

Technical Solutions

Timeout and Data Acquisition Error Messages

Applicable Products:

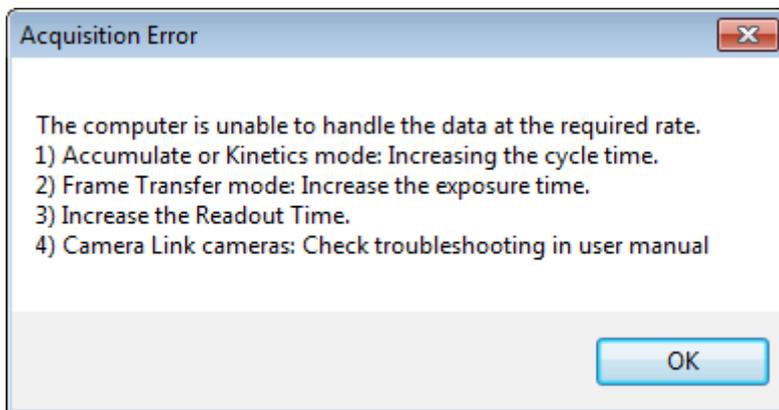
All Neo and Zyla, Solis & SDK3

Data Acquisition errors can appear in 2 forms – as a Hardware Overflow error or Acquisition Timeout error. Depending on your software platform, the error messages will present themselves differently;

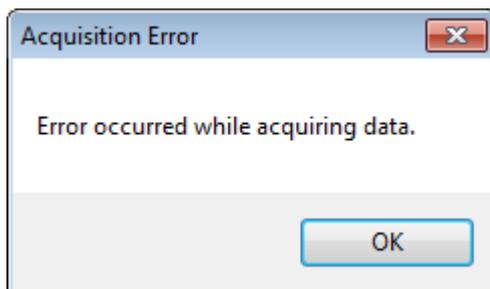
ie

Solis

Hardware overflow



Acquisition Timeout



SDK

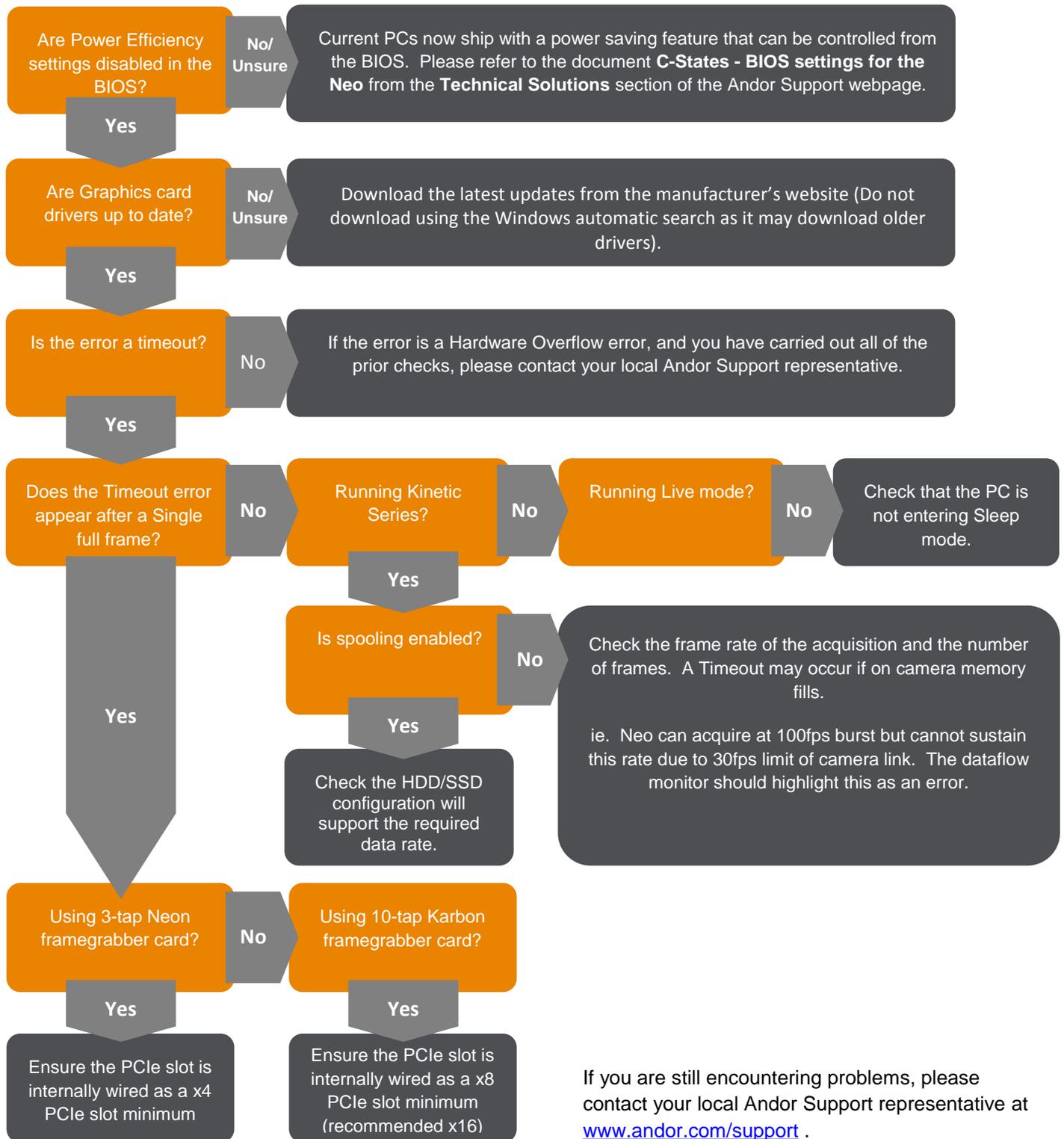
Return code from AT_WaitBuffer(...) is:

1. AT_ERR_HARDWARE_OVERFLOW

2. AT_ERR_TIMEDOUT

The Hardware Overflow issue appears when the buffer on the Neon or Karbon card is full suggesting that the PC is not able to DMA the data at the required rate. A Timeout error will appear if there is insufficient bandwidth or HDD/SDD write speeds to keep up with the camera.

If the PC meets the required specification to run the camera (if unsure, please refer to the current Specification Sheet at www.andor.com for this information), follow the steps below to diagnose the issue:



If you are still encountering problems, please contact your local Andor Support representative at www.andor.com/support .