

Troubleshooting Error 380

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 luminusence 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.



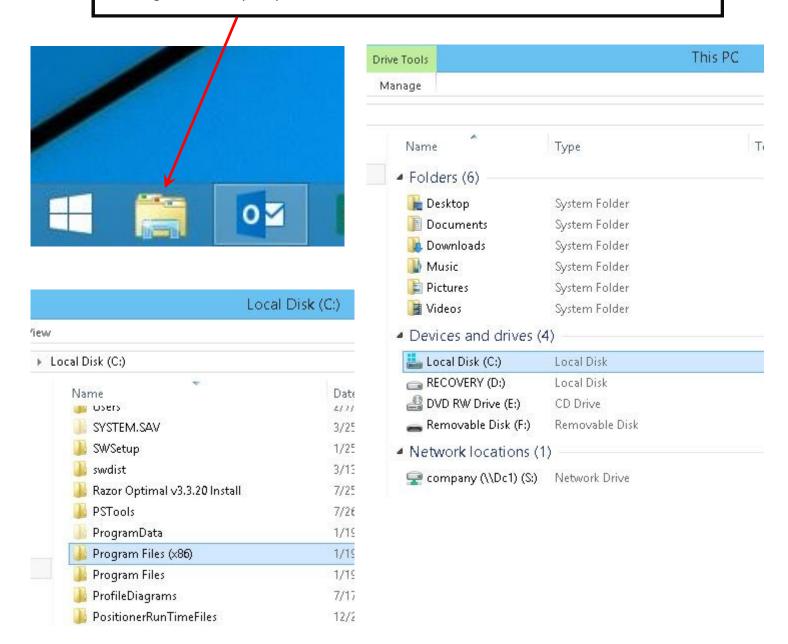
Error Code "380" with the RazorGage ST Software

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.

Solita	Micrc aire C				
				Collapse 🗸	
	ES .	3	D	Ø	
	Tablet mode	l'otation lock	Note	All settings	
		(*	*	
	Connect	Battery saver	VPN	Bluetooth	
	resh 🔆	ſ.	C	泴	
am Fresh	Paint 40%	RG Setup 2.0	Quiet hours	Location	
17/2	₽				
1	Airplane mode				
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			(k d))	₹159 AM	

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.

RGST ShareFile ShowMyPCSe Open in new window 7-Zip 7-Zip Symantec SymSilent Scan for Viruses Include in library Pin to Start Web Publish Local Disk (C:) > Program Files (x86) Name Quancomm Ameros Razor Gage Parts List Processor RazorGage RazorGage Realtek Realtek Realtek Realtek Realtek Realtek Realtek Resterence Assemblies Resterence Assemblies Restruction	
Windows Def Send to Windows Kits Cut Windows Live Copy Windows Ma Create shortcut Windows Mu Delete Windows NT Rename Windows Pas Properties	
Step 3) Remove your RGST shortcut from the desktop. Shortcut Step 4) Open the RGST1 folder. Right-click on RGST.exe and select Send to Desktop. Image: FileNotFound.GIF FileNotFound.GIF FileNotFound.JPG FileNotFound.JPG FileNotFound.JPG IndexLocator_v3.exe IndexLocator_v4.exe Offset.jpg Pc Option Software Manual.pdf PrintLabelsDefaults.mdb Punch_Station.jpg Punch_Station.jpg	ortcut)

11 /4 /0 ATE 10 07 DE 4

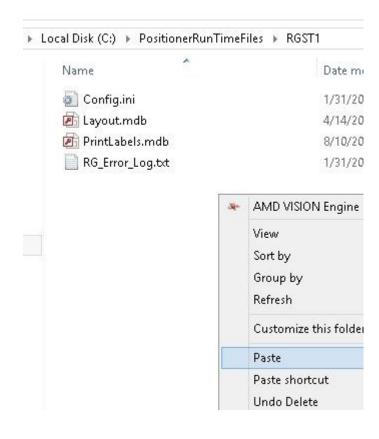
D.

Deette I

Removable Disk (F:)

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.



Local Disk (C:)

ocal Disk (C:)	
Name	Date modified
퉬 SWSetup	1/25/2013 7:42 A
퉬 swdist	3/13/2017 9:16 A
腸 Razor Optimal v3.3.20 Install	7/25/2017 1:10 P
퉬 PSTools	7/26/2017 1:20 P
퉬 ProgramData	1/19/2018 8:50 A
퉬 Program Files (x86)	1/31/2018 10:41 /
퉬 Program Files	1/19/2018 8:49 A
퉬 ProfileDiagrams	7/17/2017 3:11 P
🍌 PositionerRunTimeFiles	12/29/2017 7:51
퉬 PLP-Scribe Adjust v7.3.3_Full_Install	12/21/2017 7:18/

Lo

ocal Disk (C:) 🕨 PositionerRu	nTimeFiles 🕨 RGST
Name	C
AutoCalc.ini	7
AutoPusherHistory.t	7-Zip
🙆 Config.ini	Scan for Viruses
🖻 Layout.mdb	Constant Inc.
Offsets.ini	Send to
Presets.ini	Cut
🖻 PrintLabels.mdb	Сору
	Create shortcut
	Delete
	Rename
	Properties

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.

	his PC 🔸 Local Disk (C:) 🔸 PositionerRunTimeFiles 🔸 RGST1 Replace or Skip Files 🛛 🗕 🗖 🌅
	Copying 7 items from RGST to RGST1 The destination has 3 files with the same names
	Replace the files in the destination
	Skip these files
:)):)	Value Let me decide for each file
isk Dc1	More details