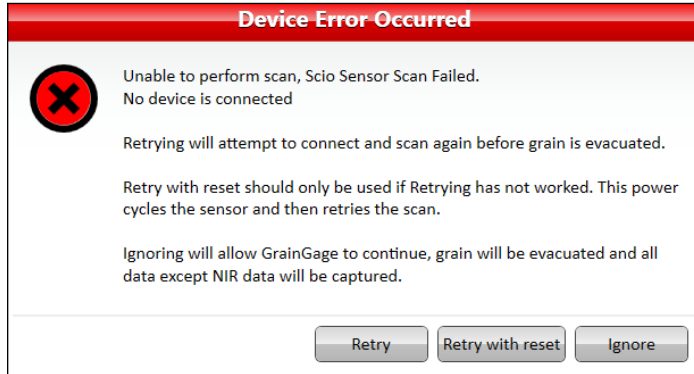# SCiO Communication Error
Corrective Action

If you encounter the following Device Error while harvesting with an H3 GrainGage, follow the three progressive steps outlined here.

Device Error Occurred

Unable to perform scan, Scio Sensor Scan Failed. No device is connected

Retrying will attempt to connect and scan again before grain is evacuated.

Retry with reset should only be used if Retrying has not worked. This power cycles the sensor and then retries the scan.

Ignoring will allow GrainGage to continue, grain will be evacuated and all data except NIR data will be captured.

[Retry] [Retry with reset] [Ignore]

①

If this message appears during a harvest,

1. Tap **Retry**.
2. If the error message appears again, tap **Retry with reset**.

CAUTION: Do not tap Ignore. The GrainGage will not collect SCiO data if you tap Ignore and then continue to harvest.

②

If the error message appears again, follow these steps to adjust the time latency on the USB serial port and install the latest version of Mirus.

**Adjust the Time Latency**

Note: You must have administrative rights to adjust the time latency.

1. From the tablet running Mirus, type **device manager** in the search box on the taskbar and select **Device Manager** from the menu.
2. In Device Manager, select **Ports**.
3. While looking at Ports, remove and reinsert the SCiO serial cable from the USB serial port on the tablet. Note the COM port assigned to the SCiO serial cable.

4. In Device Manager, right-click (select and hold) the COM port assigned to the SCiO serial cable and select **Properties**.
5. Tap **Port Settings**.
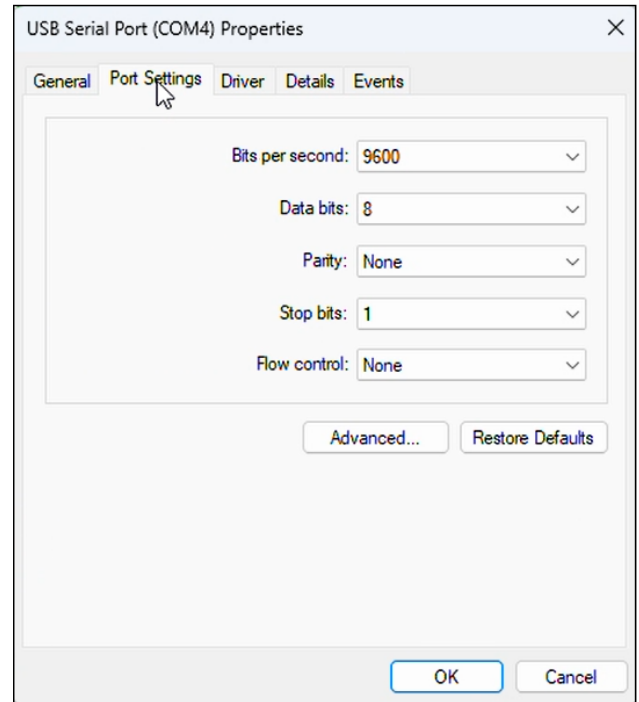
6. Tap **Advanced**.
7. In Latency Timer, select **1**.
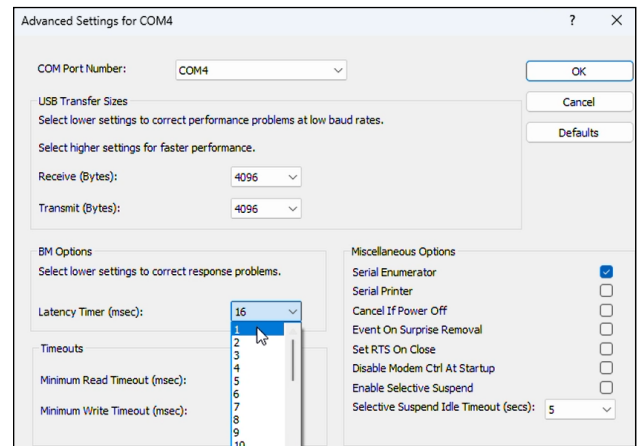
8. Tap **OK**.
9. Tap **OK** to close the serial port properties.

HarvestMaster
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Install the Latest Version of Mirus

Ensure you are running Mirus version 4.6.5 or later. To download and install the latest version, go to [Mirus Harvest Software Downloads (harvestmaster.com)](harvestmaster.com).

③ ────────────────────

If the Device Error appears again later in the harvest after you have adjusted the time latency and installed Mirus version 4.6.5 or later,

1. With the error message on the screen, remove the SCiO serial cable from the USB port on the tablet. Wait 5 seconds.

2. Reinsert the SCiO serial cable. Wait 5 seconds.

3. Tap **Retry with reset**.

4. Repeat steps 1–3 anytime this error appears in the future. After the harvest, report to HarvestMaster the number of times you needed to reset.

For assistance, contact your HarvestMaster field service representative.