Troubleshooting Guide

This document will help you troubleshoot common issues encountered while using the Skroot Benchtop Application. If you encounter a problem, there are a series of prompts available to help identify the issue. Follow the steps in this guide to troubleshoot these issues. It's possible that a system restart is required to resolve these issues. To assist with this, the software has a power button in the top right corner to restart the device.

Sweep Failed, check cable connection – Please retry

This occurs when there is a physical disconnect between the reader and the computer. It can be fixed by reconnecting the cable.

Troubleshooting Steps

1. Unplug the cord connecting the reader to the computer
2. Plug the cord back in and ensure the connection is secure
3. Restart the kiosk

Hardware Problem: Failed to take scan – Please retry

This issue occurs when an unexpected problem occurs with the reader. Reconnecting the cable will sometimes resolve the issue, but if it persists, contact a Skroot representative.

Troubleshooting Steps

1. Unplug the cord connecting the reader to the computer
2. Plug the cord back in and ensure the connection is secure
3. Restart the kiosk

Issue with vessel placement – please retry

This issue occurs when the reader is not able to read the sensor attached to the vessel. Typically, this can be resolved by shifting the vessel to ensure the sensor is aligned with the reader.

Troubleshooting Steps

1. Shift the vessel to align the sensor with the scanner.
2. Ensure the vessel is flat on the reader base.
3. Scan the vessel barcode and attempt another scan.

USB drive not found. Plug in a USB and try again.

This issue occurs when a batch log is downloaded when no USB drive is found to export to. Sometimes a USB drive could be plugged in but did not connect properly, and a reconnection resolves this.

Troubleshooting Steps

1. *Ensure a USB drive is plugged in to the Reader.*
    a. *Unplug the USB drive and plug it back in if it is connected*

2. *Attempt to download the batch log again*