

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2.2 DSP Module Firmware is Outdated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.

IS SCiO Troubleshooter		×	
Version: 1.2.0			
Connect	¥ Scan	Retry Firmware Version	
STATUS			
I Firmware ve	ersion series: 6	5	
○ Connection not tested.			
○ Scan not te	sted.		
O DSP Connec	ction not teste	ed.	
FIRMWARE VERSION ERROR			
The DSP modu firmware or gr	ule MUST have eater installed	e 7 series I.	

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.

IS SCiO Troubleshooter		×		
Version: 1.2.0				
Connect	š Scan	Validate DSP-SCiO Connection		
STATUS				
S Firmware ver	rsion series:	7		
() Connection failed.				
○ Scan not tested.				
O DSP Connection not tested.				
CONNECTION ERROR				
No connection could be made because the target machine actively refused it. (localhost:8080)				

To check the status of the SCiO Service,

- 1. In the Windows search bar, type services.
- 2. Open the Services app $\Im_{App}^{Services}$

-								
🎑 Services							- 0	×
File Action View	Help							
() () () () () () () () () () () () () (🛛 🖬 🕨	▶ Ⅲ II IÞ						
🕼 Services (Local)	Services (Local)						
	Select an item	view its description.	Name	Description	Status	Startup Type	Log On As	
			ActiveX Installer (AxInstSV)	Provides User Account		Manual	Local Syste	
			Adobe Acrobat Update Service	Adobe Acrobat Updater	Running	Automatic	Local Syste	
			Agent Activation Runtime_3aa7ebf	Runtime for activating c		Manual	Local Syste	
			AllJoyn Router Service	Routes AllJoyn message		Manual (Trig	Local Service	e
			App Readiness	Gets apps ready for use		Manual	Local Syste	
			Application Identity	Determines and verifies		Manual (Trig	Local Service	e
			Application Information	Facilitates the running o	Running	Manual (Trig	Local Syste	
			Application Layer Gateway Service	Provides support for 3rd		Manual	Local Service	e
			Application Management	Processes installation, r		Manual	Local Syste	
			AppX Deployment Service (AppX	Provides infrastructure s	Running	Manual (Trig	Local Syste	
			ASP.NET State Service	Provides support for ou		Manual	Network S	
			AssignedAccessManager Service	AssignedAccessManage		Manual (Trig	Local Syste	

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.

Services						- 0	×
File Action View	Help						
(+ +) 📊 🗐 🖸	A II						
Services (Local)	Services (Local)						
	SCiO Service	Name	Description	Status	Startup Type	Log On As	
	Stop the service Restart the service Description: A SCIO sensor sample analysis senice. Version v2.011.013.5	Remote Desktop Configuration Remote Desktop Services Remote Desktop Services UserM Remote Procedure Call (RPC) Remote Procedure Call (RPC) Lo Remote Registry Retail Demo Service Routing and Remote Access Report Repoint Mapper	Remote Desktop Config Allows users to connect Allows the redirection o The RPCSS service is the In Windows 2003 and ea Enables remote users to The Retail Demo service Offers routing services t Resolves RPC interfaces	Running Running Running Running	Manual Manual Automatic Manual Disabled Manual Disabled Automatic	Local Syste Network S. Local Syste Network S. Network S. Local Syste Local Syste Network S.	
		SCiO Service	A SCiO sensor sample a	Running	Automatic	Local Syste	
		Secondary Logon	Enables starting process Provides support for the The startup of this servi	Rupping	Manual Manual Automatic	Local Syste	 ce
Star the s	t or Restart service.	ver seconty Accounts Manager	C	heck	the	Local Syste	

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.

IS SCiO Troubleshooter		×
Version: 1.2.0	¥ Scan	Validate DSP-SCiO Connection
STATUS		
🛇 Firmware ve	rsion series:	7
() Connection	failed.	
○ Scan not tes	sted.	
O DSP Connec	tion not test	ed.
CONNECTION ERROR		
SCiO Device is	not respondi	ing

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**.

JS SCiO Troubleshooter		×
Version: 1.2.0	¥ Scan	Validate DSP-SCiO Connection
STATUS		
S Firmware ver	rsion series: 7	7
\bigcirc Connection not tested.		
○ Scan not tes	ted.	
USP-SCiO va	lidation faile	d.
DSP CONNECTION ERROR		
The command	timed out.	

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.

IS SCiO Troubleshooter		×
Version: 1.2.0	¥ Scan	Validate DSP-SCiO Connection
STATUS		
🛇 Firmware ve	rsion series:	7
O Connection	not tested.	
○ Scan not tes	ted.	
0 DSP-SCiO va	lidation faile	ed.
DSP CONNECTION ERROR		
The DSP did no	ot find a SCiC) device.

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.