

# Troubleshooting Guide

Version: v1.1.17; Updated: 6/11/2025

This document is designed to assist in troubleshooting 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 antenna and the SBC. 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

## 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*

## Failed to connect to barcode scanner. Please reconnect.

This issue occurs when the system is unable to identify the barcode scanner. The barcode scanner is an optional add on which allows the user to scan vessel barcodes to assist in tracking runs. This error can be silenced by an administrator by changing the “Barcode Enabled” setting.

### *Troubleshooting Steps*

1. *Verify that there is a physical barcode at the Reader.*
  - a. *If there is not, you should likely contact an administrator to silence the error.*
2. *If there is a physical barcode scanner, ensure that it is plugged into the Reader*
  - a. *If it still is not working, try reconnecting the USB cable.*
  - b. *The app will display “Barcode scanner successfully reconnected” if it is able to re-establish the connection.*