



2016-05-20

Technote: technote_160520_37503-MassStorageProblem
Title: How to handle the event “37503 – Mass memory storage error”
Product Type: IRC5
Year Model: M2004 drive system 09 with Main computer DSQC1000/1018
Keywords: RW6.02.xx and RW6.03
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Revision:-

This affects mainly IRC5 controllers with RW installation of RW6.02.xx/RW6.03.

Do not replace SD card if event “37503 - Mass memory storage error” occur when or after installing RobotWare.

One operating system component is updated only by the Boot Application, and only when the power supply USB cable is attached to the Main Computer.

Recommended action:

If the event “37503 - Mass memory storage error” is shown at every startup after an installation/upgrade to RW6.02.xx or RW6.03, then the controller needs to be restarted to the Boot Application and from there restarted with your system selected again.

Procedure:

- Make sure that the power supply USB cable is attached to the Main Computer.
- Restart -> Advanced... -> select Start Boot Application -> Next -> Start Boot Application (then wait for the Boot Application to startup)
- Select System -> select your system -> Select -> Close
- Restart Controller -> OK

After that the error 37503 should not be displayed at every startup with a genuine ABB Robotics SD card.