Troubleshooting Andor Zyla USB3.0 and iStarSCMOS

Applicable to Zyla (USB3.0 only) and iStarSCMOS

When initially setting up the Zyla USB 3.0 or iStar SCMOS camera, often queries arise related to the hardware configuration (camera and PC). If not set up correctly, the following error messages may return from Andor software under certain camera configurations.

Communicaton Error

Andor Solis:

![Initialization Error](image)

Andor SDK:

AT_ERR_OUTOF RANGE (6)

The out of range error will appear if the handle returned from AT_Open is ‘-1’ indicating that an available camera could not be found.

Acquisition Timeout Error

Andor Solis:

![Acquisition Message](image)

Andor SDK:

AT_ERR_TIMEDOUT (13)

A time out error will return from AT_WaitBuffer if the function times out while waiting for data arriving in output queue. In the context of this document, a timeout error may be related to insufficient bandwidth or HDD/SDD write speeds (if spooling to disk).

If the PC meets the required specification to run the camera, please follow the chart on the next page to diagnose and resolve the problem. (If unsure, please refer to the PC requirements on the camera Specification Sheet[1] at [www.andor.com](http://www.andor.com) for this information).
If you are still having problems, please contact your local Andor Support Representatives at http://www.andor.com/Support.
Useful links

   http://www.andor.com/learning-academy/pic-specifications-for-scmos-technical-article