

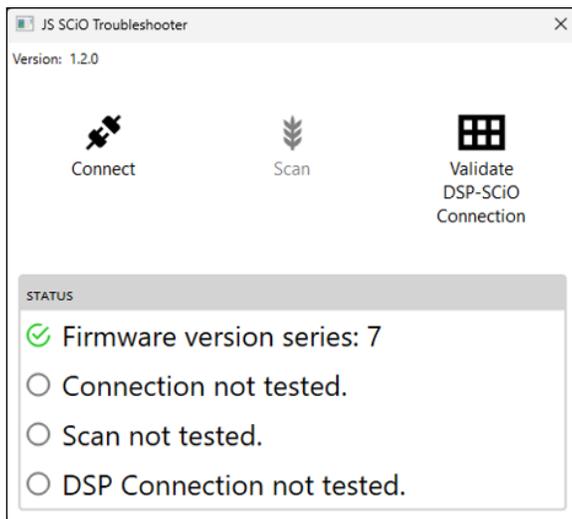
Troubleshoot the SCiO Sensor

1 Run JS SCiO Troubleshooter

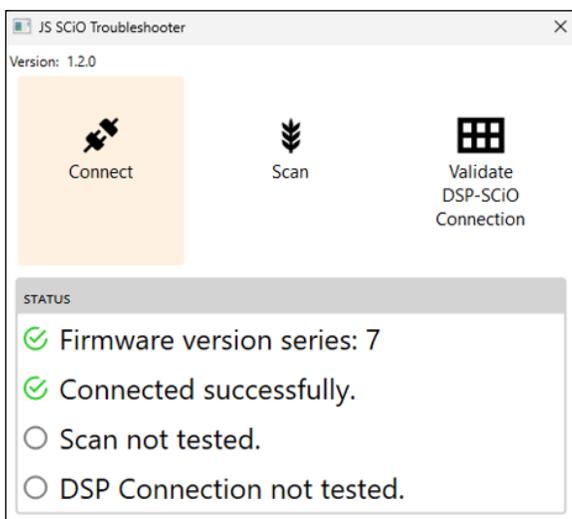
The JS SCiO Troubleshooter app helps you resolve connection problems with the SCiO Sensor by running four tests. If a test is successful, the status changes to a check icon. If you receive an error message, see **2 Resolve Error Messages on page 3**.

To run JS SCiO Troubleshooter,

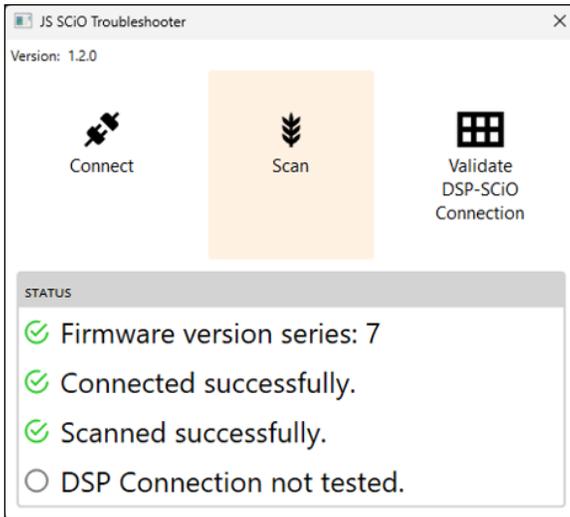
1. Open the JS SCiO Troubleshooter app.



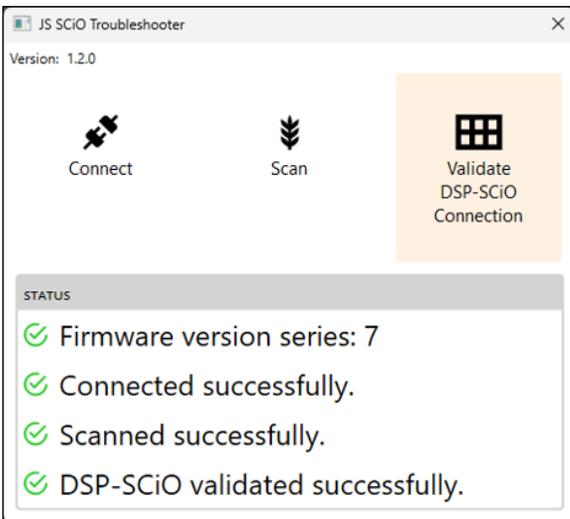
2. Tap **Connect**.



3. Tap **Scan**.



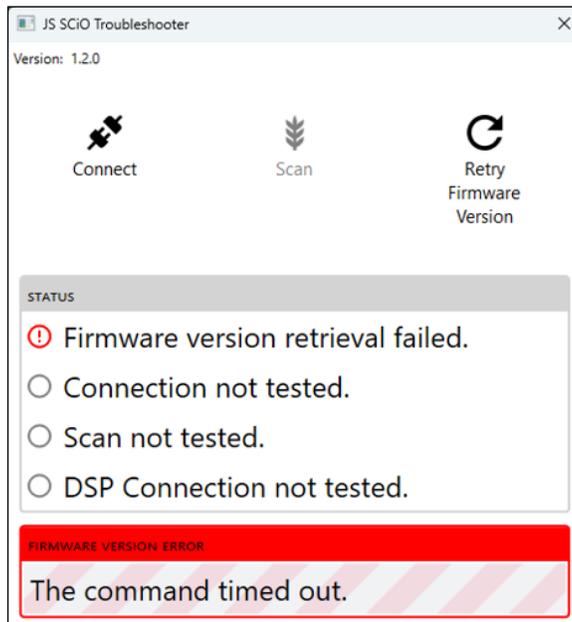
4. Tap **Validate DSP-SciO Connection**.



2 Resolve Error Messages

2.1 Command Timed Out

The following error message appears if the GrainGage or DSP module is not receiving power.

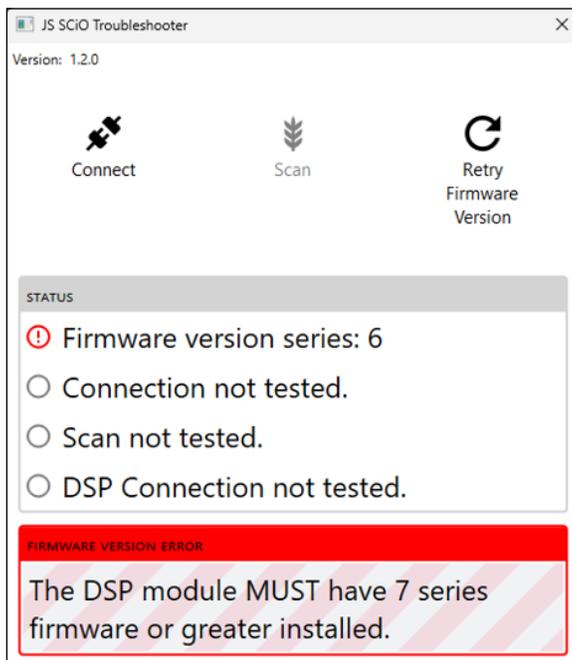


To resolve the error message,

1. Ensure the GrainGage is plugged in and receiving power.
2. Tap **Retry Firmware Version**.

2.2 DSP Module Firmware is Outdated

The following error message appears if the GrainGage is using series 6 or lower firmware. Only the series 7 firmware recognizes the SCiO Sensor and can retrieve moisture sensor information.



To resolve the error message,

1. Update the firmware to series 7.

Note: You may need to close the JS SCiO Troubleshooter app to send the CAN port to the service utility.

2. Tap **Retry firmware version**, or restart the JS SCiO Troubleshooter app.

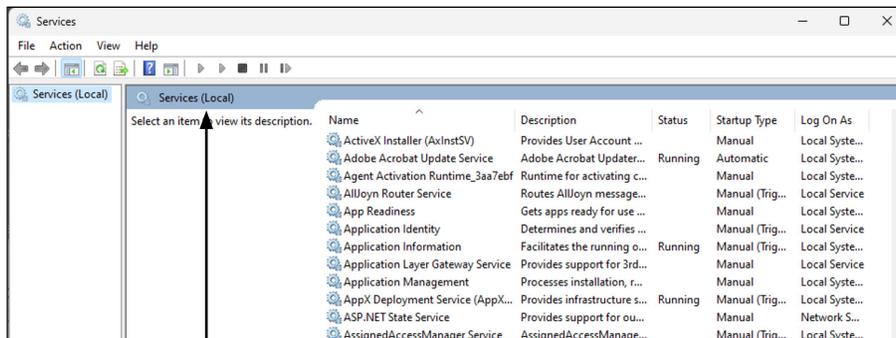
2.3 Target Machine Refuses Connection

The following message appears if the SCiO service is not running.



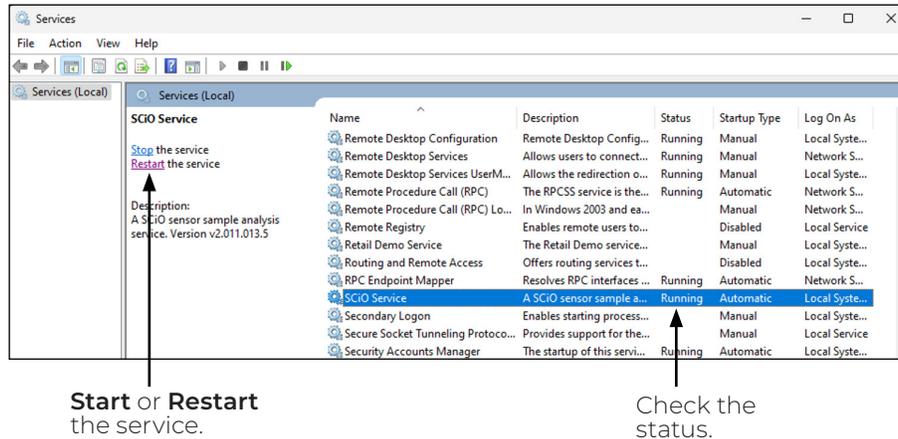
To check the status of the SCiO Service,

1. In the Windows search bar, type services.
2. Open the Services app .



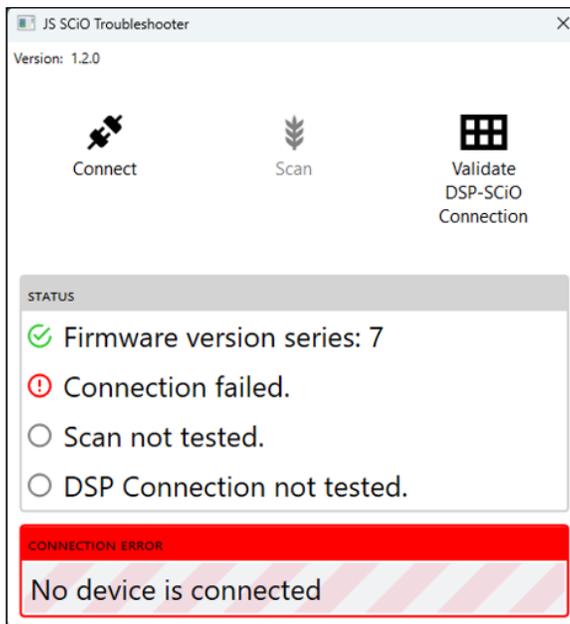
Services (Local)

3. From the list of local services, select **SCiO Service**.
4. Check the status of the SCiO service.
5. If the status is not running, tap **Start** or **Restart** the service.



2.4 No Device is Connected

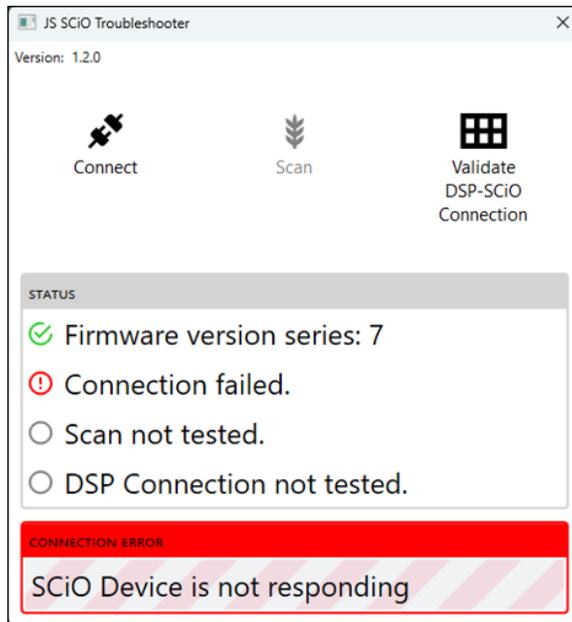
The following message appears if the serial USB cable is not plugged in.



Ensure the serial USB cable is fully inserted on both ends. If the message appears again, replace the cable.

2.5 SCiO Device is Not Responding

The following message appears if the cable is plugged in, but the sensor did not respond to a request sent by the SCiO service.

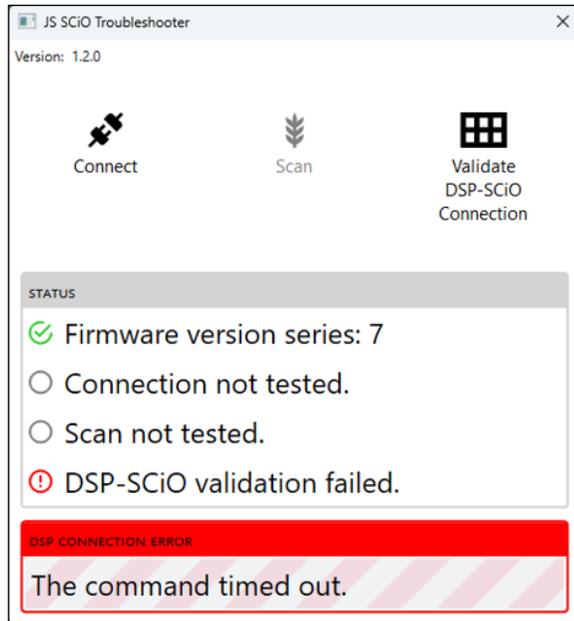


To the fix the connection to the SCiO Sensor,

1. Check the following connections:
 - The serial side of the cable is fully inserted.
 - The SCiO serial splitter cable (plugged into the sensor) is fully inserted.
 - The GrainGage is plugged in and receiving power.
2. If you see this message again, replace the serial USB cable or SCiO serial splitter cable.

2.6 DSP Connection Timed Out

The following message appears if the GrainGage lost power *after* it retrieved the firmware version but *before* you tapped **Validate DSP-SCiO connection**.



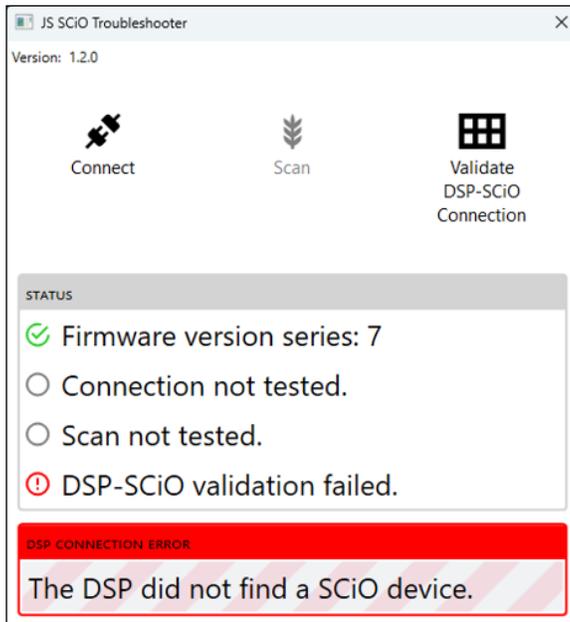
To fix the connection,

1. Ensure the GrainGage is plugged in and receiving power.
2. Power cycle the GrainGage.
3. Tap **Validate DSP-SCiO Connection** again.

2.7 No SCiO Device Detected by DSP

The following message appears if the GrainGage or DSP module doesn't detect a SCiO Sensor.

Note: The JS SCiO Troubleshooter app is only helpful in diagnosing errors for a GrainGage with a SCiO Sensor.



To enable the GrainGage to detect the SCiO Sensor,

1. Check the following connections.
 - The cable is plugged into the moisture port on the DSP module.
 - The serial SCiO splitter cable is fully inserted into the moisture port.
 - The cable plugged into the SCiO Sensor is fully inserted into the port.
2. Power cycle the GrainGage.
3. Tap **Validate DSP-SCiO Connection** again.
4. If the error message appears again, replace the SCiO serial splitter cable.