

Run-time error “380” happens with two different instances, with a RazorOptimal and the Windows RazorGage ST.

Error Code “380” with the RazorOptimal

For the Error Code “380” with the RazorOptimal, This happens when the sensor switching gets changed from Light Switching to Dark Switching.

To fix this press and hold the LT/DK select button for 5 seconds. The LED indicator should only light up when there is something under it.



This error is shown when the software thinks a defect falls off the end of the board. This is usually caused by the SENSOR DISTANCE parameter. To set the SENSOR DISTANCE, make a crayon mark on a board, go to the SAW STOP screen by pressing the button labeled SAW STOP on the MAIN SCREEN. Now click the button labeled PUSHER UP. Slide the board with the crayon mark under the pusher and adjust until you can see the luminance sensor beam illuminating the crayon mark. You will also be able to see the red dot being generated by the yellow edge sensor. Measure the distance between the two and enter this value in the SENSOR DIFFERENCE parameter. On machines with the Tri-Tronics Crayon Sensor the SENSOR DIFFERENCE should be about 1.3.

PARAMETERS

POSITION **DONE** **CANCEL**

MOTION

SAW

PANELS

FIT

SCAN

PARTS

ENCODER

COM

REPORTS

SCRIBE

SPACE BALL

RazArray

SCAN

SCAN START POSITION (FROM LOW LIMIT) 9 INCHES

SCAN SPEED 40 INCHES

PUSHER LENGTH 13.5 INCHES

CRAYON MARK OFFSET 0 INCHES

SENSOR DIFFERENCE 1 INCHES

BOARD SENSOR KEYS 0.125 INCHES

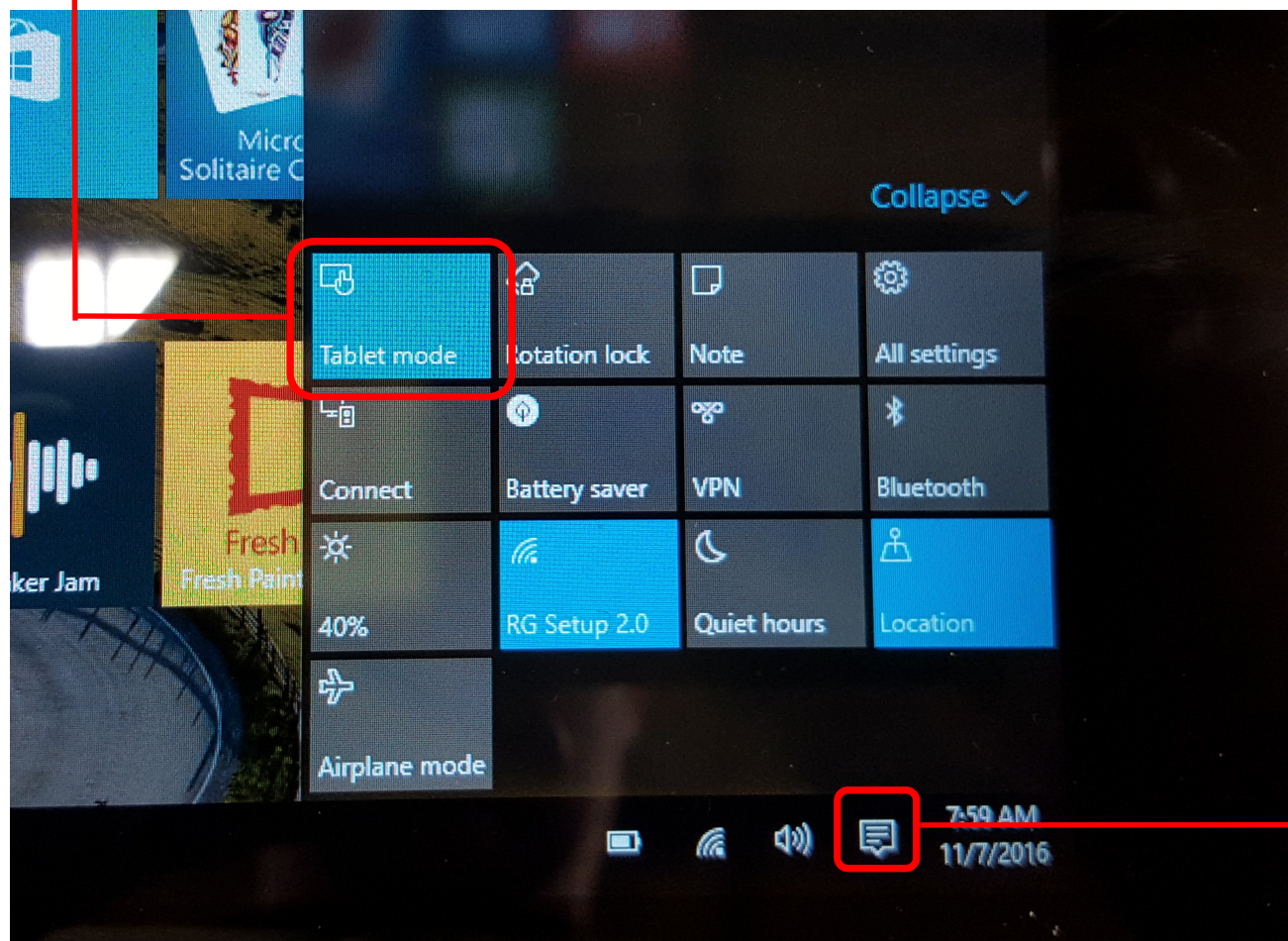
SCAN UNITS ☒ ENCODER ☐ INCHES

AFTER SCAN IS DONE: ☒ Move to Run Start, Then Pusher Down ☐ Pusher Down, Then Move to Run Start

MINIMUM TRIM AT START 0 INCHES

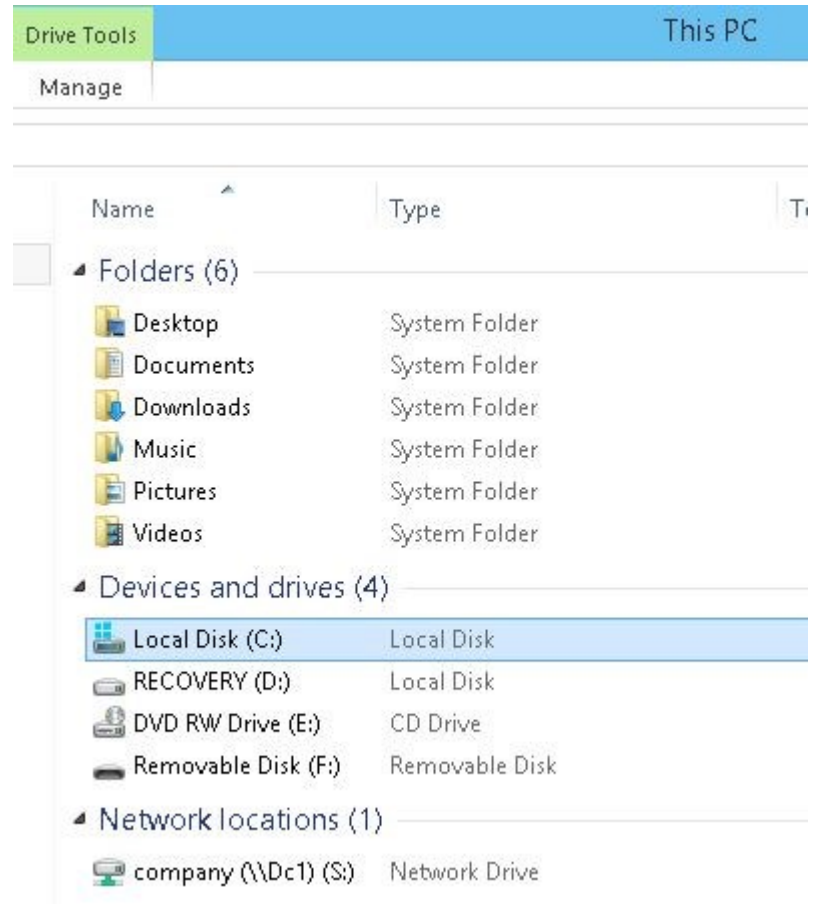
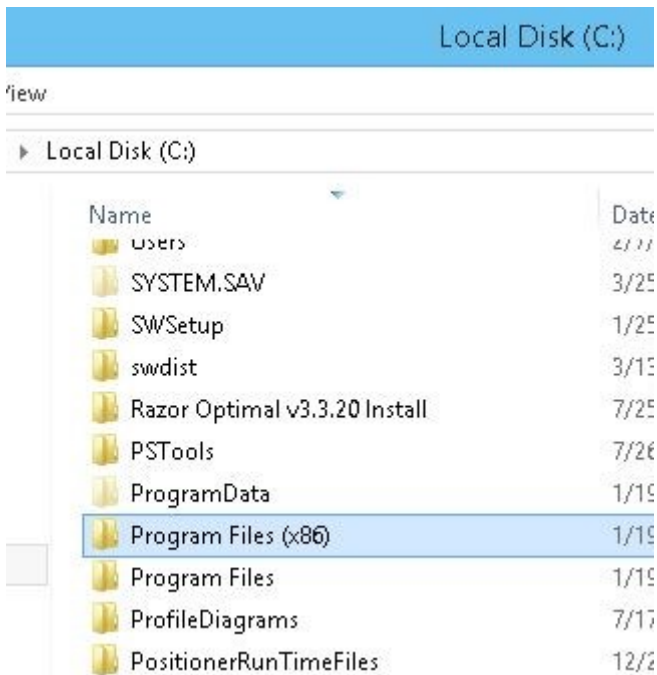
Error Code “380” with the RazorGage ST Software

First make sure the PC is not in tablet mode. Click the NOTIFICATION ICON on the right end of the Task Bar and verify that the Tablet Mode tile is grey. If it is blue, as shown below, click it to toggle it to grey. That takes Windows out of Tablet Mode.

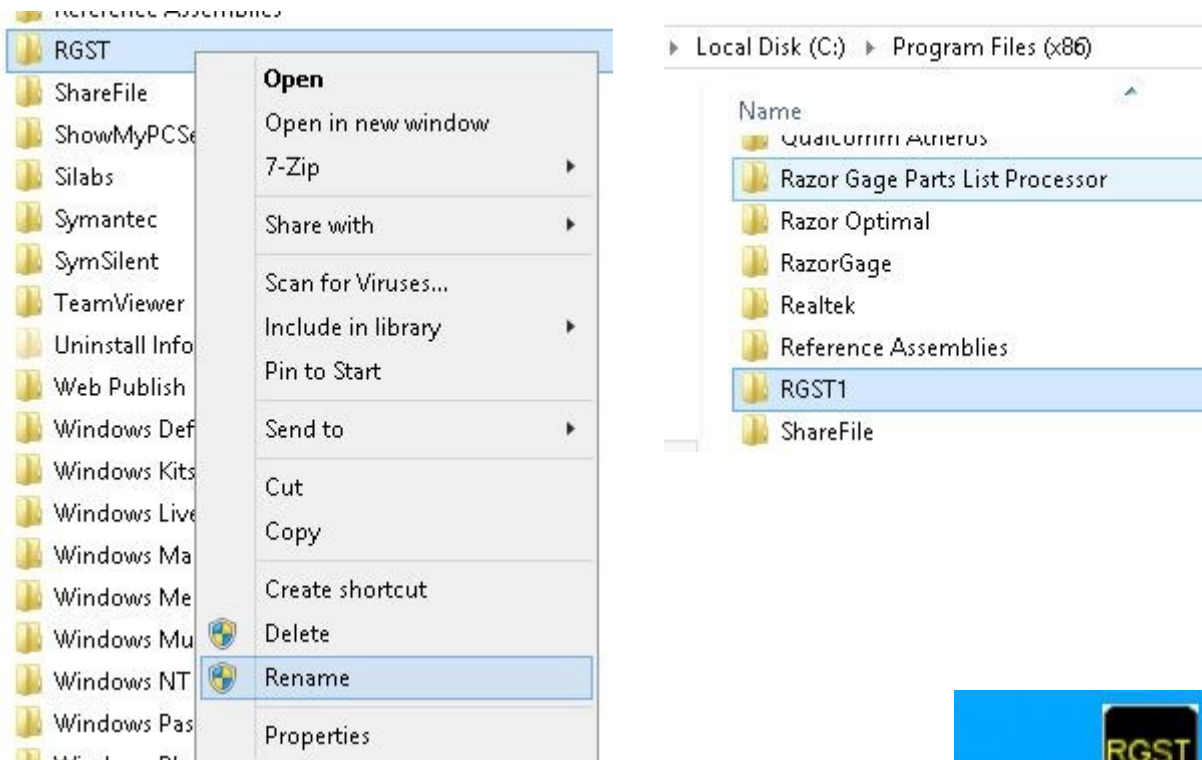


If Tablet Mode isn't the problem perform the following steps:

Step 1) Open a Windows File Explorer window and navigate to C:\Program Files(x86).



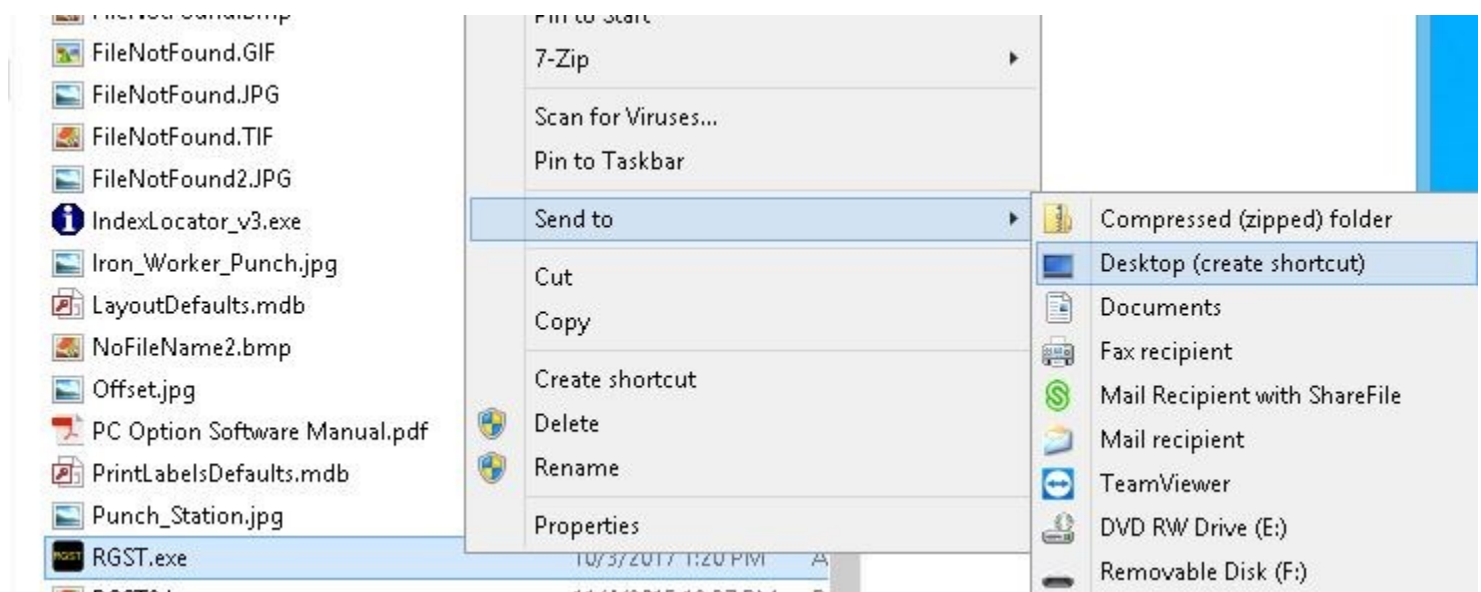
Step 2) In Program Files(x86) find the RGST folder. Right-click on this folder and select rename. Rename the folder RGST1.



Step 3) Remove your RGST shortcut from the desktop.

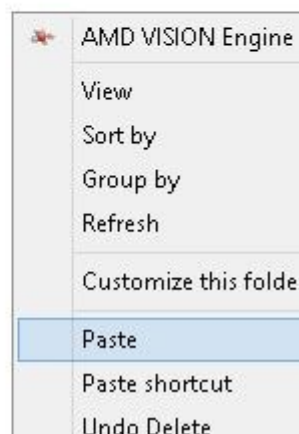
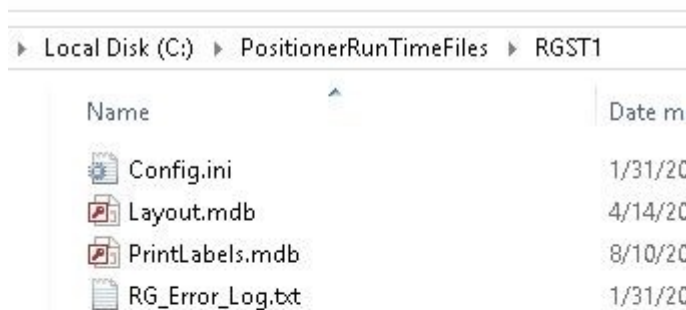
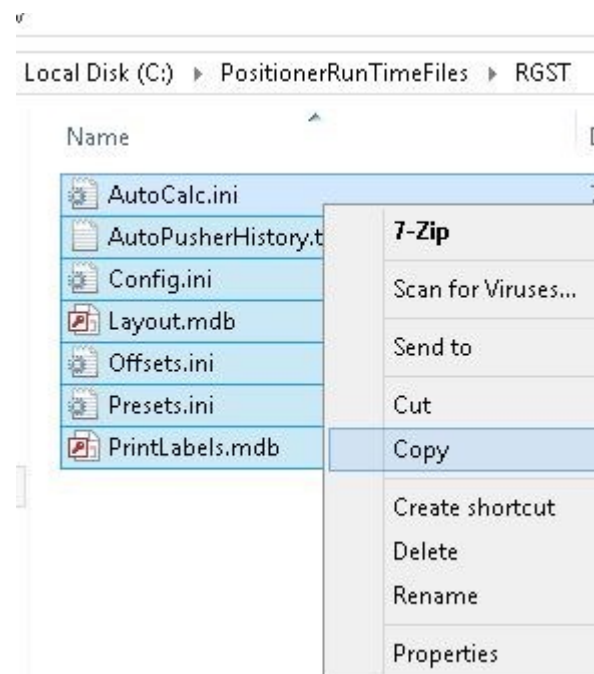
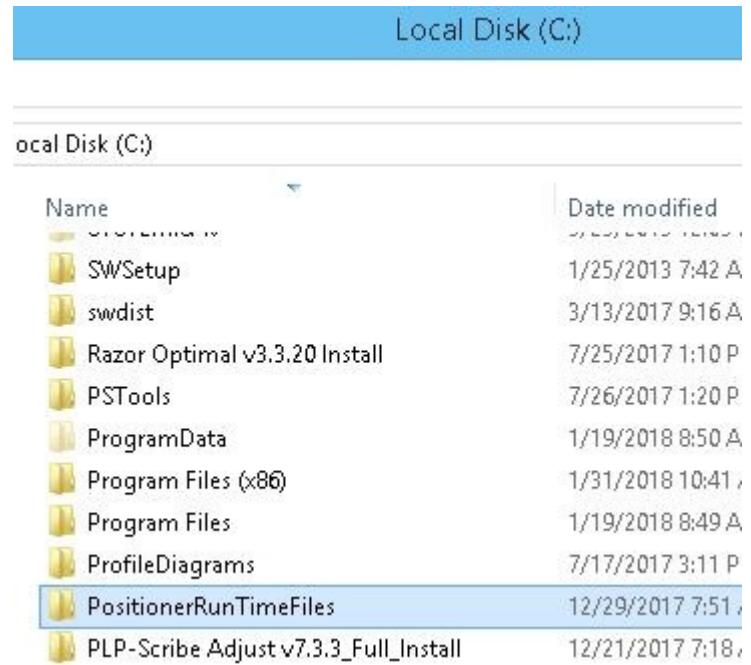


Step 4) Open the RGST1 folder. Right-click on RGST.exe and select Send to Desktop.



Step 5) Open the RazorGage shortcut on the desktop. The program should open without any errors however you will have to enter your machine serial number and your settings will be default. To recover your machine settings first close the Razorgage software. Then open a Windows Explorer window and go to C:\Positioner Runtime Files.

Step 6) You should see two folders named RGST and RGST1. Open RGST and copy all of its contents. Hit the back button to get back to Positioner Runtime Files. Now open RGST1 and right-click on the blank space below the files and select paste to paste all of the copied files.



Step 7) Windows will tell you some files have the same name. Select replace the files in the destination. Your settings should now be restored.

