pattern.	Task, Software
Vision + Arm failure	If object is moving, try detecting object earlier. Details: The arm may not be able to move to the specified location after detecting an object.	visionIkFailure	Vision + Arm failure	If object is moving, try detecting object earlier. Details: The arm may not be able to move to the specified location after detecting an object.	Task, Software
Unable to activate detector	No more than {numDetectors} detectors can operate in parallel.	visionDetectorFailure	Unable to activate detector	No more than {numDetectors} detectors can operate in parallel.	Task, Software
Can't re-register all poses	Try nudging robot closer to line-up landmark more effectively.	error.landmark.ikFailure.message	Can't re-register all poses	Try nudging robot closer to line-up landmark more effectively.	Task, Software
Unknown error	Error id ""{errorId}"" could not be resolved.	unknownError	N/A	N/A	Task, Software
Arm calibration generic failure	Calibration Failed. Try Again.	armCalibrationGenericFailure	Arm calibration generic failure	Calibration Failed. Try Again.	Task, Software
Arm calibration incomplete failure	Calibration Failed. Try Again.	armCalibrationIncompleteFailure	Arm calibration incomplete failure	Calibration Failed. Try Again.	Software
Arm calibration gripper failure	End effector detected. Remove to calibrate.	armCalibrationGripperFailure	Arm calibration gripper failure	End effector detected. Remove to calibrate.	Software
Arm calibration torque failure	Obstacle detected.	armCalibrationTorqueFailure	Arm calibration torque failure	Obstacle detected.	Software
Software error. Please restart.	Reboot the robot to restore functionality.	errorManager.softwareCrash	Software error. Please restart.	Reboot the robot to restore functionality.	Hardware
Signal error	A signal on device {deviceName} is in error.	IO_SIGNAL_ERROR	Depends on the signal	Review device/signal configuration and/or task	Task, Software
Invalid Data (Error Log Message)	Value of signal {signalName} (field {index}) on device {deviceName} is not a valid {type}.	IO_INVALID_DATA_FIELD	Misformatted data field	Review device/signal configuration and/or task	Task, Software
(Snackbar Message - no title)	Invalid data: signal {signalName} on device {deviceName}	IO_INVALID_DATA_FIELD	Misformatted data field	Review device/signal configuration and/or task	Task, Software
Invalid Number of Fields	Signal {signalName} on device {deviceName} is at field {index}, which is out of range.	IO_INVALID_DATA_INDEX	A Signal is configured with an Index out of range	Review device/signal configuration and/or task	Task, Software
Device cannot be saved	Invalid configuration.	IO_INVALID_CONFIGURATION	Device configuration JSON is invalid.	Review device/signal configuration and/or task	Task, Software
Data not transmitted	{deviceName} device may be misconfigured. If continues, contact Support.	IO_INVALID_DATA	Signal/Port data JSON is invalid.	Review device/signal configuration and/or task	Task, Software
Unknown command	The engine has sent an unknown command. If continues, contact Support.	IO_INVALID_COMMAND	IO Device/Node command handler does not recognize a comand tag.	If continues, contact Support.	Task, Software
Command execution error	If continues, contact Support.	IO_COMMAND_ERROR	An exception was thrown while handling a command	If continues, contact Support.	Task, Software
Internal error	If continues, contact Support.	IO_RUNTIME_ERROR	A runtime error was thrown while handling a command.	If continues, contact Support.	Task, Software
Error executing {deviceName} script	Verify script syntax and arguments.	IO_SCRIPT_ERROR	A Derived Signal has an error in its configured JavaScript.	If continues, contact Support.	Task, Software
{deviceName} device disconnected	N/A	MODBUS_DISCONNECTED	The Modbus device a the configured IP Address is not responding.	Review device configuration. Verify proper connectivity between devices. Verify 3rd party device is working properly	Network

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{device.name} device misconfigured	Invalid host name. Valid hostname labels may contain only the letters 'a' through 'z', the digits '0' through '9', and a hyphen ('-').	SOCKET_INVALID_HOST	A TCP Socket Device is configured with an invalid host name.	Review device configuration. Verify proper connectivity between devices. Verify 3rd party device is working properly	Network
{device.name} device misconfigured	Invalid IP port. Valid IP ports are integers ranging from 0 to 65535.	SOCKET_INVALID_IP_PORT	A TCP Socket Device is configured with an invalid IP Port number.	Review device configuration. Verify proper connectivity between devices. Verify 3rd party device is working properly	Network
Error opening a TCP socket	Reboot Sawyer. If continues, contact Support.	SOCKET_OPEN_ERROR	Could not open a socket.	Review device configuration. Verify proper connectivity between devices. Verify 3rd party device is working properly	Network
Error bind TCP socket to IP address	Socket may already be open on this IP. If continues, contact Support.	SOCKET_BIND_FAILED	Socket bind failed.	Review device configuration. Verify proper connectivity between devices. Verify 3rd party device is working properly	Network
Server socket has no clients.	N/A	SOCKET_SERVER_NO_CLIENTS	Server Socket has no connected clients (not an error)	Review device configuration. Verify proper connectivity between devices. Verify 3rd party device is working properly	Network
Client error connecting to server	Remote device may be offline.	SOCKET_CONNECT_ERROR	TCP Socket error.	Review device configuration. Verify proper connectivity between devices. Verify 3rd party device is working properly	Network
{device.name} device's socket is closed	Confirm network connections and wiring. If continues, contact Support.	SOCKET_CLOSED	TCP Socket has closed.	Review device configuration. Verify proper connectivity between devices. Verify 3rd party device is working properly	Network
Error receiving data	Could not receive data on {deviceName} device. If continues, contact Support.	SOCKET_RECEIVE_ERROR	TCP Socket error.	Review device configuration. Verify proper connectivity between devices. Verify 3rd party device is working properly	Network
Error sending data	Could not send data on {deviceName} device. If continues, contact Support.	SOCKET_SEND_ERROR	TCP Socket error.	Review device configuration. Verify proper connectivity between devices. Verify 3rd party device is working properly	Network
Unknown TCP socket error	If continues, contact Support.	SOCKET_UNKNOWN_ERROR	TCP Socket software error, would only show up if there's a bug.	Review device configuration. Verify proper connectivity between devices. Verify 3rd party device is working properly	Network
Side A power output overloaded	This signal may have a short. Remove ClickSmart toolplate, check for shorts, replace and try again. If continues, contact Support.	STP_OVERLOAD_A_POWER	ClickSmart Output AS1 has an overload; probably a short.	This signal may have a short. Remove ClickSmart toolplate, check for shorts, replace and try again. If continues, contact Support.	Hardware
Side B power output overloaded	This signal may have a short. Remove ClickSmart toolplate, check for shorts, replace and try again. If continues, contact Support.	STP_OVERLOAD_B_POWER	ClickSmart Output B1 has an overload; probably a short.	This signal may have a short. Remove ClickSmart toolplate, check for shorts, replace and try again. If continues, contact Support.	Hardware
Side A output overloaded	This signal may have a short. Remove ClickSmart toolplate, check for shorts, replace and try again. If continues, contact Support.	STP_OVERLOAD_A_OUT	ClickSmart Output A2 has an overload; probably a short.	This signal may have a short. Remove ClickSmart toolplate, check for shorts, replace and try again. If continues, contact Support.	Hardware
Side B output overloaded	This signal may have a short. Remove ClickSmart toolplate, check for shorts, replace and try again. If continues, contact Support.	STP_OVERLOAD_B_OUT	ClickSmart Output B2 has an overload; probably a short.	This signal may have a short. Remove ClickSmart toolplate, check for shorts, replace and try again. If continues, contact Support.	Hardware
Unknown tool error	If continues, contact Support.	STP_UNKNOWN_ERROR	Software bug.	If continues, contact Support.	Software
Electric parallel gripper over voltage	Over voltage detected - this may be caused by the arm. If continues, contact Support.	EPG_OVER_VOLTAGE	EPG reports this error.	Over voltage detected - this may be caused by the arm. If continues, contact Support.	Hardware
Electric parallel gripper under voltage	Under voltage detected - this may be caused by arm. If continues, contact Support.	EPG_UNDER_VOLTAGE	EPG reports this error.	Under voltage detected - this may be caused by arm. If continues, contact Support.	Hardware
Electric parallel gripper over current	Re-enable the robot. If continues, contact Support.	EPG_OVER_CURRENT	EPG reports this error.	Re-enable the robot. If continues, contact Support.	Hardware
Electric parallel gripper motor fault	Re-enable the robot. If continues, contact Support.	EPG_MOTOR_FAULT	EPG reports this error.	Re-enable the robot. If continues, contact Support.	Hardware
Electric parallel gripper disabled	Re-enable the robot. If continues, contact Support.	EPG_NO_EXTERNAL_ENABLE	EPG sees an ESTOP	Re-enable the robot. If continues, contact Support.	Hardware
Electric parallel gripper motor too hot	The electric parallel gripper may be actuating too long at a high holding force. Take it off and try again. If continues, contact Support.	EPG_OVER_TEMPERATURE	EPG reports this error.	The electric parallel gripper may be actuating too long at a high holding force. Take it off and try again. If continues, contact Support.	Hardware
Electric parallel gripper servo fault	If continues, contact Support.	EPG_SERVO_FAULT	EPG reports this error.	If continues, contact Support.	Hardware
Parameterization failed	Unable to find a path. Try adjusting arm-pose positions.	FAILED_TO_PARAMETERIZE	All of these occur at runtime. The arm was unable to find a trajectory. This is similar to "cartesian interpolation failed."	Review task and/or workspace	Task, Software

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Planned motion collision	The robot will collide with itself. Try adding an intermediate arm pose.	PLANNED_MOTION_COLLISION	The arm will collide with itself during the motion. This error will be thrown at the start of a stop-to-stop motion segment.	Review task and/or workspace	Task, Software
Planned motion collision	The motion between {startNode} and {endNode} will collide with the robot. {failNode} is more likely the cause of the problem – try retraining it before the other moves.	PLANNED_MOTION_COLLISION_AT	The arm will collide with itself during the motion. This error will be thrown at the start of a stop-to-stop motion segment.	Review task and/or workspace	Task, Software
Invalid trajectory	The motion command is invalid.	INVALID_TRAJECTORY	The command that was sent to the arm was not valid. This probably means there is a bug in the software.	Review task and/or workspace	Task, Software
Tool path interpolation failed	Unable to find a valid path to {failNode} from current position. Possible causes: large changes in joint configurations, arm poses that are very close to robot, arm poses with the arm fully extended.	CARTESIAN_INTERPOLATION_FAILED	Large changes in joint configurations, arm poses that are very close to robot, arm poses with the arm fully extended.	Review task and/or workspace	Task, Software
Tool path interpolation failed	Interpolation failure near {failNode}, in motion between {startNode} and {endNode}. Possible causes: large changes in joint configurations, arm poses that are very close to robot, arm poses with the arm fully extended.	CARTESIAN_INTERPOLATION_FAILED_AT	Large changes in joint configurations, arm poses that are very close to robot, arm poses with the arm fully extended.	Review task and/or workspace	Task, Software
Tool path interpolation failed	High joint acceleration detected in the motion to {failNode}. Possible causes: large max speeds and accelerations, large changes in joint configurations, arm poses that are very close to robot, arm poses with the arm fully extended.	PLANNED_JOINT_ACCEL_LIMIT	Large changes in joint configurations, arm poses that are very close to robot, arm poses with the arm fully extended.	Review task and/or workspace	Task, Software
Tool path interpolation failed	High joint acceleration detected near {failNode}, in the motion between {startNode} and {endNode}. Possible causes: large max speeds and accelerations, large changes in joint configurations, arm poses that are very close to robot, arm poses with the arm fully extended.	PLANNED_JOINT_ACCEL_LIMIT_AT	Large changes in joint configurations, arm poses that are very close to robot, arm poses with the arm fully extended.	Review task and/or workspace	Task, Software
Final pose not within tolerance	The robot is not close enough to the desired pose. Check if there are obstacles.	FINAL_POSE_NOT_WITHIN_TOLERANCE	The arm is not close enough to the expected end of the trajectory. This will occur after the expected amount of time that the trajectory is supposed to take. This will only occur at the end of a stop-to-stop motion segment.	Review task and/or workspace	Task, Software
TCP/IP connection was closed by remote peer	TCP/IP connection was closed by remote peer.	FTALK_CONNECTION_WAS_CLOSED_MSGID	Modbus/TCP connection was closed.	Review device configuration. Verify proper connectivity between devices. Verify 3rd party device is working properly	Network
Checksum error	Checksum error.	FTALK_CHECKSUM_ERROR_MSGID	Modbus/TCP protocol error.	Review device configuration. Verify proper connectivity between devices. Verify 3rd party device is working properly	Network
Fieldbus protocol error class	Fieldbus protocol error class.	FTALK_BUS_PROTOCOL_ERROR_CLASS_MSGID	Modbus/TCP protocol error.	Review device configuration. Verify proper connectivity between devices. Verify 3rd party device is working properly	Network
File descriptors exceeded	File descriptors exceeded.	FTALK_FILEDES_EXCEEDED_MSGID	Modbus/TCP stack error.	Review device configuration. Verify proper connectivity between devices. Verify 3rd party device is working properly	Network
Illegal argument error	Illegal argument error.	FTALK_ILLEGAL_ARGUMENT_ERROR_MSGID	Modbus/TCP stack or ModbusDevice configuration error.	Review device configuration. Verify proper connectivity between devices. Verify 3rd party device is working properly	Network
Slave address 0 is illegal in this context	Slave address 0 is illegal in this context.	FTALK_ILLEGAL_SLAVE_ADDRESSES_MSGID	ModbusDevice configuration error: bad IP Address.	Review device configuration. Verify proper connectivity between devices. Verify 3rd party device is working properly	Network