

Manual | EN

C5240-0010/0020

Industrial PC



Table of contents

1	Notes on the documentation.....	5
2	For your safety	6
2.1	Signal words.....	6
2.2	Intended use	6
2.3	Fundamental safety instructions	7
2.4	Operator's obligation to exercise diligence.....	7
2.5	Notes on information security.....	8
3	Product overview	9
3.1	Structure.....	10
3.2	Interface description	11
3.2.1	Power supply.....	13
3.2.2	PS/2	15
3.2.3	USB.....	16
3.2.4	Ethernet RJ45	17
3.2.5	DVI	18
3.2.6	RS232	19
3.2.7	DisplayPort.....	20
3.2.8	Audio connections.....	21
3.3	Optional interfaces	22
3.4	Status LEDs	22
3.5	Name plate.....	23
3.6	TwinCAT version.....	24
4	Commissioning	25
4.1	Transport and unpacking	25
4.2	Rack installation	26
4.3	Connecting the Industrial PC	27
4.3.1	Grounding of the industrial PC.....	27
4.3.2	Connecting cables and power supply	29
4.3.3	Connecting the 24 V power supply	30
4.4	Switching the Industrial PC on and off	33
5	Beckhoff Device Manager	36
6	Decommissioning	38
6.1	Disconnecting the power supply and cables	38
6.2	Disassembly and disposal.....	39
7	Maintenance	40
7.1	Cleaning	40
7.2	Maintenance.....	40
7.2.1	Access to device components.....	42
7.2.2	Replacing the battery	45
7.2.3	Replacing the storage media	46
7.2.4	Exchange filter mat	50
7.2.5	Replacing the fan	52

8 Troubleshooting 55

9 Technical data 56

10 Appendix 57

 10.1 Service and support 57

 10.2 Approvals 58

1 Notes on the documentation

This description is intended exclusively for trained specialists in control and automation technology who are familiar with the applicable national standards.

The documentation and the following notes and explanations must be complied with when installing and commissioning the components.

The trained specialists must always use the current valid documentation.

The trained specialists must ensure that the application and use of the products described is in line with all safety requirements, including all relevant laws, regulations, guidelines, and standards.

Disclaimer

The documentation has been compiled with care. The products described are, however, constantly under development.

We reserve the right to revise and change the documentation at any time and without notice.

Claims to modify products that have already been supplied may not be made on the basis of the data, diagrams, and descriptions in this documentation.

Trademarks

Beckhoff®, ATRO®, EtherCAT®, EtherCAT G®, EtherCAT G10®, EtherCAT P®, MX-System®, Safety over EtherCAT®, TC/BSD®, TwinCAT®, TwinCAT/BSD®, TwinSAFE®, XFC®, XPlanar®, and XTS® are registered and licensed trademarks of Beckhoff Automation GmbH.

If third parties make use of the designations or trademarks contained in this publication for their own purposes, this could infringe upon the rights of the owners of the said designations.



EtherCAT® is a registered trademark and patented technology, licensed by Beckhoff Automation GmbH, Germany.

Copyright

© Beckhoff Automation GmbH & Co. KG, Germany.

The distribution and reproduction of this document, as well as the use and communication of its contents without express authorization, are prohibited.

Offenders will be held liable for the payment of damages. All rights reserved in the event that a patent, utility model, or design are registered.

Third-party trademarks

Trademarks of third parties may be used in this documentation. You can find the trademark notices here: <https://www.beckhoff.com/trademarks>.

2 For your safety

The signal words and their meanings are explained in the chapter on safety. They contain fundamental safety instructions that are essential for preventing personal injuries and damage to property.

Exclusion of liability

Beckhoff shall not be held liable in the event that this documentation is not complied with and the devices are therefore not used in line with the documented operating conditions.

2.1 Signal words

The signal words used in the documentation are classified below.

Warning on personal injuries

 DANGER
High-risk hazard that will result in death or serious injury.
 WARNING
Medium-risk hazard that may result in death or serious injury.
 CAUTION
Low-risk hazard that may result in minor injury.

Warning on property and environmental damage

NOTICE
The environment, equipment, or data may be damaged.

2.2 Intended use

The device is intended for use as a control system for automation, visualization and communication in machine and system engineering.

The front of the device is designed for an IP50 working environment. There is complete protection against contact and dust in harmful quantities. It is not protected against water.

The rear of the device is designed for an IP20 working environment. It is protected against the penetration of fingers and solid foreign bodies of 12.5 mm in diameter or larger in size. It is not protected against water. Operation of the device in wet and dusty environments is not permitted.

The specified limits for technical data must be adhered to.

The device can be used within the documented operating conditions.

Improper use

Do not use the device outside the documented operating conditions.

2.3 Fundamental safety instructions

The following safety instructions must be observed when handling the device.

Application conditions

- Do not use the device under extreme environmental conditions.
- Do not use the device in hazardous areas.
- Never plug or unplug connectors during thunderstorms. There is a risk of electric shock.
- Ensure that the device has a protective and functional earth connection.

Damage to property, loss of data and impairment of functions

- If you change the hardware and software configurations, you must keep within the specified limits of power consumption and power loss (please refer to the respective data sheet).
- Ensure that only trained specialists with a control and automation engineering background, operate the device. Use by unauthorized persons can lead to damage to property and loss of data.
- Fuse the power supply line to protect the supply line in the event of a short circuit according to its cross-section.
- In case of fire, extinguish the device with powder or nitrogen.

2.4 Operator's obligation to exercise diligence

The operator must ensure that

- the products are used only for their intended purpose (see Chapter 2.2 [Intended use](#) [► 6]).
- the products are only operated in sound condition and in working order.
- the products are operated only by suitably qualified and authorized personnel.
- the personnel is instructed regularly about relevant occupational safety and environmental protection aspects, and is familiar with the operating instructions and in particular the safety instructions contained herein.
- the operating instructions are in good condition and complete, and always available for reference at the location where the products are used.

2.5 Notes on information security

The products of Beckhoff Automation GmbH & Co. KG (Beckhoff), insofar as they can be accessed online, are equipped with security functions that support the secure operation of plants, systems, machines and networks. Despite the security functions, the creation, implementation and constant updating of a holistic security concept for the operation are necessary to protect the respective plant, system, machine and networks against cyber threats. The products sold by Beckhoff are only part of the overall security concept. The customer is responsible for preventing unauthorized access by third parties to its equipment, systems, machines and networks. The latter should be connected to the corporate network or the Internet only if appropriate protective measures have been set up.

In addition, the recommendations from Beckhoff regarding appropriate protective measures should be observed. Further information regarding information security and industrial security can be found in our <https://www.beckhoff.com/secguide>.

Beckhoff products and solutions undergo continuous further development. This also applies to security functions. In light of this continuous further development, Beckhoff expressly recommends that the products are kept up to date at all times and that updates are installed for the products once they have been made available. Using outdated or unsupported product versions can increase the risk of cyber threats.

To stay informed about information security for Beckhoff products, subscribe to the RSS feed at <https://www.beckhoff.com/secinfo>.

3 Product overview

The device is a powerful industrial PC for installation in a 19-inch rack. The device is suitable for various applications and requirements.

You can use the industrial PC for the following applications, among others:

- various automation and visualization tasks
- a wide range of IoT tasks with data preprocessing
- complicated HMI applications
- extensive axis controllers
- short cycle times
- high-volume data handling

In its basic configuration, the device includes the following features:

- ATX motherboard
- Intel® processor
- DRAM SODIMM
- 3½-inch hard disk
- 100-240 V AC power supply unit

3.1 Structure



Fig. 1: Structure

Table 1: Legend structure

No.	Component	Description
1	Front flap	Access to ATX and reset button, USB interfaces, drives, removable frame, front fan filter mat
2	Front flap lock	Opening the front flap
3	Status LEDs	Status display for hard disk, fieldbus and power
4	Name plate	Information on the equipment of the industrial PC
5	Optional telescopic rails	Pull-out rails for installation in 19-inch racks
6	Front fan with filter mat	Cooling the device
7	USB interfaces (X212, X213)	Connection of peripheral devices
8	ATX and reset button	Starting and shutting down the operating system, restarting the industrial PC
9	Housing cover	Access to exchangeable device components
10	Power supply fan	Power supply cooling
11	IEC connector	Power supply connection
12	Connection section	Access to interfaces of the industrial PC
13	Plug-in card slots	Additional optional plug-in cards

3.2 Interface description

The basic version of the device includes the following interfaces:

- Power supply (X101)
- PS/2 mouse and keyboard (X103, X104)
- USB (X108-X111, X212, X213)
- Ethernet RJ45 (X112, X113)
- DVI (X114, X115)
- RS232 (X116)
- DisplayPort (X117)
- Audio connections (X120-X122)

Most of the interfaces are located on the rear side of the industrial PC in the connection section (section A). The two USB interfaces X212 and X213 are located in the front of the industrial PC behind the front flap (section B).

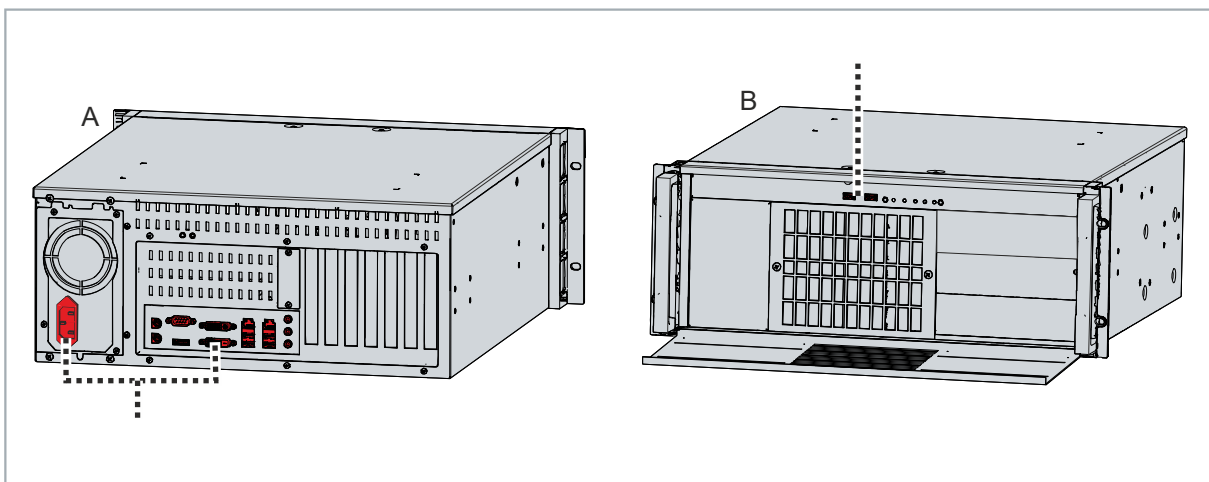


Fig. 2: Position interfaces

The following figure shows the assignment of the interfaces in the connection section on the back of the device.

To access the USB interfaces in the front, you first have to open the front flap. Your device comes with a red accessory cover that contains keys. To open the front flap, use the pair of keys with the black key cover. The key for the front flap should only be accessible to administrative personnel who are authorized to connect USB devices to the PC, change drives and press reset buttons or ATX buttons.

To open the front flap, follow these steps:

1. Unlock the front flap with the corresponding key (section A).
2. Turn the front flap down (section B).

⇒ You now have access to the USB interfaces.

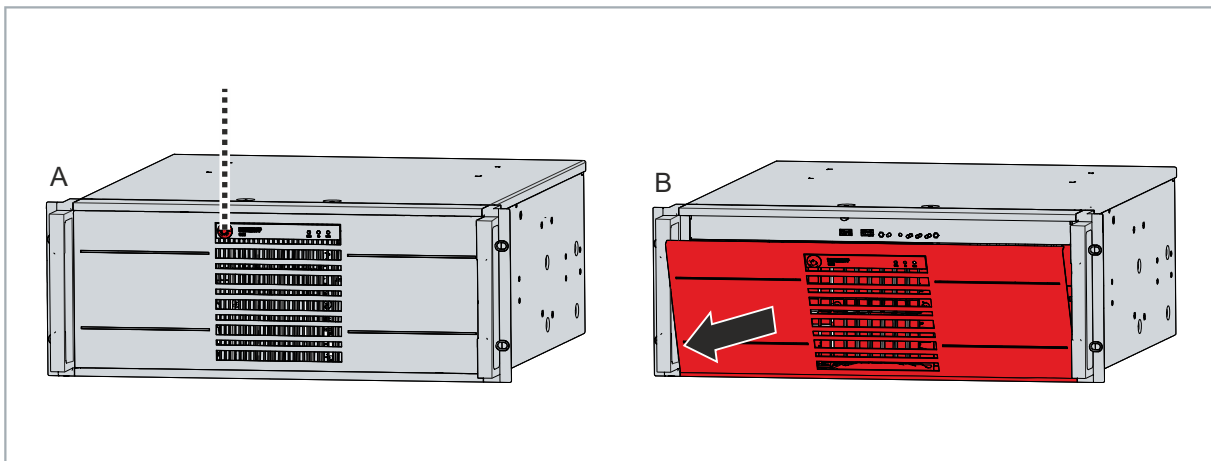


Fig. 3: Opening the front flap

3.2.1 Power supply

In its basic configuration, the industrial PC is equipped with a 100-240 V AC, 50-60 Hz full range power supply.

Table 2: Current carrying capacity power supply unit

Output voltages power supply unit	Current load 100-240 V AC power supply unit max.
+3.3 V	21 A
+5 V	15 A
+12 V1	11 A
+12 V2	8 A
-12 V	0.3 A
+5 V stand by	2.5 A

The power supply is connected via the IEC socket (X101) on the rear side of the industrial PC. The assignment includes a protective conductor (1), a neutral conductor (2) and an outer conductor (2).

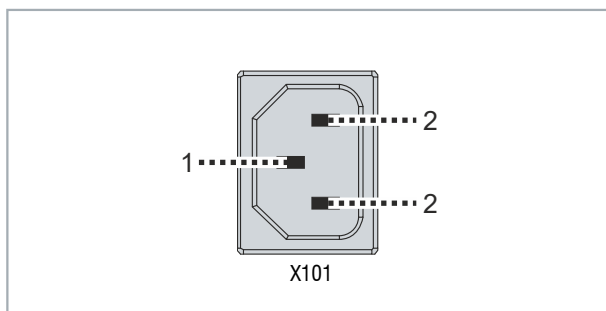


Fig. 4: IEC socket of the 100...240 V power supply

Optionally, you can order the industrial PC with a 24 V DC power supply unit. In this case, the industrial PC is supplied with a nominal voltage of 24 V. The power supply (X101) is connected via a 5-pin socket. The external wiring (X102) of the industrial PC is done via a 3-pin socket.

The main supply voltage is applied between PIN 1 (24 V) and PIN 2 (0 V) of the power supply socket (X101). If the industrial PC is equipped with an integrated uninterruptible power supply (UPS), you can also connect an external battery pack to PIN 4 and 5.

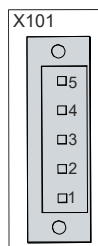


Fig. 5: Power supply socket 24 V

Table 3: Power supply socket (X101) pin assignment

Pin	Signal	Description
1	+24 V	24 V supply voltage, positive pole
2	-	24 V supply voltage, negative pole
3	⏏	Protective earth
4	+BAT	Positive pole of the battery pack
5	-BAT	Negative pole of the battery pack

The positive pole of the supply voltage at PIN 1 of the power supply socket (X101) is looped through to PIN 3 of the socket (X102). PIN 3 thus serves as the positive pole for PC-ON.

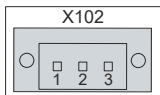


Fig. 6: Socket External wiring

Table 4: Socket external wiring (X102) pin assignment

Pin	Signal	Description
1	P-S	Output power status, minus is the negative pole of the power supply (X101)
2	PC-ON	Input PC-ON
3	+24 V	Supply voltage and positive pole for PC-ON

3.2.2 PS/2

The industrial PC has two PS/2 interfaces (X103, X104). The upper interface (X104) allows the connection of a PS/2 mouse, the lower interface (X103) allows the connection of a PS/2 keyboard. The connection is made via standard MiniDIN connectors.

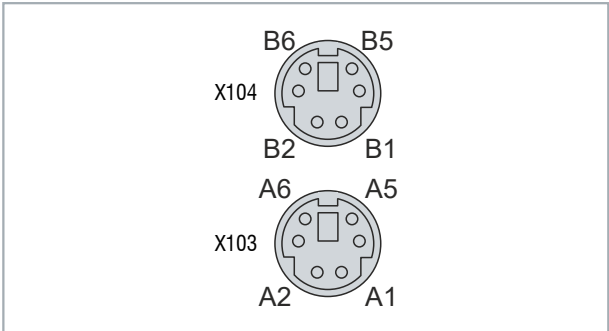


Fig. 7: PS/2 mouse and keyboard

Table 5: PS/2 interface mouse pin assignment

Pin	Name	Description
B1	MDAT	Mouse Data
B2	N/C	Reserved
B3	GND	Ground
B4	(S)VCC	5 V supply voltage
B5	MCLK	Mouse Clock
B6	N/C	Reserved

Table 6: PS/2 interface keyboard pin assignment

Pin	Name	Description
A1	KDAT	Keyboard data
A2	MDAT	Mouse Data
A3	GND	Ground
A4	(S)VCC	5 V supply voltage
A5	KCLK	Keyboard Clock
A6	MCLK	Mouse Clock

3.2.3 USB

The industrial PC has four USB interfaces (X108-X111) on the rear side of the device and two USB interfaces (X212, X213) behind the front flap. They are used to connect peripheral devices with USB connector.

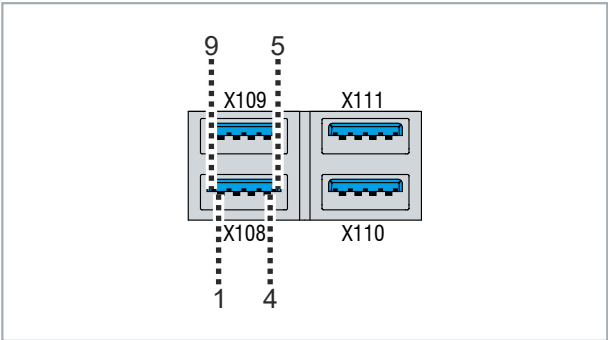


Fig. 8: USB interface pin numbering

Table 7: USB interface pin assignment

Pin	Connection	Typical assignment
1	Vbus	Red
2	D -	White
3	D +	Green
4	GND	Black
5	StdA_SSRX -	Blue
6	StdA_SSRX +	Yellow
7	GND_DRAIN	N/A
8	StdA_SSTX -	Purple
9	StdA_SSTX +	Orange

Only pins 1 to 4 and the shield are relevant for USB 2.0.

3.2.4 Ethernet RJ45

The industrial PC has two Gigabit LAN ports (X112, X113). The 100BASE-T and 1000BASE-T Ethernet standards enable the connection of corresponding network components and data rates of 100/1000 Mbit/s. The required speed is selected automatically.

The RJ45 connection technology with twisted-pair cables is used. The maximum length of the cable connection is 100 m.

If you use the Ethernet ports with EtherCAT or for Real-Time Ethernet applications, you must observe the following distinction:

The Ethernet port (X113, LAN2) connected via PCIe® with the i210 controller is generally suitable for cycle times ≤ 1 ms and for distributed clock applications with EtherCAT.

The Ethernet port (X112, LAN1) integrated in the chipset with the i219 controller is generally suitable for EtherCAT and real-time Ethernet applications with cycle times > 1 ms (without distributed clocks).

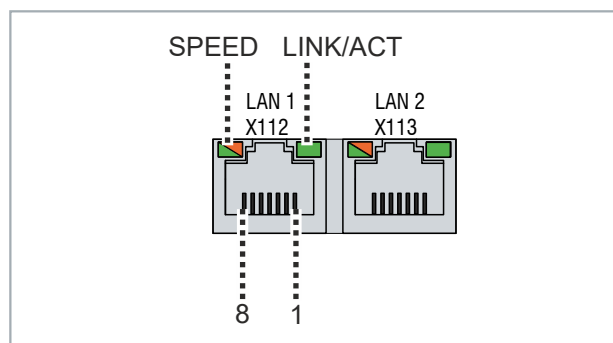


Fig. 9: Ethernet interface pin numbering

Table 8: Ethernet interface pin assignment

Pin	Signal	Description
1	T2 +	Pair 2
2	T2 -	
3	T3 +	Pair 3
4	T1 +	Pair 1
5	T1 -	
6	T3 -	Pair 3
7	T4 +	Pair 4
8	T4 -	

The LEDs of the LAN interfaces indicate the activity and the data transmission rate (Mbit/s). The LED shown completely green in the figure indicates whether the interface is connected to a network. If this is the case, the LED lights up green. The LED flashes when data transmission is in progress on the interface.

The green/orange LED shown in the figure indicates the data transmission rate. If the speed is 100 Mbit/s the LED is orange, at 1000 Mbit/s it is green.

3.2.5 DVI

The industrial PC has two DVI connections (X114, X115), to which a DVI-capable monitor can be connected. Only digital signals are transmitted.

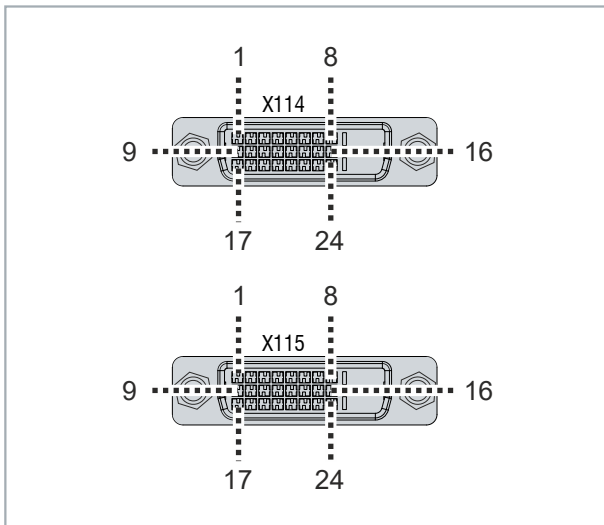


Fig. 10: DVI interface pin numbering

Table 9: DVI interface pin assignment

Pin	Connection	Pin	Connection	Pin	Connection
1	TMDS Data 2 -	9	TMDS Data 1 -	17	TMDS Data 0 -
2	TMDS Data 2 +	10	TMDS Data 1 +	18	TMDS Data 0 +
3	TMDS Data 2/4 Shield	11	TMDS Data 1/3 Shield	19	TMDS Data 0/5 Shield
4	not connected	12	not connected	20	not connected
5	not connected	13	not connected	21	not connected
6	DDC Clock	14	+ 5 V Power	22	TMDS Clock Shield
7	DDC Data	15	Ground (+ 5 V, Analog H/V Sync)	23	TMDS Clock +
8	Analog Vertical Sync	16	Hot Plug Detect	24	TMDS Clock -

3.2.6 RS232

The serial interface COM1 (X116) is led out via a 9-pin standard DSUB connector. The signals comply with the RS232 standard. The port address and the used interrupt are configured automatically, but can also be set manually with the help of the BIOS setup if required.

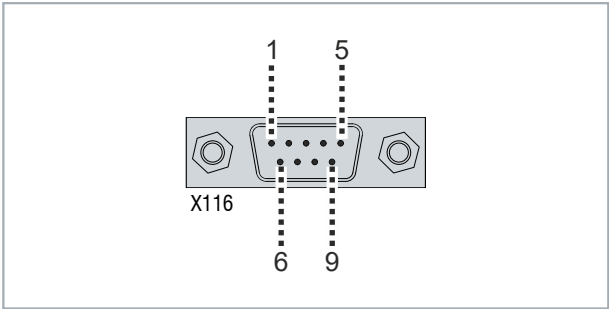


Fig. 11: RS232 interface pin numbering

Table 10: COM1 interface pin numbering

Pin	Name	Description
1	DCD	Data Carrier Detect
2	RXD	Receive Data
3	TXD	Transmit Data
4	DTR	Data Terminal Ready
5	GND	Ground
6	DSR	Data Set Ready
7	RTS	Request to Send
8	CTS	Clear to Send
9	RI	Ring Indicator

3.2.7 DisplayPort

The industrial PC has a DisplayPort (X117) that enables connection of devices with DisplayPort. Additionally, DVI signals can be transmitted via an adapter cable. The following ordering option is available to you for this purpose:

- C9900-Z468: adapter cable DisplayPort to DVI, 40 cm

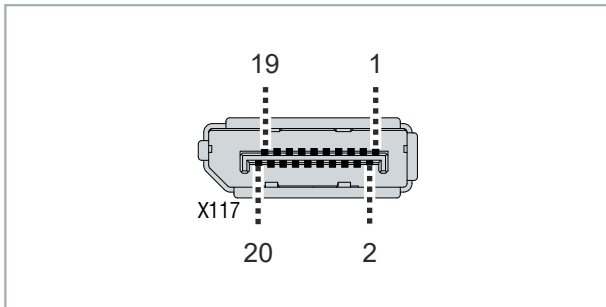


Fig. 12: DisplayPort pin numbering

Table 11: Pin assignment of DisplayPort

Pin	Connection	Pin	Connection
1	LVDS lane 0 +	2	Ground
3	LVDS lane 0 -	4	LVDS lane 1 +
5	Ground	6	LVDS lane 1 -
7	LVDS lane 2 +	8	Ground
9	LVDS lane 2 -	10	LVDS lane 3 +
11	Ground	12	LVDS lane 3 -
13	Config 1	14	Config 2
15	AUX channel +	16	Ground
17	AUX channel -	18	Hot-plug detection
19	Power supply: ground	20	Power supply: 3.3 V / 500 mA

3.2.8 Audio connections

The industrial PC has three audio connections with the Line In (X122), Line Out (X121) and microphone input (X120) sockets.

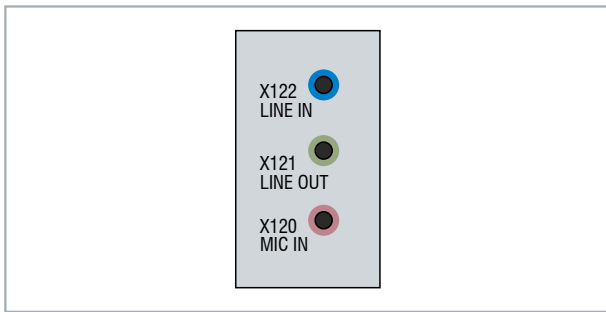


Fig. 13: Audio connections

The three sockets are brought out for 3.5 mm jack plugs. The pins of the jack plugs are assigned as follows:

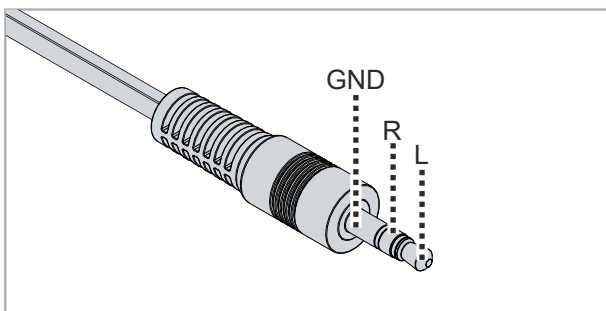


Fig. 14: Jack plug pin assignment

Table 12: Jack plug pin assignment

Pin	Connection
L	Left sound signal
R	Right sound signal
GND	Common ground (return)

3.3 Optional interfaces

Interface options are available to extend your industrial PC with additional interfaces beyond the basic configuration.

Table 13: Interface options

Ordering option	Description	Link to option
C9900-E195	2 USB ports	https://www.beckhoff.com/c5240
C9900-E166	2 serial interfaces RS232	Select the product variant and then select the "Options" tab at the bottom of the website.
C9900-E203	Serial interface RS232	

The interfaces are led out in a slot bracket.

3.4 Status LEDs

The industrial PC has three status LEDs: PWR, FB, HDD. They provide information on the following aspects:

- the status of the power controller
- the fieldbus status
- the hard disk activity

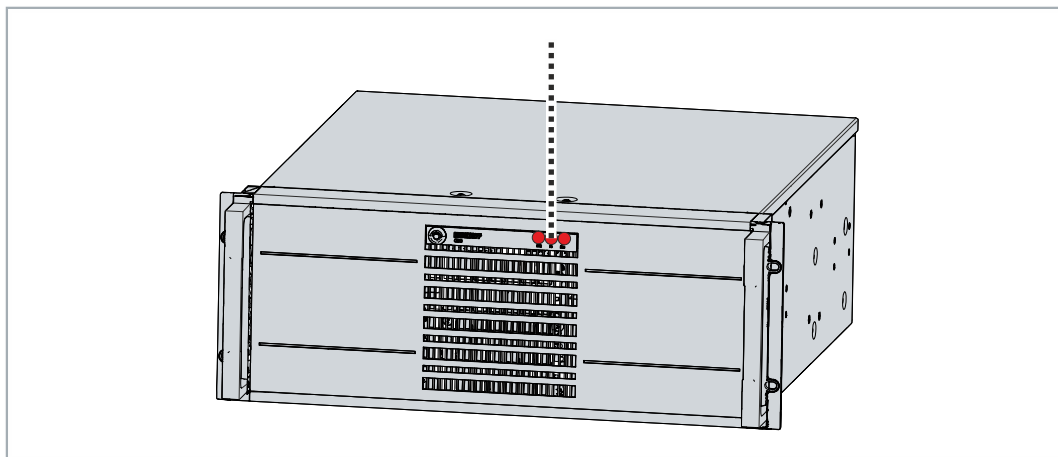


Fig. 15: Status LEDs

Table 14: Meaning of the Status LEDs

LED	Color/flashing interval	Meaning
PWR (Power)	green	Computer on
	off	Computer off
FB (fieldbus)	red	TwinCAT Stop
	blue	TwinCAT Config
	blue/red flashing	TwinCAT Config (fieldbus error)
	green	TwinCAT Run
	green/red flashing	TwinCAT Run (fieldbus error)
HDD (hard disk)	red	Accessing storage media

The activity of NVM Express™ SSDs is not displayed via the HDD LED.

3.5 Name plate

The name plate provides information on the equipment fitted to the industrial PC. The name plate shown here serves only as an example.

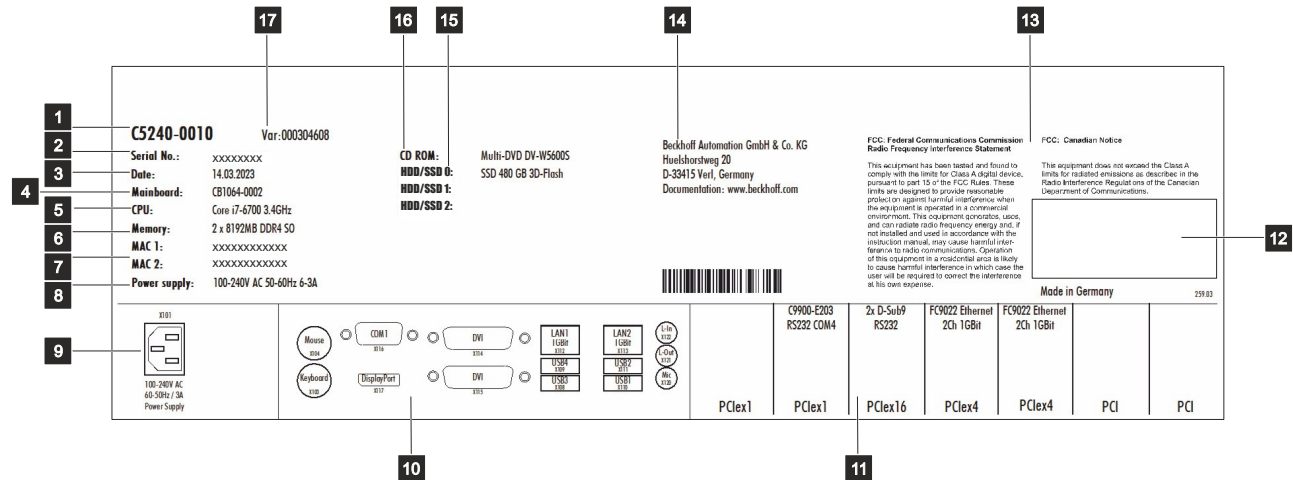


Fig. 16: Name plate

Table 15: Name plate legend

No.	Description
1	Model: The last four digits indicate the device generation.
2	Serial number = Beckhoff Traceability Number (BTN)
3	Date of manufacture
4	Mainboard
5	CPU
6	Main memory
7	MAC addresses of the Ethernet interfaces (X112, X113)
8	Power supply
9	Power supply connection
10	Connection section standard interfaces
11	Connection section optional PCI and PCIe interfaces
12	Symbols    Note: Here are the symbols applicable to the device such as CE, EAC, UKCA, . The approvals of your device can be found on the name plate and in chapter 10.2 Approvals [► 58].
13	FCC approvals
14	Address of the vendor
15	Storage media
16	DVD drive
17	Variant number: commercial number of the order code including ordering options

3.6 TwinCAT version

To ensure optimal performance and access to all the functions of your device when using the TwinCAT control software, Beckhoff recommends using the latest version of TwinCAT. In addition, you should never go below the minimum requirement for the TwinCAT version. This consists of the hardware requirements and the general TwinCAT system requirements. The general TwinCAT system requirements can be found [here](#). The following table shows the minimum TwinCAT version according to the device generation based on the hardware requirements:

Table 16: Minimum TwinCAT version hardware-based

Device generation	Minimum TwinCAT version hardware-based
C5240-0010	3.1 build 4022.0, 2.11 b2259(x86)
C5240-0020	3.1 build 4024.12

4 Commissioning

In order to use the device, you must first commission it. The first step is to transport the device to its operating location and unpack it. This is followed by installing the device in the 19-inch rack, connecting the cables and the power supply and finally switching on the device.

4.1 Transport and unpacking

Note the specified transport and storage conditions (see Chapter 9 Technical data).

Despite the robust design of the unit, the components are sensitive to strong vibrations and impacts. During transport the device must therefore be protected from mechanical stress. Appropriate packaging of the device, such as the original packaging, can improve the vibration resistance during transport.

NOTICE

Hardware damage due to condensation

Unfavorable weather conditions during transport can cause damage to the device.

- Protect the device against moisture (condensation) during transport in cold weather or in case of extreme temperature fluctuations.
- Do not put the device into operation until it has slowly adjusted to the room temperature.
- Should condensation occur, wait for about 12 hours before switching the device on.

Unpacking

4.2 Rack installation

NOTICE

Extreme environmental conditions

Extreme environmental conditions can cause damage to the device.

- Avoid extreme environmental conditions.
- Protect the device against dust, moisture and heat.

NOTICE

Incorrect installation

Mounting the device in a way that deviates from the documentation can impair its functionality.

- Only install the device with the connection section facing backwards.

The industrial PC is designed for installation in 19-inch racks in machine and plant engineering. The environmental conditions specified for operation must be observed (see chapter 9 [Technical data](#) [► 56]).

Dimensions

The dimensions of the industrial PC are used to prepare the rack. All dimensions are in mm.

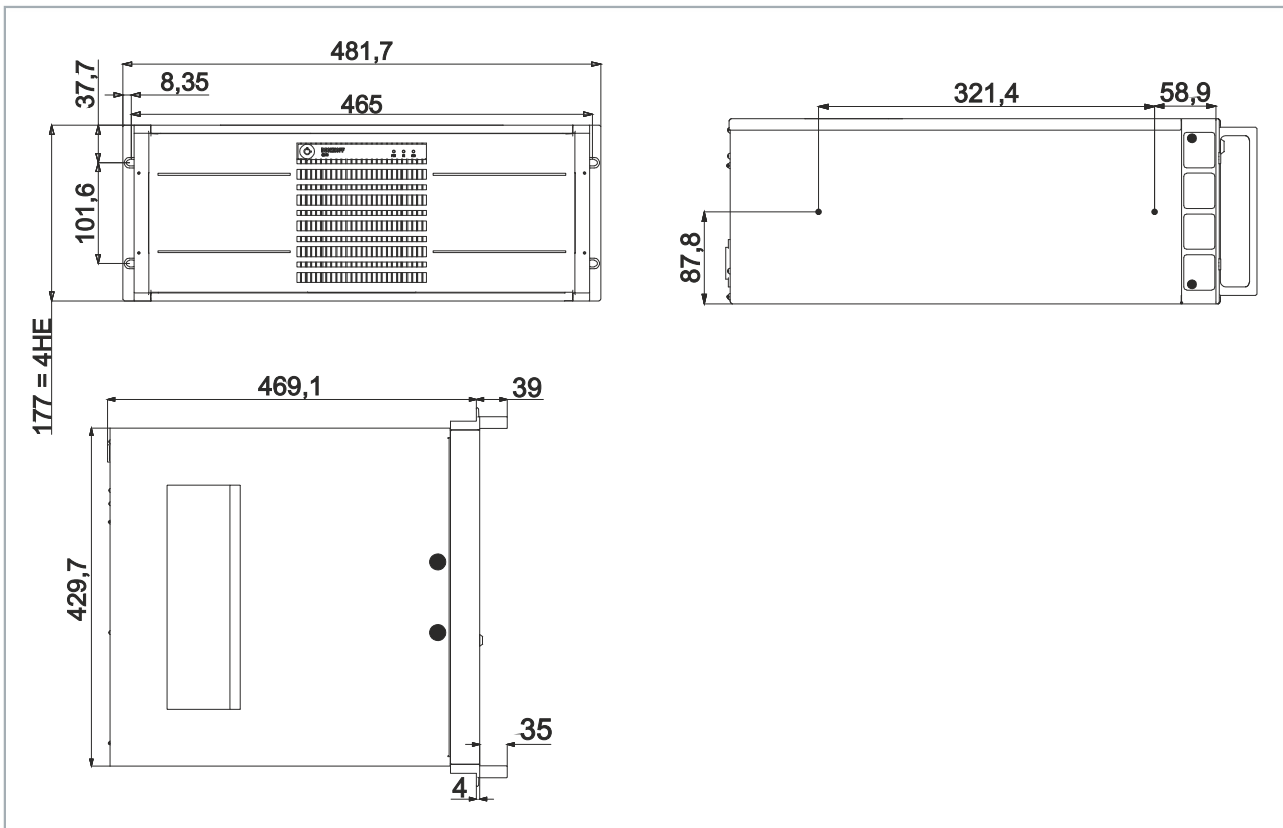


Fig. 17: Device dimensions

Beckhoff provides the following ordering option C9900-M712 with telescopic rails and brackets:

- C9900-M712: telescopic rails for C5210 and C5240, rails including bracket set for 19-inch rack assembly

The telescopic rails and brackets allow you to pull the industrial PC out of the rack. This makes it easier to open or connect the industrial PC, for example.

Instructions for mounting the C9900-M712 ordering option are provided in the following document:

[https://download.beckhoff.com/download/technical drawings/Industrial PC/Control cabinet Industrial PCs/C52xx/C5240_C9900-M712.pdf](https://download.beckhoff.com/download/technical%20drawings/Industrial%20PC/Control%20cabinet%20Industrial%20PCs/C52xx/C5240_C9900-M712.pdf)

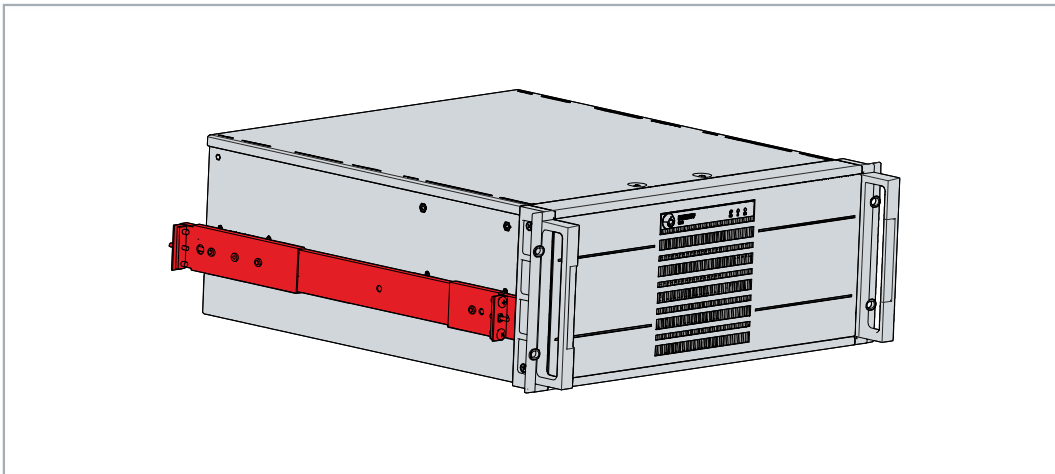


Fig. 18: Telescopic rails mounted

4.3 Connecting the Industrial PC

⚠ CAUTION

Risk of electric shock

Dangerous touch voltages can lead to electric shock. To avoid electric shock, observe the following:

- Never connect or disconnect the device cables during a thunderstorm.
- Provide protective earthing for handling the device.

To prepare the industrial PC for operation, it must be connected. The first step is to ground the device. Then you can connect the cables and the power supply.

In its basic configuration, the industrial PC is equipped with a 100-240 V AC, 50-60 Hz full-range power supply unit. The following ordering options are available:

- C9900-P208: 24 V DC power supply unit, instead of 100-240 V AC full-range power supply unit, occupies one serial interface
- C9900-P209: 24 V DC power supply unit with integrated UPS, instead of 100-240 V AC full-range power supply unit, occupies one serial interface

If you have ordered the PC with one of the ordering options for a 24 V DC power supply unit, wire the industrial PC in the 19-inch rack in accordance with the EN 60204-1:2006 standard Protective Extra Low Voltage (PELV):

- The PE conductor (protective earth) and the "0 V" conductor of the voltage source must be on the same potential (connected in the control cabinet).
- Standard EN 60204-1:2006, section 6.4.1:b stipulates that one side of the circuit, or a point of the energy source for this circuit must be connected to the protective conductor system.

Devices connected to the industrial PC with their own power supply must have the same potential for the PE and "0 V" conductors as the industrial PC (no potential difference).

4.3.1 Grounding of the industrial PC

Potential differences are minimized and electrical currents are diverted to the ground through grounding or potential equalization of electronic devices. This is to prevent dangerous touch voltages and electromagnetic interference.

The protection provided by the devices may be impaired by non-intended use.

All connected devices must be in SELV (Safety Extra Low Voltage)/PELV (Protective Extra Low Voltage) circuits.

The protective grounding of a device serves to avoid dangerous touch voltages. According to the EN 60204-1 standard (Chapter 8 Potential equalization), protective grounding is required if:

- the device exceeds dimensions of 50 mm x 50 mm,
- the device can be touched or encompassed over a large area,
- contact between the device and active parts is possible,
- an insulation fault may occur.

A protective conductor is included in the industrial PC's IEC socket for connecting the power supply. Establish the low-resistance protective earth of the industrial PC via the voltage connection, thus avoiding dangerous touch voltages.

If you have ordered the industrial PC with a 24 V power supply unit, a pin for protective earthing (PE) of the device is included in the power supply socket. Establish the low-resistance protective earth of the industrial PC via the voltage connection, thus avoiding dangerous touch voltages.

EMC

NOTICE

Hardware damage due to electromagnetic interference

The use of the device without a functional earth can lead to material damage due to electromagnetic interference.

- Only use the device with functional earth.

Electromagnetic compatibility (EMC) of the device includes on the one hand not affecting other devices and equipment by electromagnetic interference and on the other hand not being disturbed by electrical or electromagnetic effects itself.

To do this, the device must comply with certain protection requirements. The device has EMC interference immunity according to EN 61000-6-2. The EMC interference emission of the device meets the requirements of EN 61000-6-4.

The functional earth is necessary for the EMC of the device. The functional earthing is established via the ground connection between the threaded hole above the connection section and the central grounding point of the rack in which the PC is installed.

If you have ordered the industrial PC with a 24 V power supply unit, you can choose between two grounding points for functional earthing. Use either the threaded hole above the connection section or the grounding bolt in the sheet metal on the power supply unit. Again, make the ground connection to the central grounding point of the rack.

Use cables with the largest possible cross-section, at least 4 mm², or a flat conductor for the ground connection, as the conductor's circumference should be as large as possible.

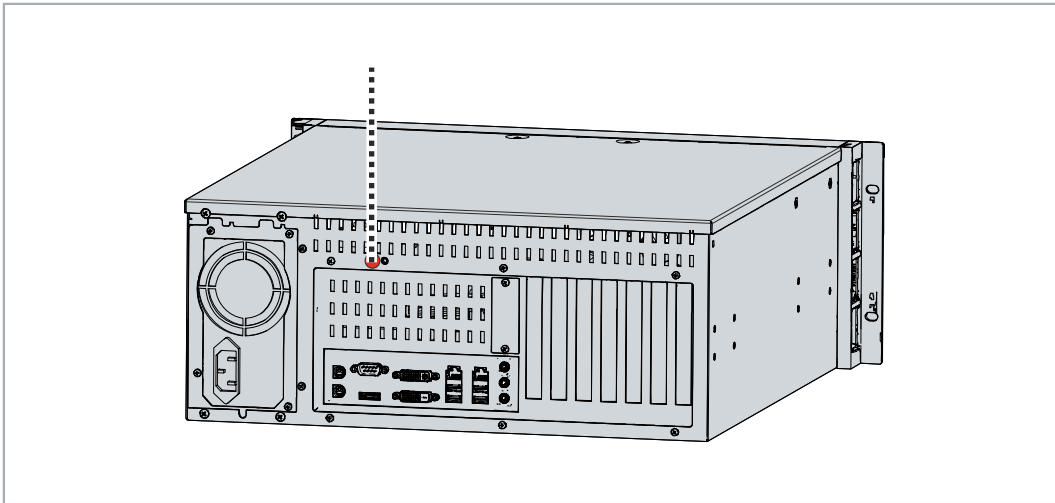


Fig. 19: Threaded hole Functional earthing

4.3.2 Connecting cables and power supply

NOTICE

Incorrect connection procedure

Incorrect procedure when connecting the cables and the power supply can cause hardware damage.

- Follow the documented procedure for connecting the cables and the power supply.
- Always connect the cables first and only then switch on the power supply.
- Please read the documentation for the external devices prior to connecting them.

Connecting cables

The connections are located on the front and rear side of the industrial PC. They are documented in chapter 3.1 Structure.

Make sure that you first connect the functional earth (see chapter 4.3.1 [Grounding of the industrial PC](#) [► 27]) and then plug in all data transmission cables.

Connect power supply via 100-240 V AC power supply unit

For the connection of the power supply, there is an IEC socket in the connection compartment on the rear side of the device. To connect the industrial PC to the power supply, use the supplied IEC power cable with a German Schuko plug at the end.

In the USA and Canada, the connection cable must meet the following specifications depending on the power supply:

- Separable supply cable of a max. length of 4.5 m (14.76 ft.) of type SJT or SVT (min. 125 V, 10 A), plug with ground connection according to NEMA 5-15P/-20P or IEC plug on the device side.
- Separable supply cable of a max. length of 4.5 m (14.76 ft.) of type SJT or SVT (min. 250 V, 10 A), plug with ground connection according to NEMA 6-15P/-20P or IEC plug on the device side.

Proceed as follows to connect the 100-240 V AC power supply unit:

1. Check that the mains voltage is correct.
2. Plug the corresponding IEC power cable into the IEC socket of the industrial PC.
3. Connect the industrial PC to a Schuko socket.

⇒ You have connected the industrial PC to the power supply.

4.3.3 Connecting the 24 V power supply

NOTICE

Connection of incorrect battery packs

Connecting the wrong battery packs can cause damage to the device and the battery packs.

- Only connect the C9900-U330 Beckhoff battery pack.

As an alternative to the 100-240 V AC power supply unit in the basic configuration, you can order the industrial PC with a 24 V DC power supply unit. The options C9900-P208 without integrated UPS and C9900-P209 with integrated UPS are available.

Connect power supply via 24 V DC power supply

To connect the power supply, you must use cables with a wire cross-section of 1.5 mm² and a maximum length of 10 m in order to achieve a low voltage drop on the supply line. There should be at least 22 V at the power supply connector of the industrial PC, so that the PC remains switched on during voltage fluctuations.

Proceed as follows to connect the 24 V DC power supply:

1. Install the power supply cable (see the following section "Mounting the supply line").
 2. Plug the power supply cable into the power supply socket of the industrial PC.
 3. Connect the industrial PC to your external 24 V power supply.
 4. Switch on the 24 V power supply.
- ⇒ You have connected the device to the power supply.

External battery pack at C9900-P209

If you ordered your device with the C9900-P209 power supply unit with an integrated UPS, then you can connect an external battery pack and install it on a DIN rail near to the PC. Use only Beckhoff battery packs for this:

- C9900-U330 (<http://www.beckhoff.com/c9900-u330>)

PIN 4 and 5 of the battery pack are available for looping through a 24 V power supply. Accordingly, you can connect a three-core sheathed cable with plus and minus of the supply voltage as well as protective earth to the battery pack and then connect to the PC with a five-core sheathed cable. The method of connecting different components can be taken from the wiring diagram in fig. 22.

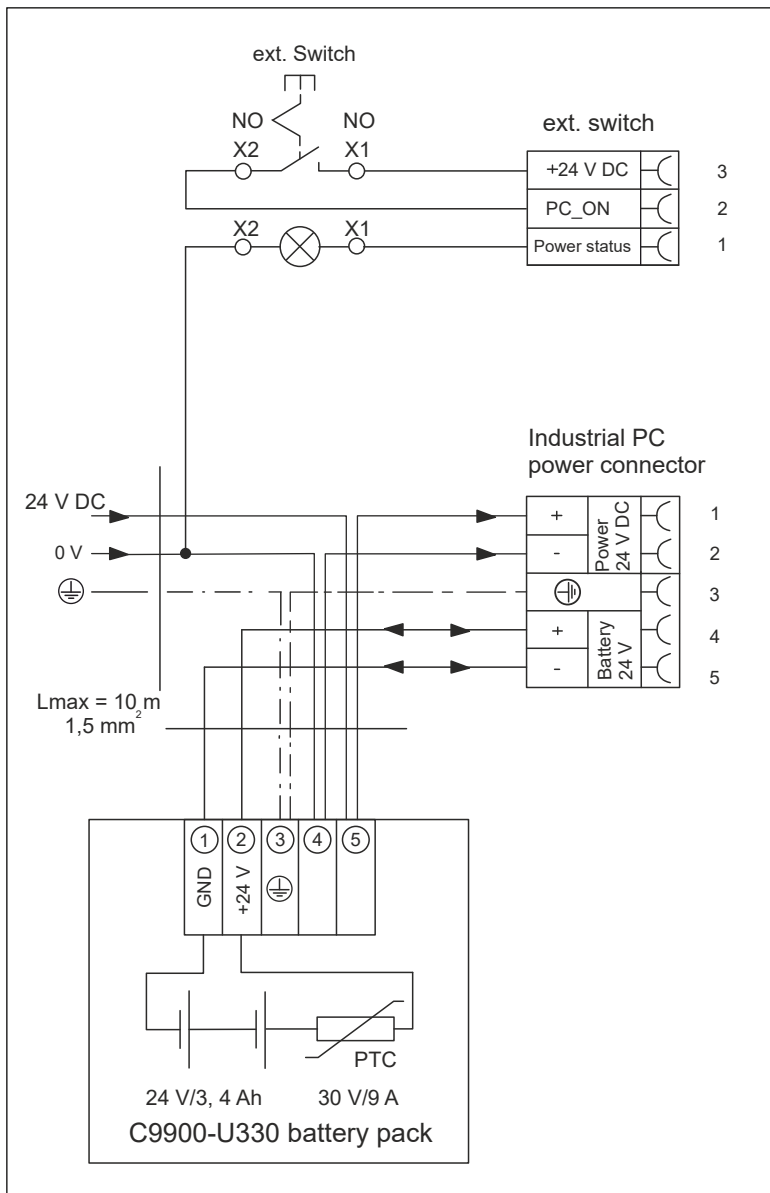


Fig. 20: Wiring diagram

For more information on the battery pack, please refer to the corresponding [manual](#).

Before you can connect the power supply, you must install the power supply line yourself. For this purpose, use the supplied material for connector assembly. This consists of the 5-pin connector and the strain relief housing with cable clamp and fixing screws.

Mounting the supply line

First mount the plug on the cable as follows:

1. Remove the insulation from the cable ends (8-9 mm).
2. Plug the cable ends into the connector strip by simply pressing them in. For the pin assignment of the connector, see Chapter Power supply. In the case of fine-core cables, you must use ferrules.

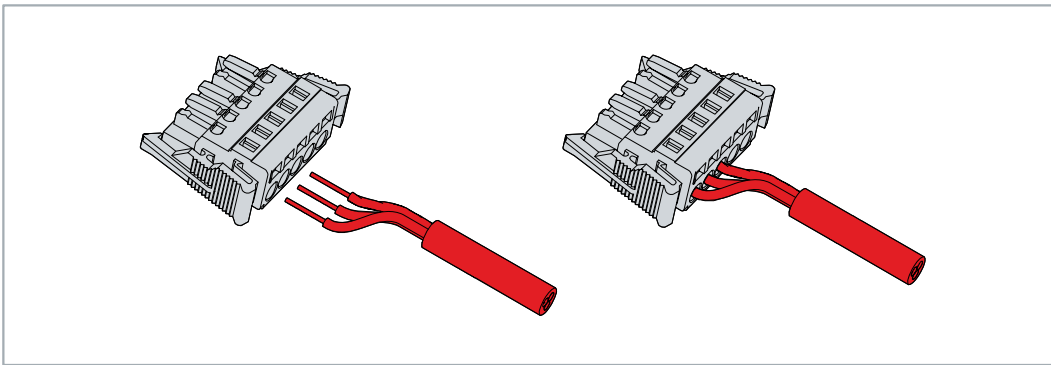


Fig. 21: Mounting the supply line

⇒ You have fitted the supply line to the plug.

Assembly of strain relief housing

Now fit the strain relief housing to the already connected plug and the supply line as shown in the following illustrations:

1. Press the lower part of the strain relief housing onto the connector until it engages (section A).
2. Fasten the supply cable to the strain relief housing using the cable clamp and fastening screws (section B).

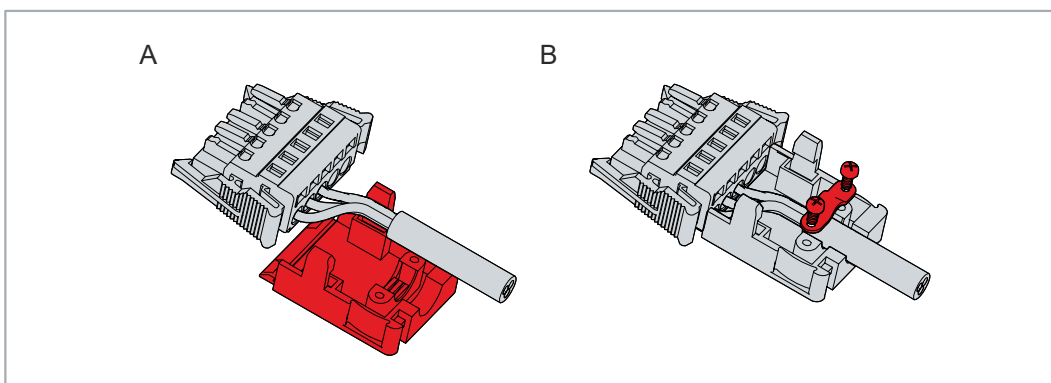


Fig. 22: Assembly of strain relief housing

3. Attach the upper part of the strain relief housing by snapping it onto the lower part (section C).
- ⇒ You have mounted the strain relief housing (section D).

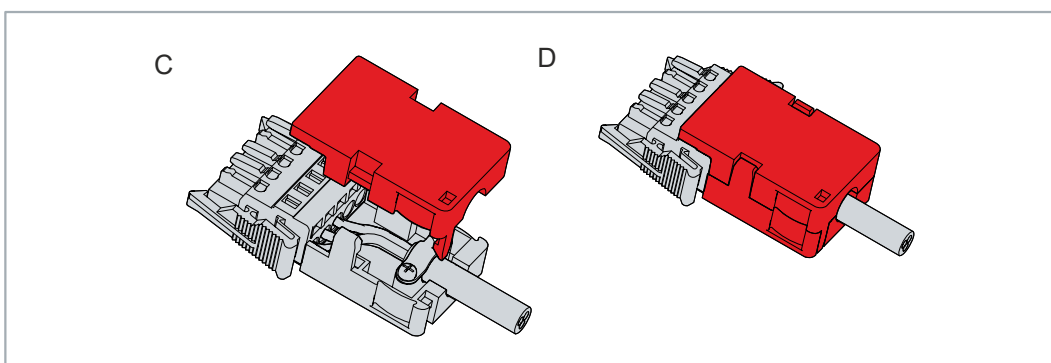


Fig. 23: Mounting upper part of strain relief housing

To dismantle the strain relief housing, proceed as follows:

1. Use your fingers to bend the latching lugs on the lower part slightly outwards.

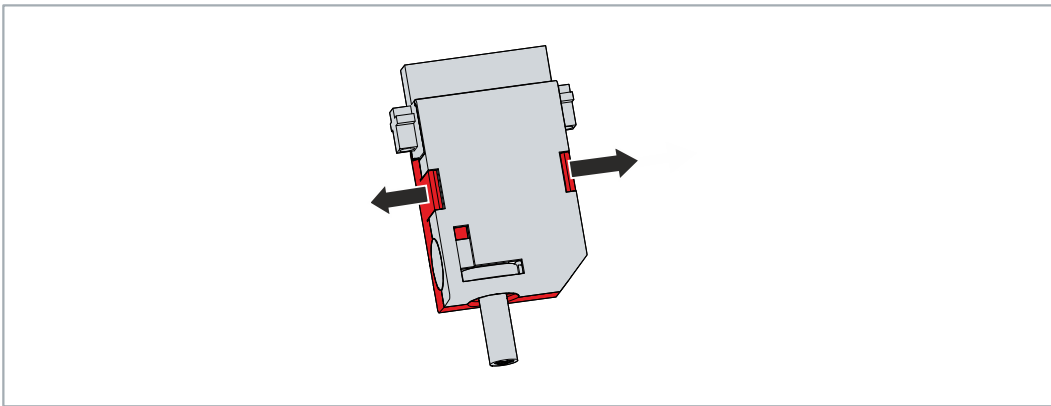


Fig. 24: Disassembly of the strain relief housing

2. Lever the upper part off the lower part.
 3. Cut the cable tie.
- ⇒ You have dismantled the strain relief housing.

4.4 Switching the Industrial PC on and off

NOTICE

Public networks

Connecting the device to public networks without additional protective measures can compromise the safety of the device.

- Protect the device before connecting it to public networks.

NOTICE

Data loss due to switching off the device while the software is running

Switching off the device before the running software is terminated and the operating system is shut down can lead to data loss.

- Quit the running software and shut down the operating system before switching off the device.

NOTICE

Data loss due to switching off the power supply when the UPS battery is empty

Switching off the power supply when the UPS battery is empty can lead to data loss, as the operating system cannot be shut down properly without battery power.

- Ensure that the UPS battery is charged in the event of a power failure.
- For UPS C9900-P209 and C9900-U209, charge the battery exclusively via the switched-on PC. Never connect a charger.

NOTICE

Shortened battery life due to switching off the power supply

If the power supply is simply switched off, the operating system shuts down via the battery. With daily use, this significantly shortens the life of the battery.

- Avoid switching off the power supply before shutting down the operating system.
- Use the PC-ON input (see the following description) to shut down the operating system in a battery-friendly manner.

Switch on and off with 100-240 V power supply

The industrial PC is started or switched off when the system is switched on or off or when the power supply to the industrial PC is connected or disconnected. Behind the front flap of the industrial PC there is an ATX push button. You can use it to control the startup and shutdown of the operating system. If you press the

ATX push button briefly while the Windows operating system is running, the operating system shuts down. You can switch off the supply voltage after shutdown or restart the PC by pressing the ATX push button again.

You can restart the device via the reset button behind the front flap of the industrial PC. Without shutting down the operating system in advance, there is a risk of data loss.

If you have ordered your industrial PC with a 110 V or 230 V UPS, this enables data backup in the event of a sudden switch-off of the device. If the power supply or the system is switched off before you have shut down the operating system properly, the operating system shuts down using the battery. Data can be saved. With frequent use, this shortens the life of the battery.

Switching on and off with 24 V power supply without UPS

If you have ordered your industrial PC with a 24 V power supply without integrated UPS instead of a 100-240 V power supply, the industrial PC has a power supply socket (X101) and a socket for external wiring (X102). The socket for external wiring contains an input PC-ON and an output Power Status.

You can use the PC-ON input to control the startup and shutdown of the operating system as an alternative to the ATX push button. The PC-ON signal is inverted, which is why the operating system boots up at 0 V at the input and shuts down at 24 V. During operation, 0 V must therefore be permanently applied to the input. If you want to shut down the operating system, you must apply 24 V to the PC-ON input. Once the operating system has shut down, the PC power supply sets the Power Status output from 24 V to 0 V. This indicates that the shutdown is complete. You can then switch off the power supply. If you remove the 24 V from the PC-ON input before you have switched off the power supply, the operating system restarts. Therefore, 24 V must be applied to the input until you have switched off the power supply.

Besides the main switch of the machine, you can also install an additional ON/OFF switch to turn the machine on and off. The main switch can thus remain switched on in principle and thus ensures that the PC is still supplied with power during the shutdown of the operating system. Via the Power Status output, you can switch, for example, a contactor that switches off the entire system. The load capacity of the Power Status output is limited to max. 0.5 A. No fuse protection is required.

Switching on and off with 24 V power supply with UPS

If you have ordered your industrial PC with a 24 V power supply with integrated UPS instead of a 100-240 V power supply, the industrial PC has a power supply socket (X101) and a socket for external wiring (X102). You can connect an external battery pack to the industrial PC via the voltage socket. The socket for external wiring contains an input PC-ON and an output Power Status.

You can use the PC-ON input to control the startup and shutdown of the operating system as an alternative to the ATX push button. The PC-ON signal is inverted, which is why the operating system boots up at 0 V at the input and shuts down at 24 V. During operation, 0 V must therefore be permanently applied to the input. If you want to shut down the operating system, you must apply 24 V to the PC-ON input. Once the operating system has shut down, the PC power supply sets the Power Status output from 24 V to 0 V. This indicates that the shutdown is complete. You can then switch off the power supply. If you remove the 24 V from the PC-ON input before you have switched off the power supply, the operating system restarts. Therefore, 24 V must be applied to the input until you have switched off the power supply. If you switch off the power supply before you have shut down the operating system properly, it shuts down using the battery. With frequent use, this shortens the life of the battery.

Besides the main switch of the machine, you can also install an additional ON/OFF switch to turn the machine on and off. The main switch can thus remain switched on in principle and thus ensures that the PC is still supplied with power during the shutdown of the operating system. Via the Power Status output, you can switch, for example, a contactor that switches off the entire system. The load capacity of the Power Status output is limited to max. 0.5 A. No fuse protection is required.

Driver installation

When you switch on the device for the first time, the optionally pre-installed operating system will be started. For any additional hardware you have connected, you have to install the drivers yourself afterwards. In addition, the Beckhoff Device Manager starts automatically. The Device Manager is a software from Beckhoff that supports you in configuring the device.

If you have ordered the device without an operating system, you must install this and the driver software for the additional hardware you have connected and for the components inside the device. Please follow the instructions in the documentation for the operating system and the additional components.

UPS software components

The UPS software components with the corresponding drivers must be installed on the PC in order to operate the power supply unit as a UPS. The software components and drivers are already installed on delivery of the PC with operating system. If they are not, you have to install the installation package *Beckhoff UPS* yourself.

You can obtain the installation package from Beckhoff Service (service@beckhoff.com). You then use the installation package to install the UPS software components. The UPS software components come with a detailed help function. Call up the help files either directly from the configuration register by clicking the Help button or start the file under *Start > Programs > Beckhoff > UPS software components*.

For more detailed information on UPS configuration, refer to chapter 5.2 UPS configuration.

5 Beckhoff Device Manager

The Beckhoff Device Manager enables detailed system diagnostics with uniform secure access to the existing hardware and software components. System data is recorded, analyzed and evaluated during operation. The data helps to detect deviations at an early stage and prevent device downtimes.

The user interface screenshots shown in this chapter are examples only and do not represent the actual state of your device.

The Beckhoff Device Manager always starts automatically after the device has been booted. In addition, you have the option of manually starting the previously closed Device Manager at any time.

The device is supplied with predetermined access data by default:

- User name: Administrator
- Password: 1

You also have the option of using the Beckhoff Device Manager to remotely configure the device via a web browser. More detailed information is available in the Beckhoff Device Manager [manual](#).

First start of Beckhoff Device Manager

When your device is booted for the first time, the Beckhoff Device Manager also starts automatically for the first time. The Security Wizard opens. It informs you that you should reset the default password set by Beckhoff. Proceed as follows:

1. Click **Next** on the Security Wizard start page.
⇒ This will take you to the **Change Passwords** page:

BECKHOFF Device Manager

Change Passwords

Your Beckhoff IPC is delivered with default user accounts and related default passwords! It is strongly recommended to change the default passwords to prohibit unauthorized access to your Beckhoff IPC. Please note that these passwords are valid for the access to the Beckhoff Device Manager, too.

Change the default password of the user account(s) to prohibit unauthorized access to your Beckhoff IPC.

Local Users	Administrator
Password	
New Password	
New Password (confirm)	

Auto Logon Enabled ☒

<< Back Next >>

Fig. 25: Beckhoff Device Manager – Change passwords

2. Enter the access data of the Device Manager on delivery.
3. Choose a secure new password. Instructions for choosing a secure password are given below.
4. Confirm the changes by clicking on the tick in the red box on the right.
5. Exit the Security Wizard.
⇒ You have reached the Device Manager start page.

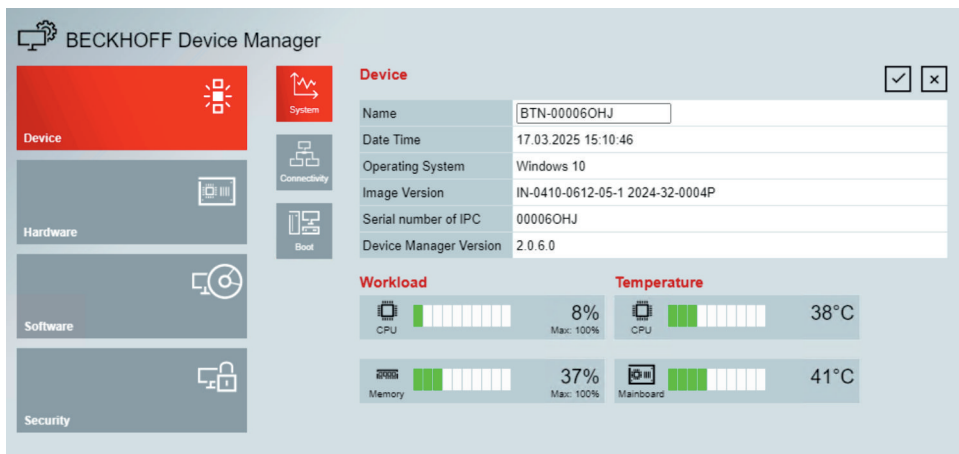


Fig. 26: Beckhoff Device Manager – Start page

Continue to navigate in the menu and to configure the device. Note that modifications only become active once they have been confirmed.

Manual start of Beckhoff Device Manager

To start the Beckhoff Device Manager manually, proceed as follows:

1. Open a web browser locally on the device.
 2. Enter *localhost/config* in the web browser to start the Beckhoff Device Manager.
- ⇒ The Beckhoff Device Manager starts. The Security Wizard appears.

Secure passwords

Strong passwords are an important prerequisite for a secure system.

Beckhoff supplies the device images with standard user names and standard passwords for the operating system. It is imperative that you change these.

Controllers are shipped without a password in the UEFI/BIOS setup. Beckhoff recommends assigning a password here as well.

Please note the following:

- Passwords should be unique for each user and service.
- Only change passwords after an incident in which passwords have become known without authorization.
- Train the device users in the use of passwords.

A secure password has the following characteristics:

- Password complexity: The password should contain capital and lower-case letters, numbers, punctuation marks and special characters.
- Password length: The password should be at least 10 characters long.

6 Decommissioning

NOTICE

Hardware damage due to power supply

A connected power supply can cause damage to the device during disassembly.

- Disconnect the power supply from the device before starting to disassemble it.

When taking the industrial PC out of operation, you must first disconnect the power supply and cables. You can then remove the device from the 19-inch rack.

If you do not want to continue using the industrial PC, Chapter 6.2 [Disassembly and disposal](#) [► 39] provides information on the correct disposal of the device.

6.1 Disconnecting the power supply and cables

⚠ CAUTION

Risk of electric shock

Dangerous touch voltages can lead to electric shock. To avoid electric shock, observe the following:

- Never connect or disconnect the device cables during a thunderstorm.
- Provide protective earthing for handling the device.

Before you remove the industrial PC from the 19-inch rack, you must disconnect the cables and the power supply.

Disconnect the power supply

Proceed as follows to disconnect the 100-240 V AC power supply:

1. Disconnect the device from your power supply.
 2. Pull the IEC plug out of the IEC socket of the device.
- ⇒ You have disconnected the power supply from the device.

Proceed as follows to disconnect the 24 V DC power supply:

1. Disconnect the device from your power supply.
 2. Press the latches on the voltage connector together and pull it out of the device.
 3. Remove the power supply cable if the connector is to remain with the device.
- ⇒ You have disconnected the power supply from the device.

Disconnecting cables

1. Make a note of the wiring of all data transmission cables if you want to restore the cabling with another device.
 2. Disconnect the data transmission cables from the industrial PC.
 3. Finally, disconnect the ground connection.
- ⇒ You have disconnected the cables from the device.

6.2 Disassembly and disposal

Before you can remove the industrial PC from the 19-inch rack, you must first disconnect the power supply and the cables (see chapter 6.1 [Disconnecting the power supply and cables](#) [► 38]).

You can pull the industrial PC out of the rack using the telescopic rails mounted on the device (https://www.beckhoff.com/de-de/support/downloadfinder/suchergebnis/?download_group=527329127&download_item=527329138).

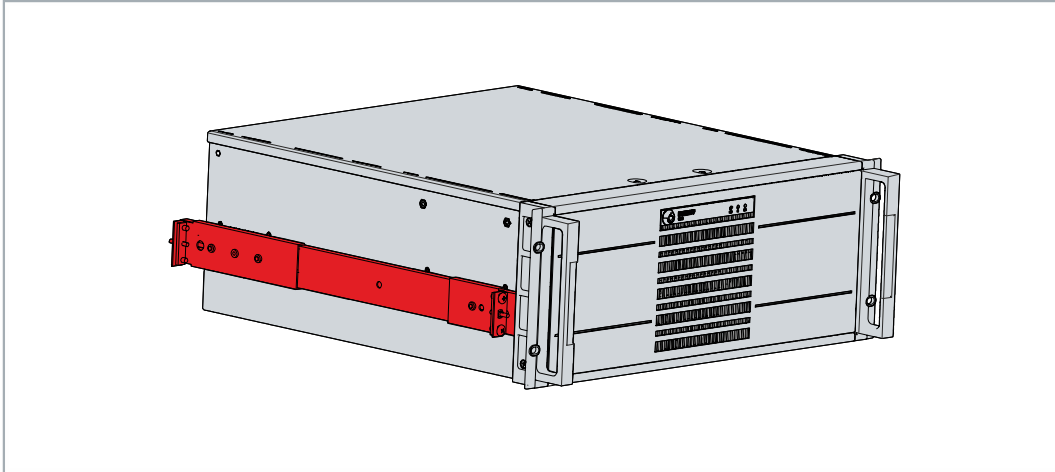


Fig. 27: Disassembly via telescopic rails

Disposal of the device

When disposing of the device follow the national electronic scrap regulations. In order to dispose of the device, it must be removed and fully dismantled. Dispose of the components in the following way:

- Send plastic parts (polycarbonate, polyamide (PA6.6)) for plastics recycling.
- Take metal parts to the metal recycling collection point.
- Electronic parts such as fans and circuit boards must be disposed of in accordance with national electronic scrap regulations.
- Stick insulating tape over the poles of the CR2032 battery on the motherboard and dispose of the battery via the local battery recycling.

7 Maintenance

⚠ CAUTION

Risk of electric shock

Working on the device when live can lead to electric shock.

- Switch off the power supply before replacing device components. This does not apply to the replacement of storage media in a RAID configuration.

Maintenance measures increase the efficiency of the device by ensuring long-term functionality. Cleaning and maintenance by replacing certain device components contribute to this.

7.1 Cleaning

NOTICE

Unsuitable cleaning agents

The use of unsuitable cleaning agents can damage the device.

- Clean the device only as specified.

It is essential to observe the following aspects when cleaning the industrial PC:

- Observe to the boundary conditions of protection rating IP50/IP20.
- Only use a vacuum cleaner to clean the PC. The industrial PC does not have to be switched off for this.
- Never use compressed air to clean the PC.
- Maintain an ambient temperature range of 0 °C to 55 °C.

7.2 Maintenance

NOTICE

Use of incorrect spare parts

The use of spare parts not ordered from Beckhoff Service can lead to unsafe and faulty operation.

- Only use spare parts that you have ordered from Beckhoff Service.

Beckhoff devices are manufactured from components of the highest quality and robustness. They are selected and tested for best interoperability, long-term availability and reliable function under the specified environmental conditions.

Nevertheless, some components of the devices may be subject to a limited service life if they are operated under certain conditions, such as at increased ambient temperatures during operation or during storage or during long periods of storage out of operation.

Beckhoff therefore recommends replacing some of the components of the devices after the time after which predictions of the remaining service life of such components can no longer be reliably calculated.

The following table provides recommendations for the regular, precautionary replacement of the device components:

Table 17: Device component replacement recommendations

Component	Recommendation for replacement intervals (years)
UPS battery pack	5 years
2.5-inch hard disk	5 years or after 20,000 operating hours at more than 40 °C or after 30,000 operating hours at less than 40 °C
3.5-inch hard disk	5 years, irrespective of the operating hours
Fan	7 years
CFast, SSD, MicroSD, Compact Flash	10 years
Motherboard battery	5 years

Beckhoff is excluded from liability in the event of possible damage occurring during maintenance work. In order to avoid damage caused by electrostatic discharge when replacing device components, protective measures are recommended. Below are some suggestions.

ESD protection

NOTICE

Electrostatic discharge

The replacement of device components without ESD protection can lead to functional impairment and destruction of the device.

- If possible, apply ESD protection measures during maintenance work.

When working on electronic devices, there is a risk of damage due to ESD (electrostatic discharge), which can impair the function or destroy the device.

Protect the device and create an ESD-protected environment in which existing electrostatic charges are safely discharged to ground and charging is prevented.

An ESD-protected environment can best be created by setting up ESD protection zones. The following measures serve this purpose:

- ESD-compliant floors with sufficient conductivity to the reference potential PE;
- ESD-compatible work surfaces such as tables and shelves;
- Wrist grounding strap, especially for sedentary activities;
- grounded and electrostatically dissipating equipment and operating materials (e.g. tools) within the ESD protection zone.

If it is not possible to create an ESD protection zone, you can still protect the device against ESD damage. For example, the following measures can be used:

- Use conductive mats connected to the ground potential as underlays.
- Dissipate possible charges from your own body by touching grounded metal (e.g. control cabinet door).
- Wear a wrist grounding strap.
- Only remove new electronic components from the ESD packaging (tinted plastic bag) after putting on the wrist grounding strap.
- Do not walk around with electronic components in your hand if they are not in ESD packaging.

7.2.1 Access to device components

Be sure to shut down and power off the device before replacing PC components such as plug-in cards or NVMe™ M.2 SSDs.

To be able to replace certain device components, you must first gain access to the interior of the industrial PC. Follow the steps below:

1. Loosen and remove the two M4 screws from the housing cover (section A).
2. Push the housing cover 1 cm backwards (section B).

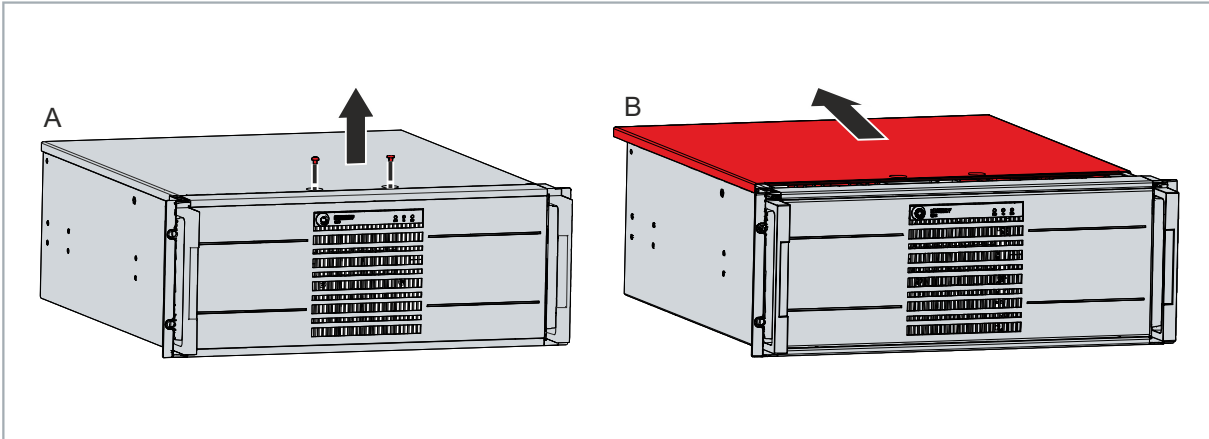


Fig. 28: Open the housing cover

3. Remove the housing cover upwards (section C).
4. Loosen and remove the six M4 screws from the card locating holder (section D).

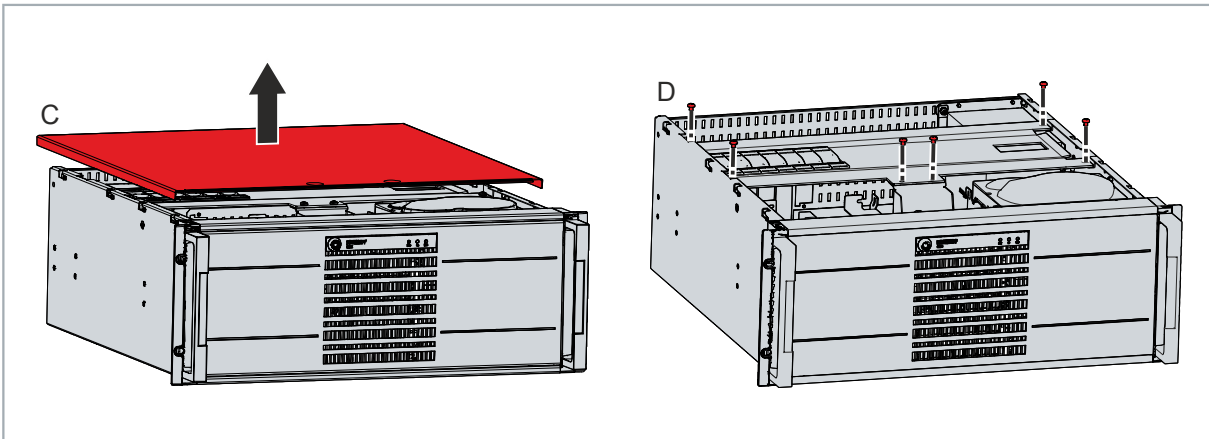


Fig. 29: Access to the interior

5. Lift the card locating holder on the right side (section E).
6. Remove the card locating holder to the right of the device (section F).

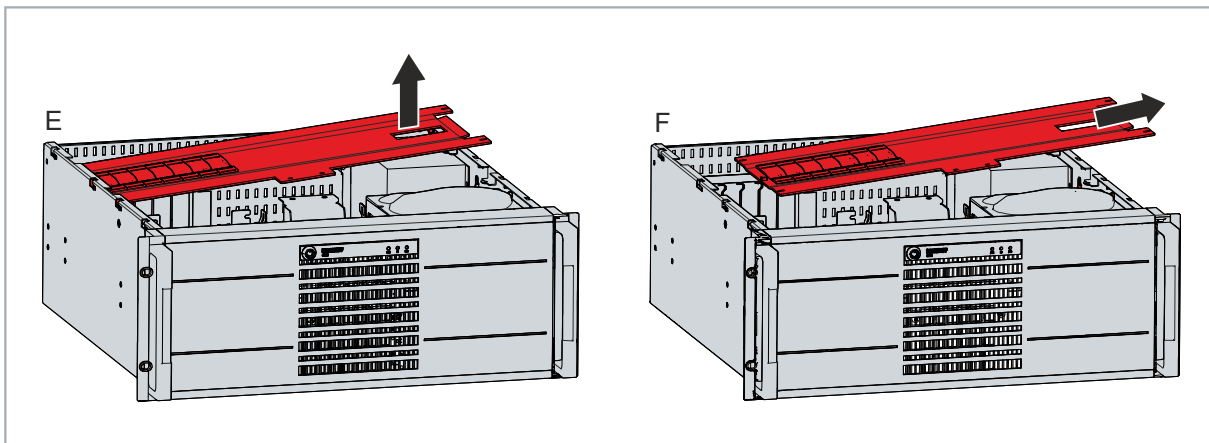


Fig. 30: Removing card locating holders

⇒ You now have access to the interior of the industrial PC.

To reinstall the card locating holder, follow the steps below:

1. Release all plastic elements of the card locating holder (section A).

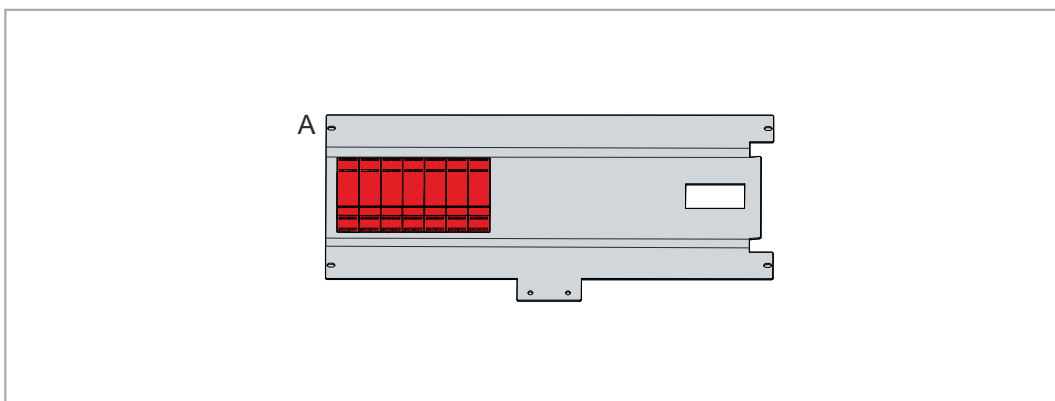


Fig. 31: Release card locating holder

2. Insert the holder back into the industrial PC with the left side first (section B).
3. Fasten the card locating holder again with the six M4 screws (section C).

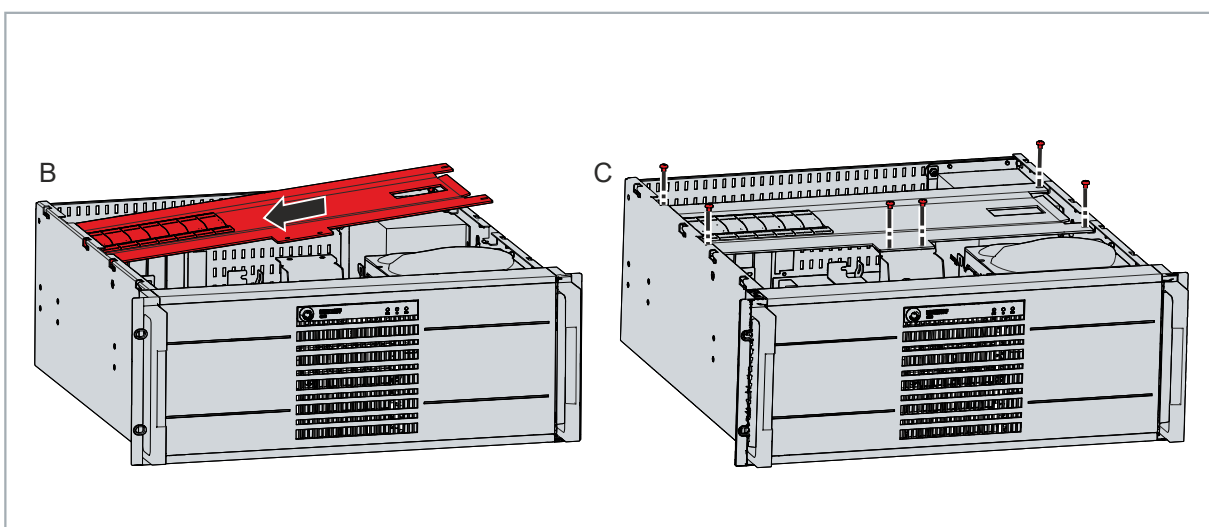


Fig. 32: Mounting the card locating holder

4. For each plug-in card, press down the associated plastic element of the card locating holder until the plug-in card is firmly seated in its slot.

⇒ You have mounted the card locating holder.

To remount the housing cover on the PC, follow the steps below:

1. Place the housing cover on the housing 1 cm before the target position (section A).
2. Slide the housing cover 1 cm forward (section B).

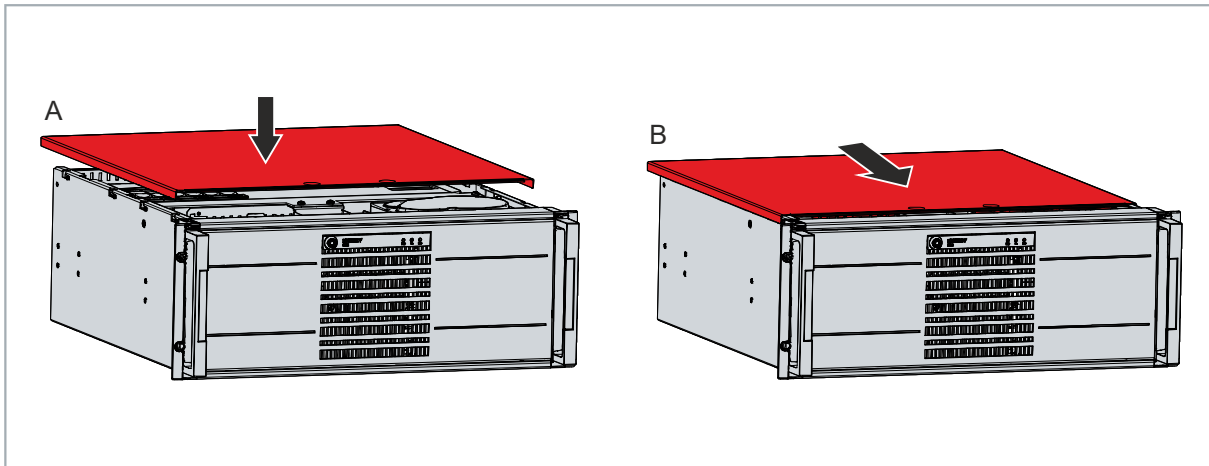


Fig. 33: Inserting the housing cover

3. Fasten the cover with the two M4 screws (section C).

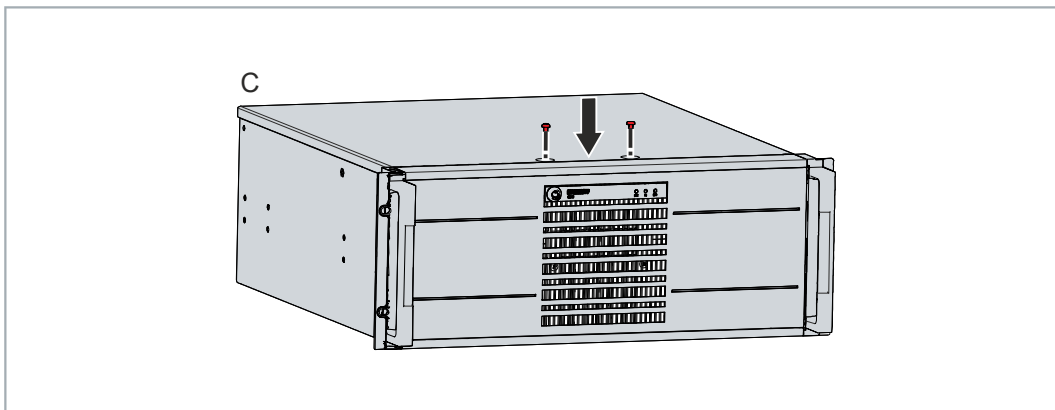


Fig. 34: Insert M4 screws

⇒ You have mounted the housing cover again.

7.2.2 Replacing the battery

⚠ DANGER

Incorrect battery type

Using a different type of battery can lead to a fire or explosion.

- Only replace the battery with a type R/C (BBCV2) battery, article number RC2032, nominal voltage 3 V.
- When replacing the battery, make sure that the polarity is correct.

⚠ DANGER

Incorrect handling of the battery

Handling the motherboard battery incorrectly can cause an explosion.

- Do not recharge the battery.
- Do not take the battery apart.
- Do not dispose of the battery in fire.
- Do not open the battery.
- Protect the battery against direct sunlight and moisture.

NOTICE

Failure of the electronics due to mechanical damage

Scratches or damaged components on PCBs can cause the electronics to fail.

- Be very careful when replacing the battery and avoid mechanical damage to the electronics.

The device does not contain a lithium-ion battery. The motherboard battery is a CR2032 lithium-metal cell. It is used to supply power to the clock integrated on the motherboard. If the battery is depleted or missing, the date and time are displayed incorrectly.

Table 18: Technical data of the battery

Battery type	Electrical properties (at 20 °C)		Dimensions		
	Nominal voltage	Nominal capacity	Diameter	Height	Weight
CR2032	3.0 V	225 mAh	20.0 mm	3.20 mm	3.1 g

Chapter 7.2.1 [Access to device components](#) [► 42] shows how to access the battery.

You may only replace the battery when the industrial PC is switched off.

To change the battery, proceed as follows:

1. Bend the hook on the battery holder slightly outward (section A).
2. Pull the battery out of the holder (section B).

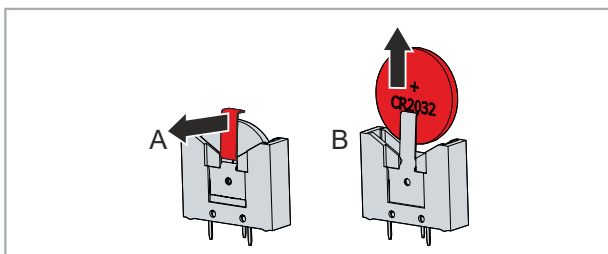


Fig. 35: Replacing the battery

3. Insert the new battery into the holder. Make sure that the polarity is correct, as shown.
- ⇒ You have successfully replaced the battery.

Battery disposal

To dispose of the battery, remove it, tape off the poles and put it in the battery disposal.

7.2.3 Replacing the storage media

Disposal of storage media

Delete confidential or technologically important data from the storage media before disposing of it. If a storage medium is defective, you must destroy it mechanically to prevent access to the data.

The old storage media must be disposed of in accordance with the national electronic waste regulations.

For new storage media, please contact your Beckhoff Sales only. Hard disks from Beckhoff are optimized for industrial applications. SSDs from Beckhoff have a considerably higher lifetime expectancy than commercially available SSDs.

Data transmission before replacement

If you want to exchange a storage medium according to Beckhoff's recommendation, you must copy the data from the old to the new storage medium. You can use the Beckhoff Service Tool (BST) for this purpose. BST is a graphical backup and restore program for devices with a Windows operating system. You can create an image of your operating system and use it to back up the operating system. Then you can restore the created image to a new data carrier. The BST is available on a bootable BST USB flash drive. This includes Windows and a backup tool. Select the size of the BST USB flash drive according to the size of the backup copy of your operating system. You can then keep the flash drive as a backup copy. For this purpose, the BST USB flash drives are designed for particularly long data preservation by means of special flash. For more information on the function of the BST, please refer to the corresponding [manual](#).

If your storage medium is defective and there is no backup, Beckhoff Service can provide you with a fresh Windows image. For this to be possible, your Beckhoff device must already have been delivered with a valid operating system license. After installing the fresh image, the applications must be reinstalled.

You can also swap hard disks and SSDs that are in a removable frame and a RAID array during operation. In this case, you do not need to switch off the industrial PC before replacing it. For the replacement of hard disks and SSDs in a mounting adapter, contact Beckhoff Service. Your device comes with a red accessory cover that contains keys. Use the key pair without the black key cover to open a removable frame.

Chapter 7.2.1 [Access to device components](#) [► 42] shows how to access the storage media.

Hard disk replacement

In the basic configuration, your industrial PC is equipped with a hard disk on top of the drive tower. Proceed as follows to replace the hard disk:

1. Loosen and remove the four UNC 3.5x6.35 screws from the mounting adapter (section A).
2. Remove the hard disk upwards from the mounting adapter (section B).

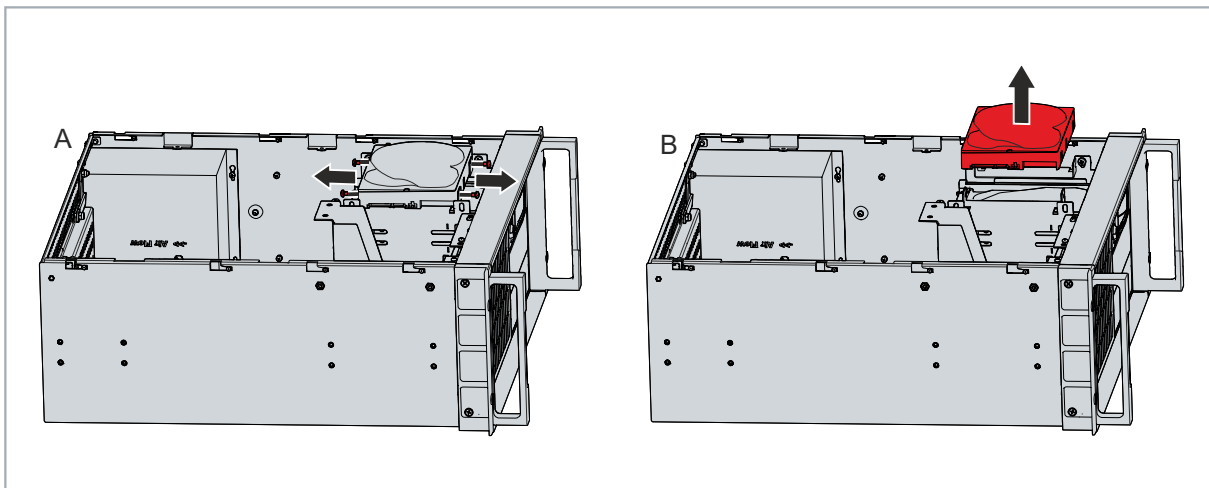


Fig. 36: Hard disk removal

⇒ You have removed the hard disk.

3. Insert the new hard disk into the mounting adapter in the same orientation from above.

4. Screw the four UNC 3.5x6.35 screws on the mounting adapter again.

⇒ You have replaced the hard disk.

Optionally, you can order hard disks in a removable frame. In this case you have to remove the hard disk from the industrial PC via the front side. Follow the steps below:

1. Open the front flap (see chapter 3.2 [Interface description](#) [► 11]).

2. Unlock the removable frame with the supplied key (section A).

3. Pull the key of the removable frame to unlock it (section B).

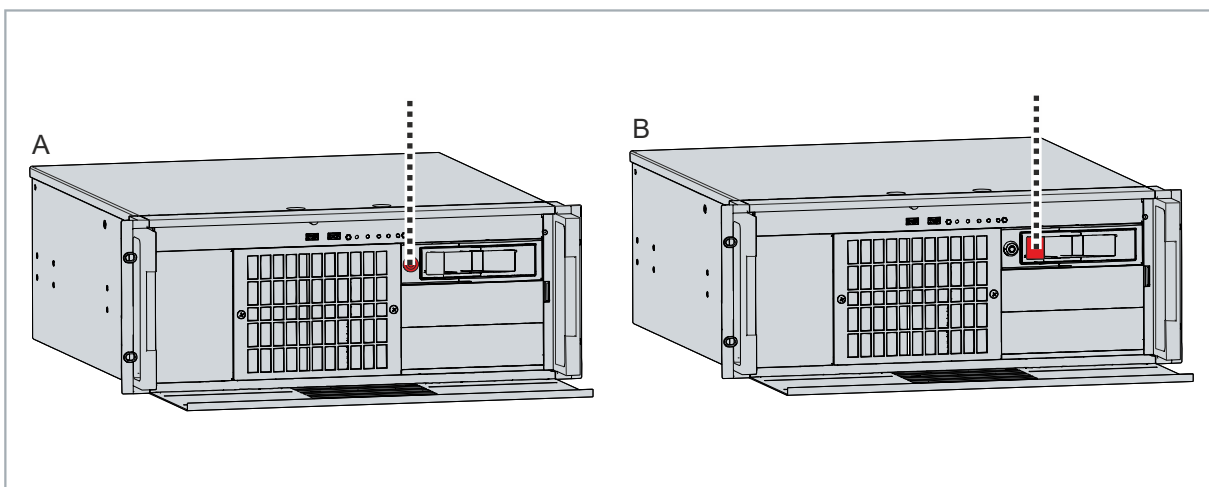


Fig. 37: Unlocking removable frame

4. Open the removable frame (section C).

⇒ The hard disk is pushed out of the removable frame.

5. Pull the hard disk out of the removable frame (section D).

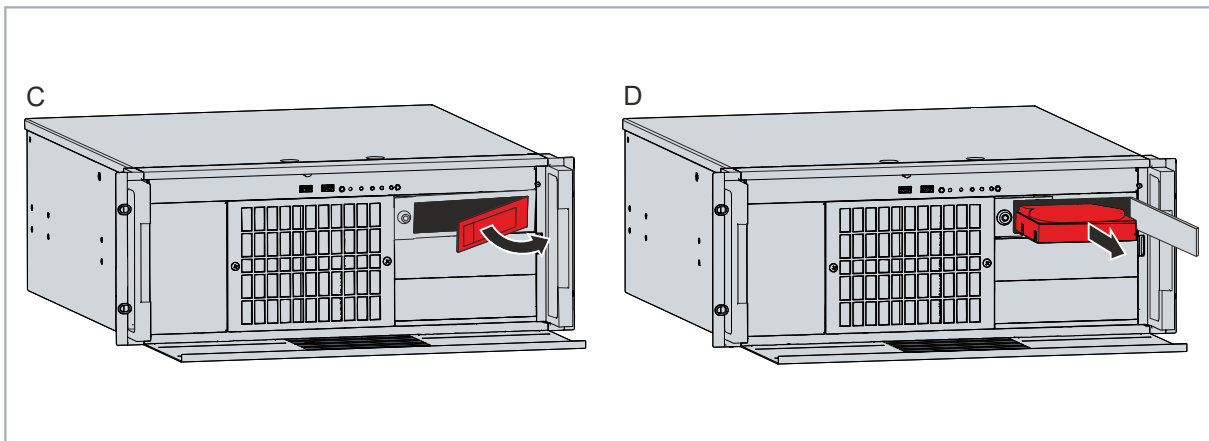


Fig. 38: Hard disk removal

6. Insert the new hard disk into the removable frame in the same orientation.
 7. Close the removable frame again.
 8. Lock the removable frame again.
- ⇒ You have replaced the hard disk.

SSD replacement

Furthermore, you have the option to order your industrial PC with SSDs. According to your ordering option, the SSD is also either in a mounting adapter or in a removable frame.

If the SSD is in a mounting adapter on top of the drive tower, you have to proceed in the same way as for the hard disk when replacing it.

If the SSD is in a removable frame, you have to proceed as follows when replacing it:

1. Open the front flap (see chapter 3.2 [Interface description](#) [► 11]).
2. Unlock the removable frame with the supplied key (section A).
3. Pull the key of the removable frame to unlock it (section B).

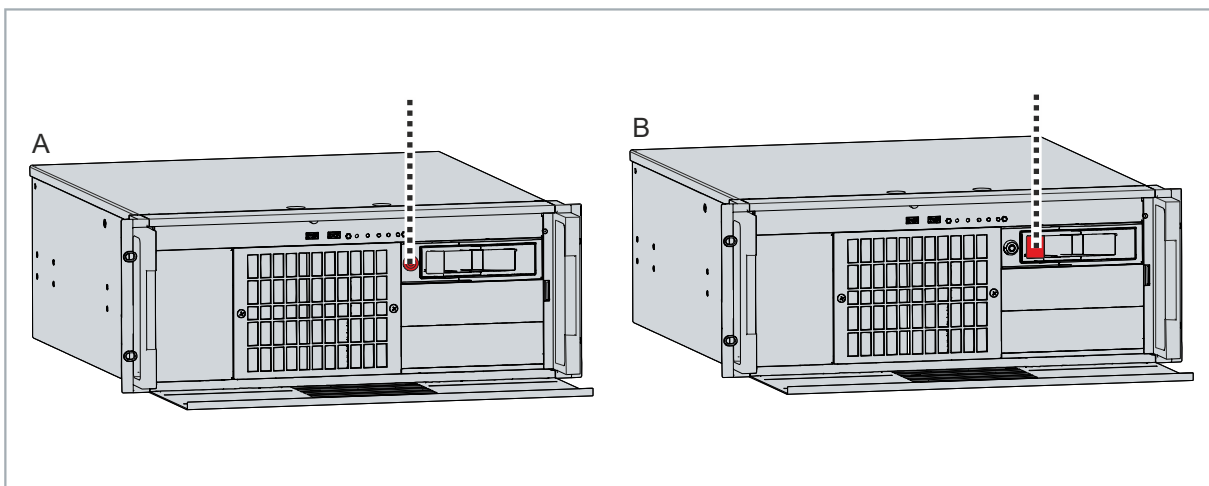


Fig. 39: Unlocking removable frame

4. Open the removable frame (section C).
5. Pull the SSD out of the removable frame by the protruding Beckhoff sticker (section D).

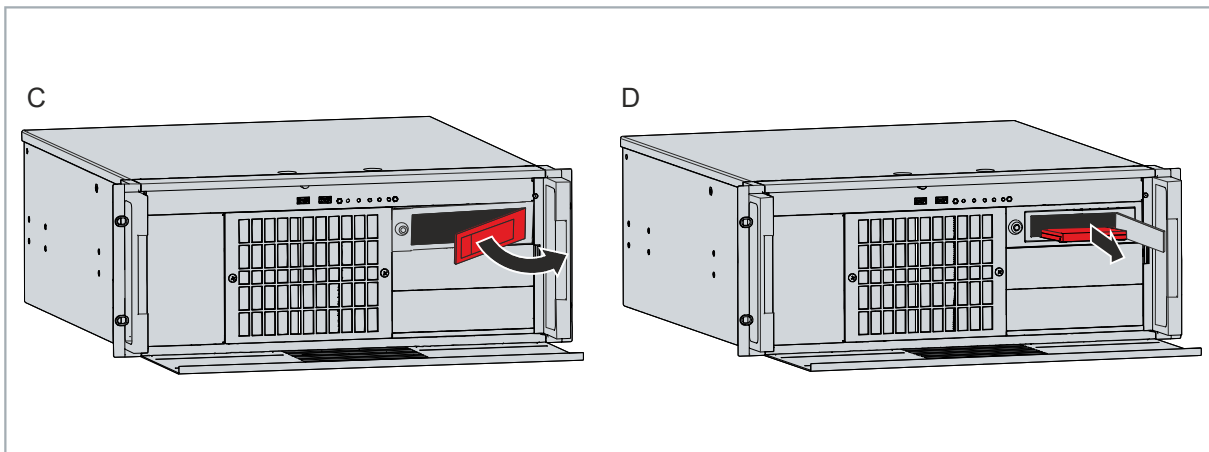


Fig. 40: Removal SSD

6. Reinsert the new SSD in the same orientation.
 7. Close the removable frame again.
 8. Lock the removable frame again.
- ⇒ You have replaced the SSD.

Storage media in the mounting adapter

You can equip your industrial PC with additional hard disks and SSDs, which are permanently installed in 5¼-inch drive slots via mounting adapters. You cannot replace these storage media on your own. To replace the hard disks and SSDs in mounting adapters, contact Beckhoff Service (Chapter 10.1 [Service and support](#) [p. 57]).

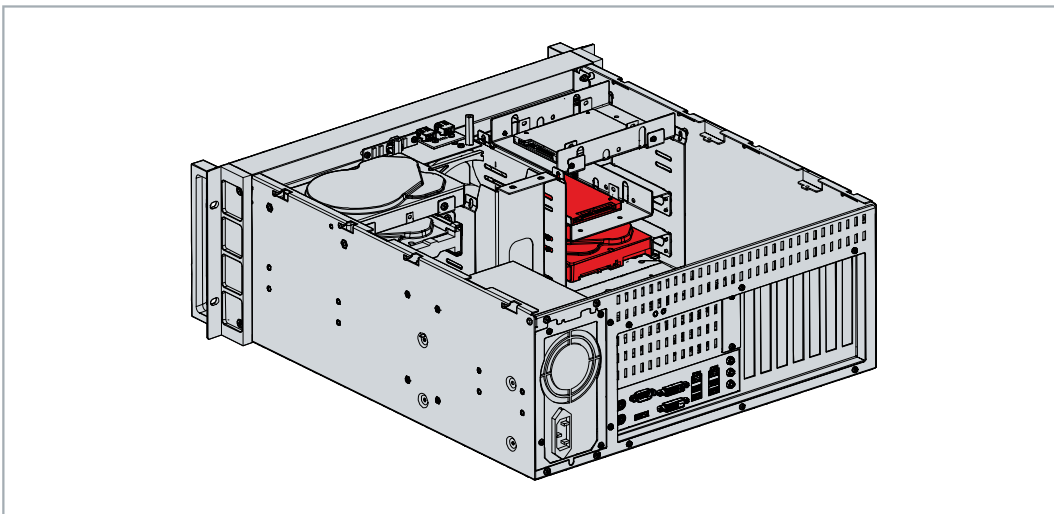


Fig. 41: Storage media mounting adapter

7.2.4 Exchange filter mat

NOTICE

Risk of overheating

An air-impermeable filter mat leads to overheating of the industrial PC.

- Make sure that the filter mat is always well permeable to air.
- Replace the filter mat as soon as it no longer allows the air to pass through well.

NOTICE

Risk of contamination of the PC

If you change the filter mat of the fan while the industrial PC is in operation, the dust from the filter mat will be sucked into the interior of the PC.

- Only replace the filter mat when the industrial PC is switched off.

You must always ensure that sufficient air can flow into the industrial PC to prevent the device from overheating. The filter mat, which is located in front of the fan, can get dirty faster depending on the environment and thus let too little air through.

According to your order, your industrial PC is equipped with either one 120 x 120 x 25 mm fan or two 60 x 60 x 25 mm fans. A PC with three 5¼-inch drive slots has the larger fan. For a PC with six 5¼-inch drive slots, the two smaller fans are present.

If you want to replace the filter mat, you can choose one of the two ordering options for a replacement mat, depending on the equipment of your PC:

- C9900-Z326: Filter mat for fans in C5240 with three 5¼-inch slots, 5 pcs
- C9900-Z327: Filter mat for fans in C5240 with six 5¼-inch slots, 5 pcs

The procedure for replacing the filter mat is the same in both cases.

Follow these steps to replace the filter mat:

1. Loosen and remove the two M4 screws of the filter cover (section A).
2. Remove the filter cover (section B).

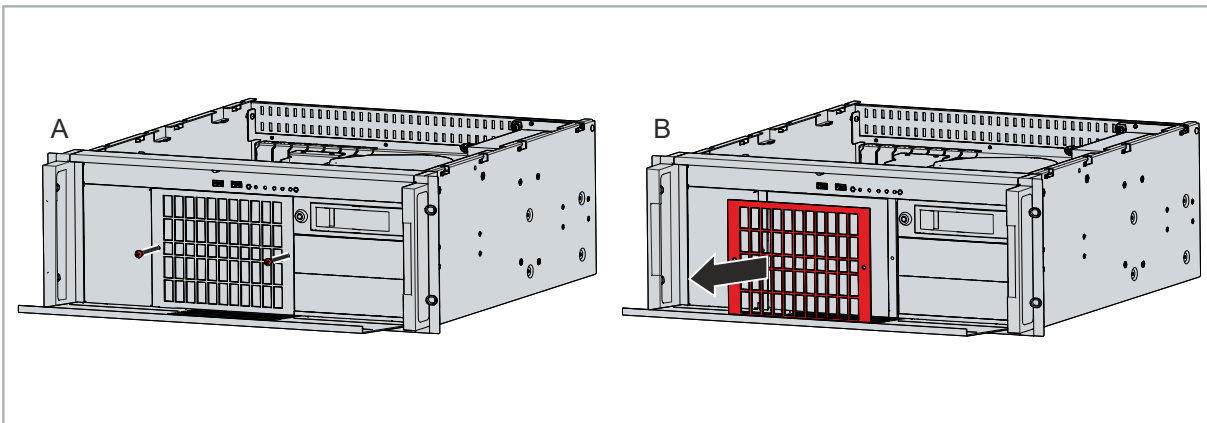


Fig. 42: Removing the filter cover

3. Remove the filter mat (section C).

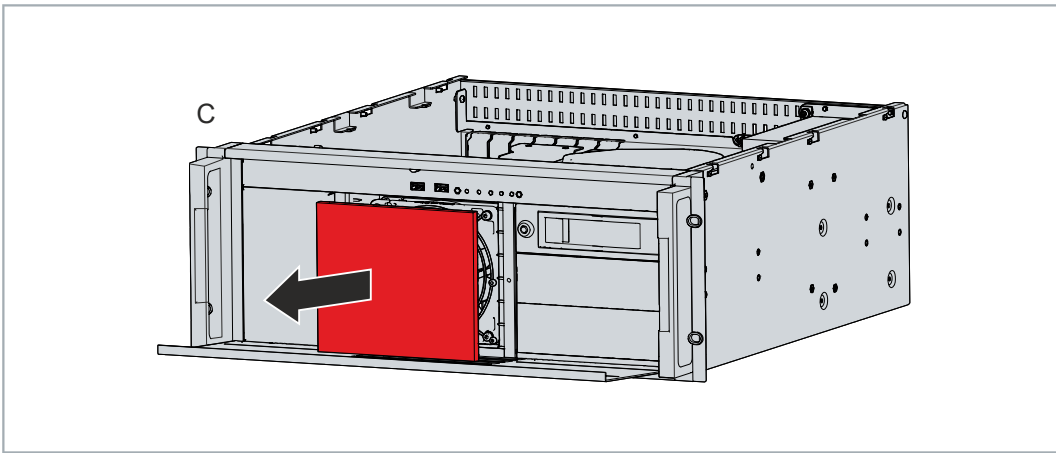


Fig. 43: Removing the filter mat

4. Insert the new filter mat.
 5. Reinstall the filter cover.
 6. Fasten the filter cover with the four M4 screws.
- ⇒ You have replaced the filter mat.

If you use the industrial PC in a low-dust environment that complies with protection rating IP20, you can operate it without a filter mat. As a result, the front of the PC is also only suitable for a working environment corresponding to protection rating IP20.

7.2.5 Replacing the fan

NOTICE

Incorrect fan type

The device may be damaged if the wrong type of fan is installed.

- Only replace the fans with replacement fans from Beckhoff Service.

The fans ensure optimal cooling of the device. Order replacement fans only from Beckhoff. Please get in touch with your Beckhoff sales contact.

Before you can replace the fan and CPU cooler, you must gain access to the interior of the industrial PC (see chapter 7.2.1 [Access to device components](#) [► 42]). You must switch off the industrial PC before you can replace the fan or CPU cooler.

In the basic configuration, there is a 120 x 120 x 25 mm fan behind the front of the industrial PC. Your PC is equipped with three 5¼-inch drive slots in that case. Should you have ordered your PC with six 5¼-inch drive slots, there are two 60 x 60 x 25 mm fans behind the front of the device. The fans are replaced in the same way.

The following table provides information about the assignment of the fan connectors on the motherboard and the respective fan options.

Table 19: Fan connection assignment

Fan	Connection
Upper fan 60 x 60 x 25	FAN1
CPU cooler	FAN2/CPU
Lower fan 60 x 60 x 25	FAN3
Standard fan 120 x 120 x 25	FAN4

Follow these steps to replace the fans:

1. Loosen and remove the two M4 screws of the filter cover (section A).
2. Remove the filter cover (section B).

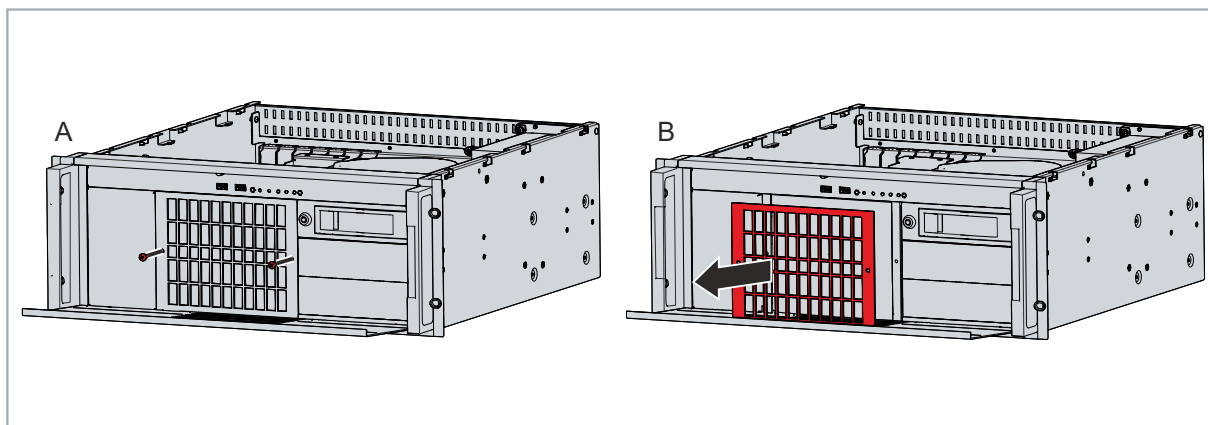


Fig. 44: Removing the filter cover

3. Remove the filter mat (section C).
4. Loosen and remove the four M4 screws of the fan (section D).

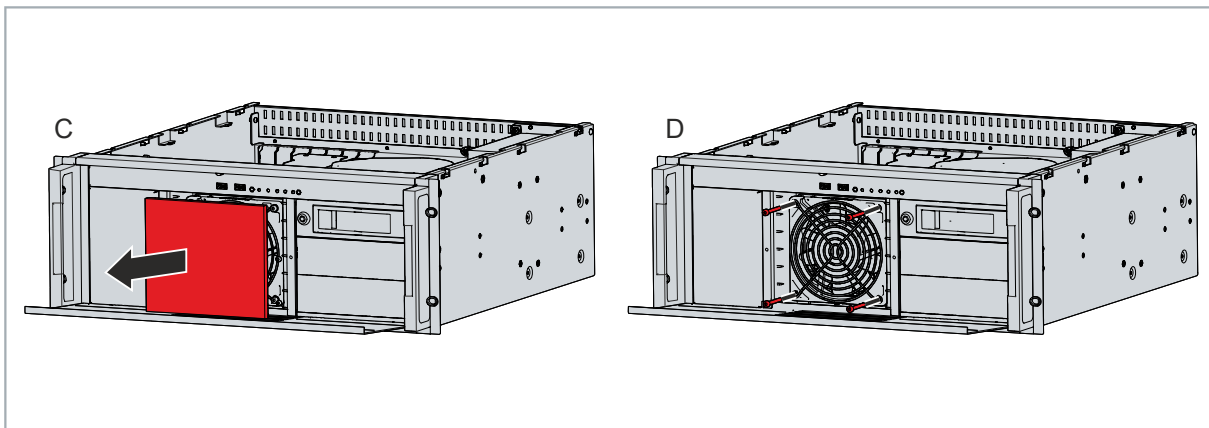


Fig. 45: Fan access

5. Disconnect the power supply cable of the fan from the motherboard.
6. Remove the fan (section E).

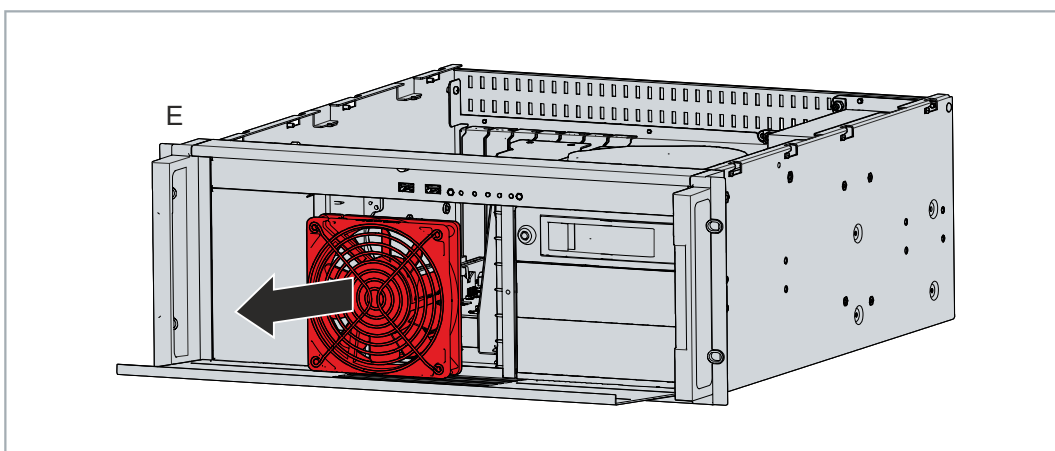


Fig. 46: Fan removal

7. Insert the new fan into the industrial PC.
 8. Connect the power supply cable to the motherboard.
 9. Fasten the four M4 screws again.
 10. Reinsert the filter mat. Alternatively, you can order a new filter mat from Beckhoff Sales and insert it.
 11. Reinstall the filter cover.
 12. Fasten the filter cover with the two M4 screws.
- ⇒ You have successfully replaced the fan.

The fans in the power supply unit cannot be replaced separately. Instead, you will need to have the entire power supply unit replaced. Please contact Beckhoff Service for this.

Exchange CPU cooler

You can also replace the CPU cooler on the motherboard. Please contact your Beckhoff sales department for a new cooler.

To replace the CPU cooler, follow these steps:

1. Turn the four locking elements in the direction of the arrow shown on them to unlock the cooler from the motherboard. (section A).
2. Disconnect the power supply cable of the cooler from the motherboard.
3. Pull the cooler off the motherboard while pulling the locking elements out of the holes in the motherboard (section B).

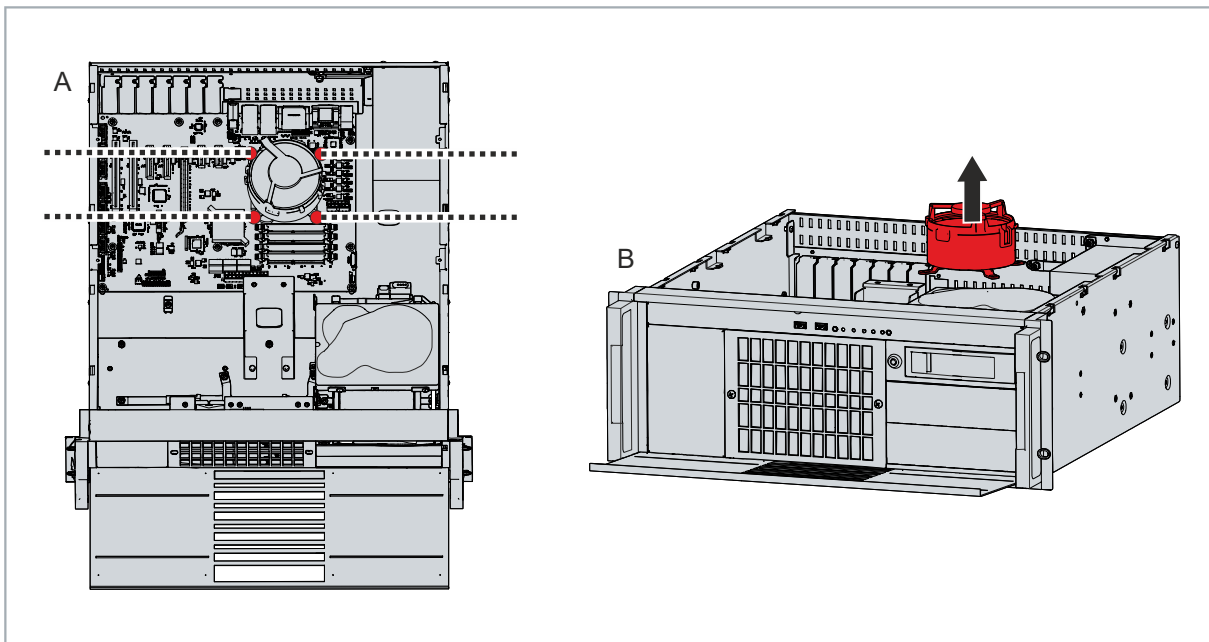


Fig. 47: Exchange CPU cooler

4. Remove the residues of the old thermal compound from the surface of the CPU. Use a paper towel moistened with alcohol for this purpose. Avoid ESD damage by never using a textile cloth.
 5. Place the new cooler with the locking elements into the holes provided on the motherboard. Make sure that you press the locking elements down into the holes as far as they will go.
 6. Connect the power supply cable to the motherboard.
 7. Turn the locking elements in the opposite direction of the arrows shown on them to lock the cooler onto the motherboard.
- ⇒ You have replaced the CPU cooler.

The old fan must be disposed of in accordance with the national electronic waste regulations.

8 Troubleshooting

Table 20: Troubleshooting

Fault	Cause	Measures
No function of the device	No power supply to the device Other cause	Check the power supply cable Call Beckhoff Service
The device does not boot fully	BIOS setup settings are incorrect Other causes	Check BIOS setup settings (load defaults) Call Beckhoff Service
The device boots, software starts, but control does not operate correctly	The cause of the error is the software or plant parts outside of the device	Call the machine and software manufacturer
USB error during access with TwinCAT via USB	Cycle times in TwinCAT set to 10 ms (default)	Increase the cycle times to between 50 ms and 80 ms

9 Technical data

Table 21: Technical data

Product designation	C5240
Dimensions (W x H x D)	482 x 177 x 511 mm, mounting depth 469 mm
Weight of the basic configuration	Approx. 17 kg
Supply voltage	100–240 V _{AC} , max. , 50 – 60 Hz 22-30 V _{DC} (24 V _{DC} power supply), max. 23 A
Power consumption	Data sheet for power consumption and power loss in the download finder: https://www.beckhoff.com/en-en/support/download-finder/search-result/?download_group=691754572
Secure element	fTPM 2.0 activated (see TPM documentation)
Protection rating	Front IP50, rear IP20
Vibration resistance (sinusoidal vibration)	EN 60068-2-6: 10 to 58 Hz: 0.035 mm 58 to 500 Hz: 0.5 G (approx. 5 m/s ²) During reading of CD/DVD: EN 60068-2-6: 10 to 58 Hz: 0.019 mm 58 to 500 Hz: 0.25 G (approx. 2.5 m/s ²)
Shock resistance (shock)	EN 60068-2-27: 5 G (approx. 50 m/s ²), duration: 30 ms During reading of CD/DVD: 5 G (approx. 50 m/s ²), duration: 11 ms
EMC interference immunity	conforms to EN 61000-6-2
EMC interference emission	conforms to EN 61000-6-4
Permissible ambient temperature	0 °C...+55 °C (operation) -20 °C ... +65 °C (transport / storage)
Permissible air humidity	Maximum 95 %, no condensation
Transport and storage	The values for air humidity and shock resistance are to be observed during transport and storage and in operation. The shock resistance during transport can be improved by means of suitably packing the industrial PC.

10 Appendix

In the appendix you will find information for servicing and details of the approvals that your device has.

10.1 Service and support

Beckhoff and its worldwide subsidiaries offer comprehensive service and support, providing fast and competent assistance for all issues relating to Beckhoff products and system solutions.

Beckhoff Service

The Beckhoff Service Center provides support in all forms of after-sales service:

- on-site service
- repair service
- spare parts service
- hotline service

Hotline: + 49 5246/963-460
email: service@beckhoff.com

If your device requires attention, please state its serial number, which you can find on the name plate.

Beckhoff Support

Support offers you comprehensive technical assistance to help you with the application of individual Beckhoff products, and also with other extensive services:

- world-wide support
- design, programming, and commissioning of complex automation systems
- extensive training program for Beckhoff system components

Hotline: + 49 5246/963-157
email: support@beckhoff.com

Headquarters

Beckhoff Automation GmbH & Co. KG
Hülshorstweg 20
33415 Verl
Germany

Phone: + 49 5246/963-0
email: info@beckhoff.de

The addresses of the worldwide Beckhoff branches and agencies can be found on our website at <http://www.beckhoff.com/>.

You can also find further documentation for Beckhoff components there.

10.2 Approvals

Your device has at least the following approvals:

- CE
- FCC

You will find all other applicable approvals on the name plate of your device.

FCC approvals for the United States of America

FCC: Federal Communications Commission Radio Frequency Interference Statement

This device was tested and complies with the limits for a digital device of class A, according part 15 of the FCC regulations. These limits are designed to provide adequate protection against adverse interference, if the device is used in a commercial environment. This device generates, uses and may emit radio frequency energy and may cause adverse interference with radio communications, if it is not installed and used in accordance with the operating instructions. If this device is used in a residential area it is likely to cause adverse interference, in which case the user must take appropriate countermeasures in order to eliminate the interference at his own expense.

FCC approvals for Canada

FCC: Canadian Notice

This device does not exceed the class A limits for radiation, as specified by the Radio Interference Regulations of the Canadian Department of Communications.

List of figures

Fig. 1	Structure.....	10
Fig. 2	Position interfaces.....	11
Fig. 3	Opening the front flap.....	12
Fig. 4	IEC socket of the 100...240 V power supply	13
Fig. 5	Power supply socket 24 V	13
Fig. 6	Socket External wiring.....	14
Fig. 7	PS/2 mouse and keyboard.....	15
Fig. 8	USB interface pin numbering	16
Fig. 9	Ethernet interface pin numbering	17
Fig. 10	DVI interface pin numbering.....	18
Fig. 11	RS232 interface pin numbering.....	19
Fig. 12	DisplayPort pin numbering	20
Fig. 13	Audio connections.....	21
Fig. 14	Jack plug pin assignment.....	21
Fig. 15	Status LEDs	22
Fig. 16	Name plate.....	23
Fig. 17	Device dimensions	26
Fig. 18	Telescopic rails mounted	27
Fig. 19	Threaded hole Functional earthing	29
Fig. 20	Wiring diagram	31
Fig. 21	Mounting the supply line	32
Fig. 22	Assembly of strain relief housing	32
Fig. 23	Mounting upper part of strain relief housing.....	32
Fig. 24	Disassembly of the strain relief housing.....	33
Fig. 25	Beckhoff Device Manager – Change passwords	36
Fig. 26	Beckhoff Device Manager – Start page	37
Fig. 27	Disassembly via telescopic rails.....	39
Fig. 28	Open the housing cover.....	42
Fig. 29	Access to the interior.....	42
Fig. 30	Removing card locating holders.....	43
Fig. 31	Release card locating holder.....	43
Fig. 32	Mounting the card locating holder.....	43
Fig. 33	Inserting the housing cover	44
Fig. 34	Insert M4 screws	44
Fig. 35	Replacing the battery	45
Fig. 36	Hard disk removal	47
Fig. 37	Unlocking removable frame	47
Fig. 38	Hard disk removal	48
Fig. 39	Unlocking removable frame	48
Fig. 40	Removal SSD.....	49
Fig. 41	Storage media mounting adapter.....	49
Fig. 42	Removing the filter cover	50
Fig. 43	Removing the filter mat	51
Fig. 44	Removing the filter cover	52

Fig. 45	Fan access.....	53
Fig. 46	Fan removal	53
Fig. 47	Exchange CPU cooler.....	54

List of tables

Table 1	Legend structure	10
Table 2	Current carrying capacity power supply unit	13
Table 3	Power supply socket (X101) pin assignment	13
Table 4	Socket external wiring (X102) pin assignment	14
Table 5	PS/2 interface mouse pin assignment	15
Table 6	PS/2 interface keyboard pin assignment	15
Table 7	USB interface pin assignment	16
Table 8	Ethernet interface pin assignment	17
Table 9	DVI interface pin assignment	18
Table 10	COM1 interface pin numbering	19
Table 11	Pin assignment of DisplayPort	20
Table 12	Jack plug pin assignment	21
Table 13	Interface options	22
Table 14	Meaning of the Status LEDs	22
Table 15	Name plate legend	23
Table 16	Minimum TwinCAT version hardware-based	24
Table 17	Device component replacement recommendations	41
Table 18	Technical data of the battery	45
Table 19	Fan connection assignment	52
Table 20	Troubleshooting	55
Table 21	Technical data	56

Trademark statements

Beckhoff®, ATRO®, EtherCAT®, EtherCAT G®, EtherCAT G10®, EtherCAT P®, MX-System®, Safety over EtherCAT®, TC/BSD®, TwinCAT®, TwinCAT/BSD®, TwinSAFE®, XFC®, XPlanar® and XTS® are registered and licensed trademarks of Beckhoff Automation GmbH.

Third-party trademark statements

Intel, the Intel logo, Intel Core, Xeon, Intel Atom, Celeron and Pentium are trademarks of Intel Corporation or its subsidiaries.

Microsoft, Microsoft Azure, Microsoft Edge, PowerShell, Visual Studio, Windows and Xbox are trademarks of the Microsoft group of companies.

More Information:
www.beckhoff.com/c5240

Beckhoff Automation GmbH & Co. KG
Hülshorstweg 20
33415 Verl
Germany
Phone: +49 5246 9630
info@beckhoff.com
www.beckhoff.com

