

SIEMENS



FAQ • 08/2016

# How to check the cause of SINAMICS V-ASSISTANT connection failure

SINAMICS V90



<https://support.industry.siemens.com/cs/ww/en/view/109740257>

This entry is from the Siemens Industry Online Support. The general terms of use ([http://www.siemens.com/terms\\_of\\_use](http://www.siemens.com/terms_of_use)) apply.

## Security information

Siemens provides products and solutions with industrial security functions that support the secure operation of plants, systems, machines and networks. In order to protect plants, systems, machines and networks against cyber threats, it is necessary to implement – and continuously maintain – a holistic, state-of-the-art industrial security concept. Siemens' products and solutions only form one element of such a concept. Customer is responsible to prevent unauthorized access to its plants, systems, machines and networks. Systems, machines and components should only be connected to the enterprise network or the internet if and to the extent necessary and with appropriate security measures (e.g. use of firewalls and network segmentation) in place. Additionally, Siemens' guidance on appropriate security measures should be taken into account. For more information about industrial security, please visit <http://www.siemens.com/industrialsecurity>.

Siemens' products and solutions undergo continuous development to make them more secure. Siemens strongly recommends to apply product updates as soon as available and to always use the latest product versions. Use of product versions that are no longer supported, and failure to apply latest updates may increase customer's exposure to cyber threats. To stay informed about product updates, subscribe to the Siemens Industrial Security RSS Feed under <http://www.siemens.com/industrialsecurity>.

## Table of content

<b>1</b>	<b>Introduction .....</b>	<b>3</b>
	1.1 Preliminary remark .....	3
	1.2 SINAMICS V-ASSISTANT .....	3
<b>2</b>	<b>Check points of SINAMICS V-ASSISTANT connection failure.....</b>	<b>4</b>
	2.1 Pre-conditions .....	4
	2.2 Components .....	4
	2.3 Check point one .....	4
	2.4 Check point two.....	4
<b>3</b>	<b>Contact.....</b>	<b>11</b>
<b>4</b>	<b>History.....</b>	<b>11</b>

# 1 Introduction

## 1.1 Preliminary remark

This frequently asked question (FAQ) shows how to check the cause of SINAMICS V-ASSISTANT connection failure.

## 1.2 SINAMICS V-ASSISTANT

### NOTICE

The latest version of SINAMICS V-ASSISTANT can be downloaded from the link below:

<https://support.industry.siemens.com/cs/ww/en/view/109738387>

Currently SINAMICS V-ASSISTANT cannot support the operating system of Windows 8 and Windows 10.

SINAMICS V-ASSISTANT engineering tool is designed for faster commissioning and diagnostics for SINAMICS V90 drive. The software runs on a personal computer with Windows operating systems and utilizes graphical user interface to interact with users and communicates with V90 drive via USB. It can be used to modify parameters and monitor status of SINAMICS V90 drive.

Figure 1-1



## 2 Check points of SINAMICS V-ASSISTANT connection failure

### 2.1 Pre-conditions

Connection failure means the drive information cannot be detected. Before trying to check the cause of this failure, you must make sure that:

- V-ASSISTANT has been successfully installed
- USB cable has been connected

### 2.2 Components

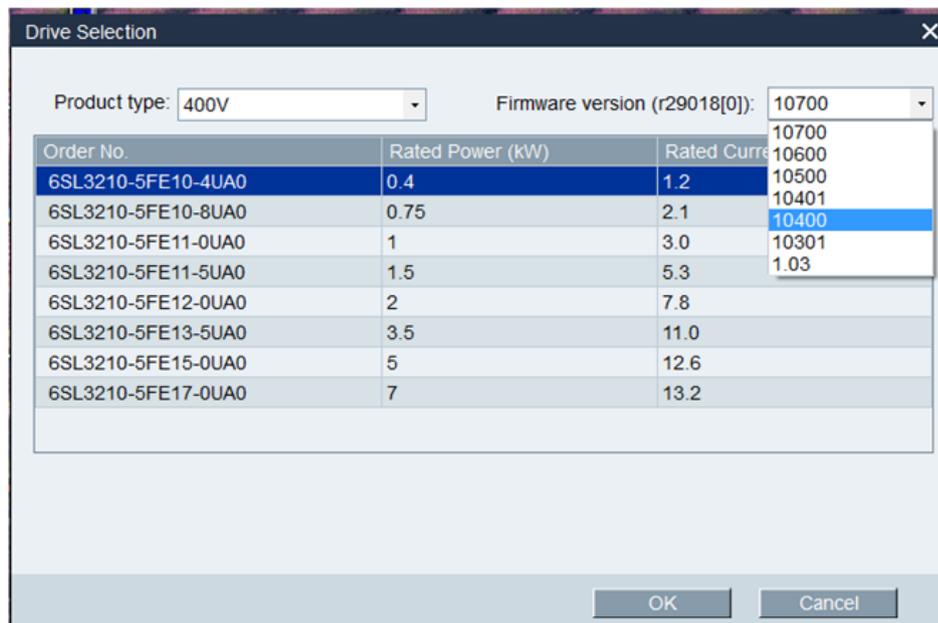
Component	Note
109740257_v90-USB- driver.zip	V90 USB driver

### 2.3 Check point one 109740257\_v90-USB- driver.zip

Check if the V90 version is supported by V-Assistant:

Open V-Assistant, then new offline project, select “**Product type**” and check if the firmware version list contains V90 version (r29108 on V90 BOP).

Figure 2-1



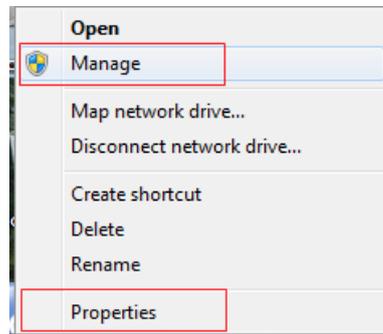
### 2.4 Check point two

Check the USB driver of SINAMICS V90 servo drive in “**Device Manager**”:

## 2 Check points of SINAMICS V-ASSISTANT connection failure

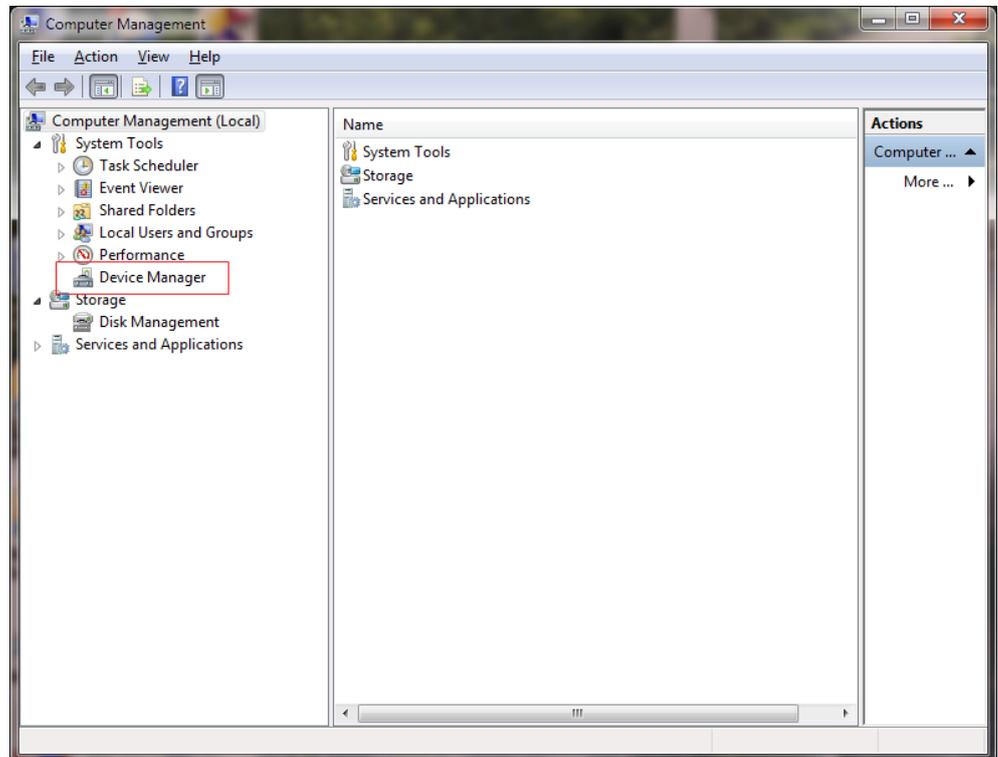
1. First, right-click the Computer of desktop, then you get the following picture:

Figure 2-2



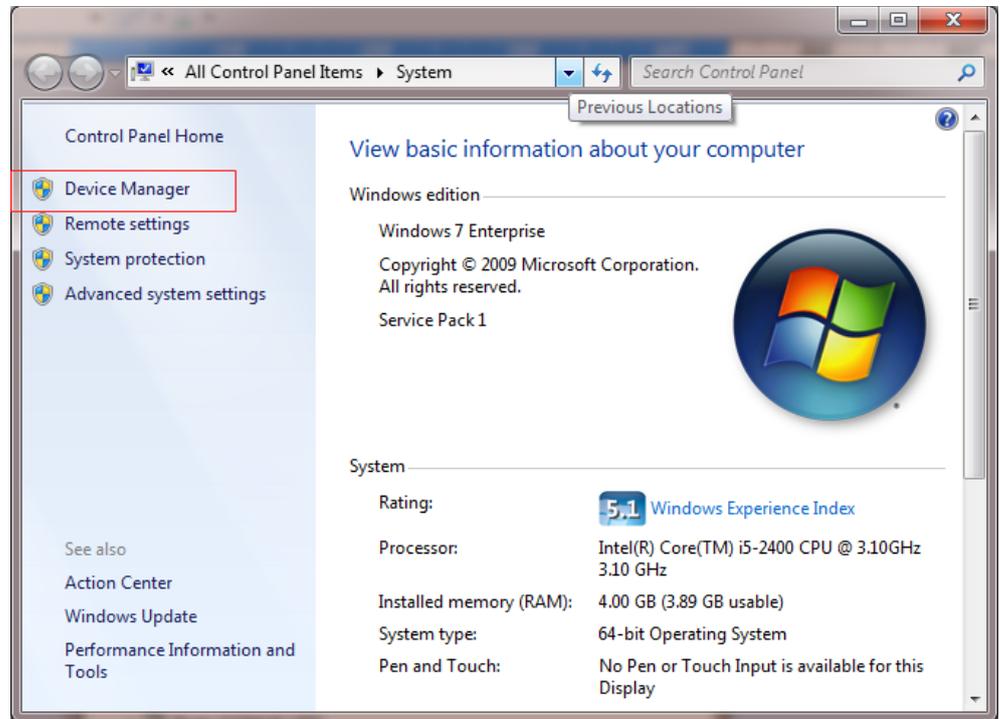
2. If you select “**Properties**” to view the “**Device Manager**”, you will get the following view:

Figure 2-3



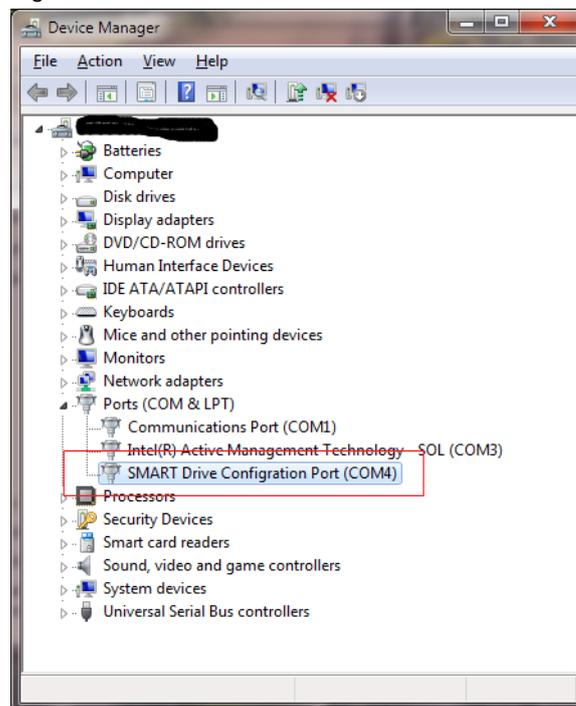
3. If you can “Manage” to open the “**Device Manager**” view, you will get the properties view as below:

Figure 2-4



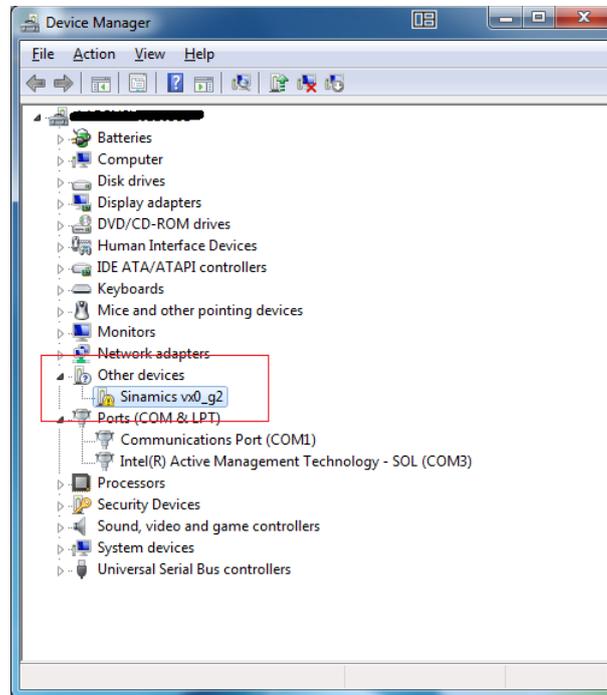
4. Then you can click “**Device Manager**”, and the device manager view is shown as below:

Figure 2-5



5. If you can get the “**SMART Drive Configuration Port (COM\*)**”, it means the USB driver is installed successfully.
6. If the USB driver is not installed, you will get the following view:

Figure 2-6



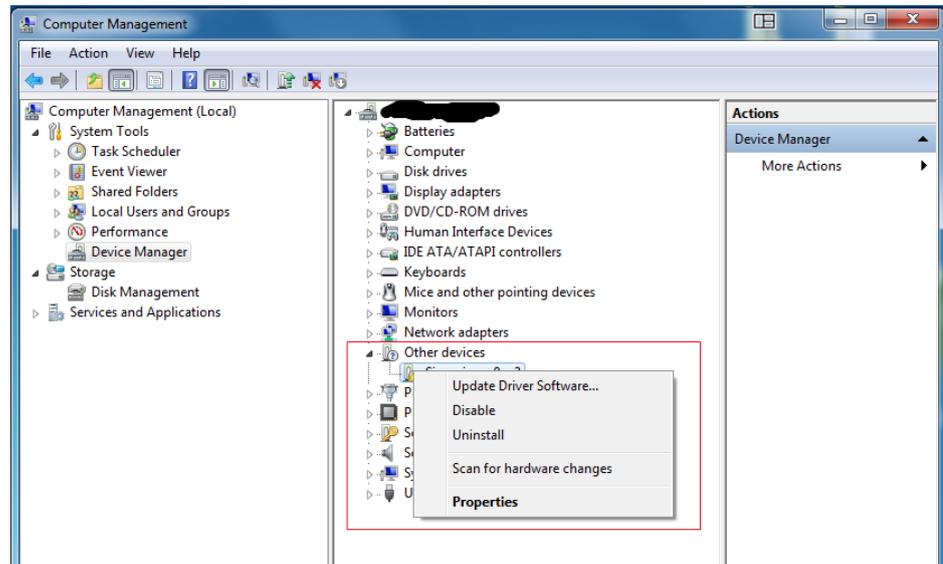
The probable reasons are as follows:

- Your account has no access permission to install software and hardware driver on this PC;
- During the installation of V-Assistant, the USB driver installation is stopped by operating system or antivirus program;
- For unofficial version of operation system, some components or files are missing or disabled.

To fix this problem, we should install the USB driver manually:

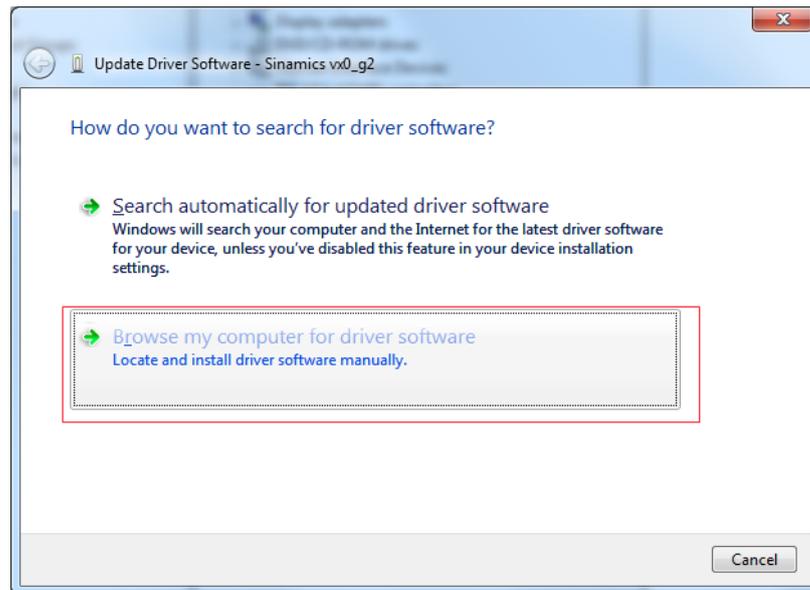
1. You should save the driver to local disk and unzip it.
2. Right-click the “**Sinamics vx0\_g2**”, then select the item “**Update Driver Software...**”:

Figure 2-7



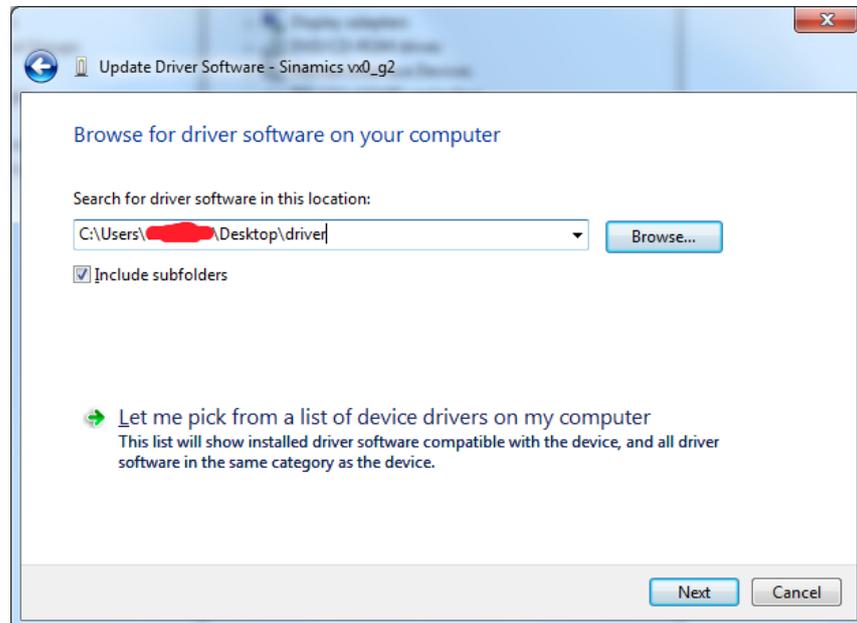
3. Select the second item to proceed operation:

Figure 2-8



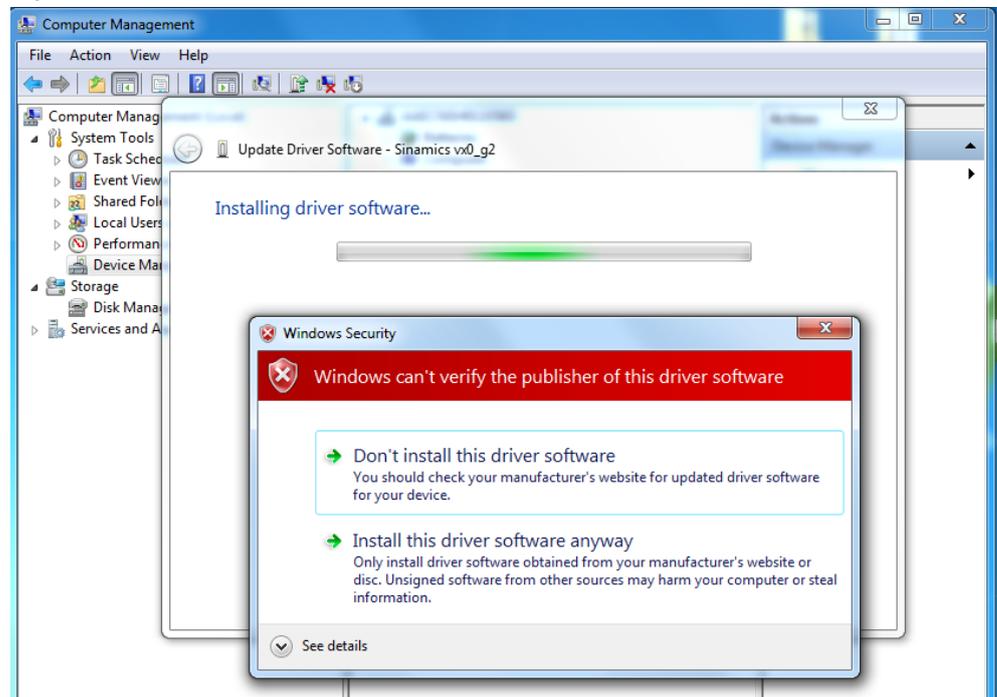
4. Find the V90 USB driver files (you have downloaded and unzipped it), then clicks the “Next” button:

Figure 2-9



5. If the security information form is popped up, click “**Install this driver software anyway**”, then the installation will start:

Figure 2-10



6. After a few minutes, the installation finishes. When the USB driver has been successfully installed, you will get the following views:

Figure 2-11

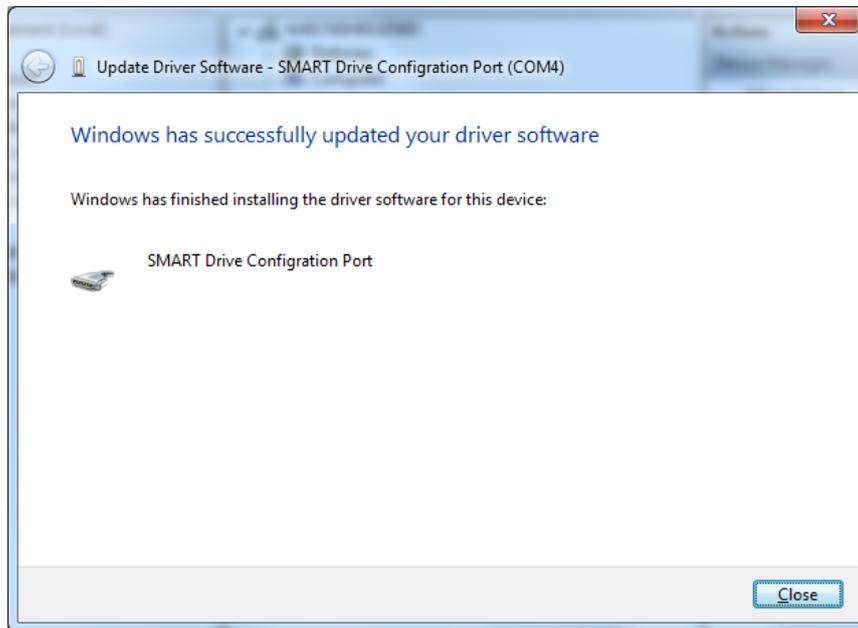
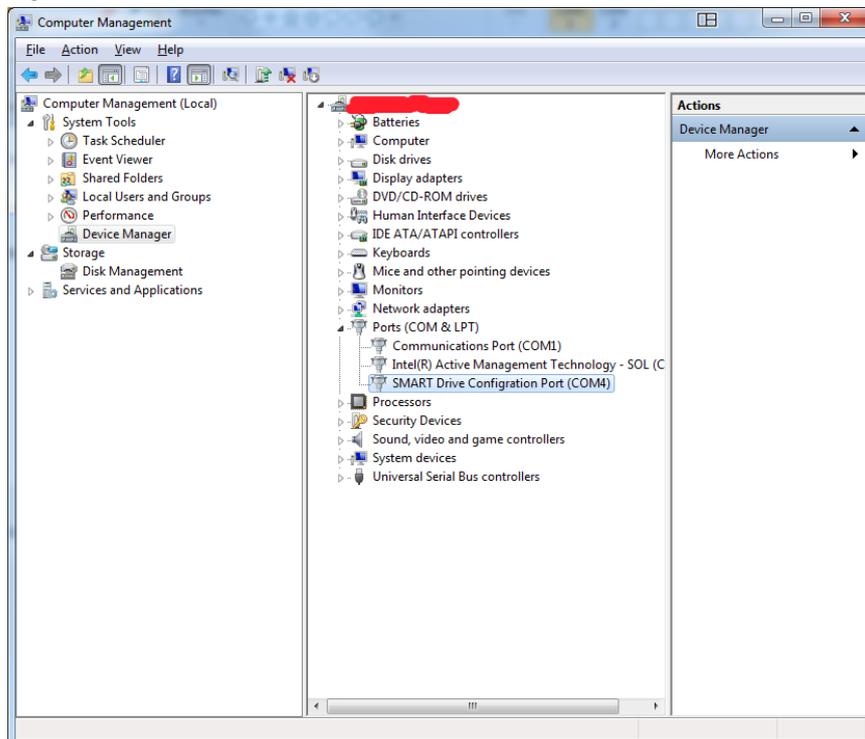


Figure 2-12



**NOTICE**

If manually installation fails, check your operation system and USB driver files or contact Siemens support engineers for help.

## 3 Contact

Siemens Ltd., China  
DF M3-BF GMC  
No. 18 Siemens Road  
Jiangning Development Zone  
Nanjing, 211100  
China  
mailto: [mc\\_gmc\\_mp\\_asia.cn@siemens.com](mailto:mc_gmc_mp_asia.cn@siemens.com)

## 4 History

Table 7-1

Version	Date	Modifications
V0.1	08/2016	First version