Technical Solutions

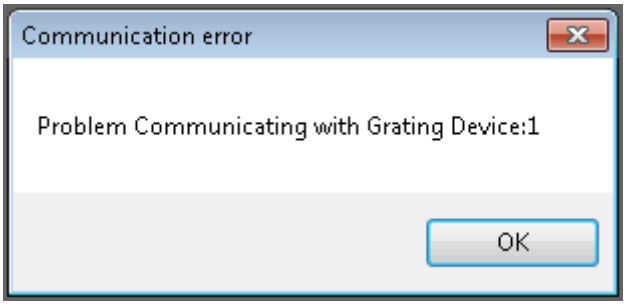
Resolving Solis Error Message, “Error Communicating with Grating device 1”

Effected Products:

Shamrock SR-303i, SR-500i, SR-750

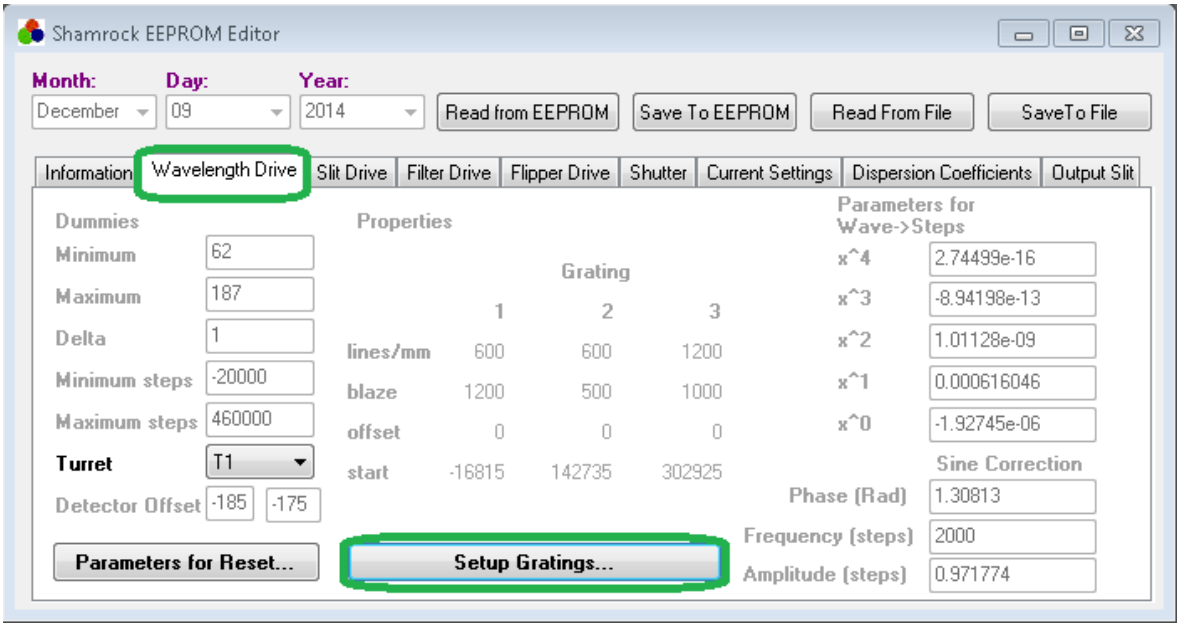
Andor Solis

The error message, *‘Error communicating with grating device 1’* usually means that the wavelegth drive cannot locate to the grating position requested due to large wavelength offsets that have been applied by the user. Larger offset correction might be applied following a system crash or power loss to the spectrograph. When the system is powered back on, the wavelegth drive may ‘lose’ it’s current location meaning that an offset is incorrectly applied to correct the inaccuracy, usually 1000’s of wavelegth steps. As the spectrograph cannot handle the large offset numbers, this error message appears.

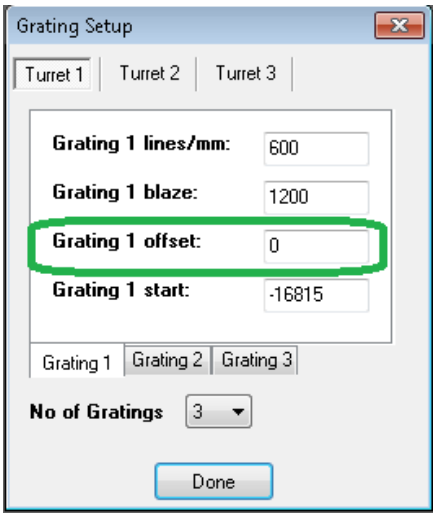


To overcome the issue, the grating and detector offsets will need to be set to zero. In Solis, open the *EEPROM Editor* from *Hardware >> Setup Spectrograph >> EEPROM Editor*.

For SR-303i:



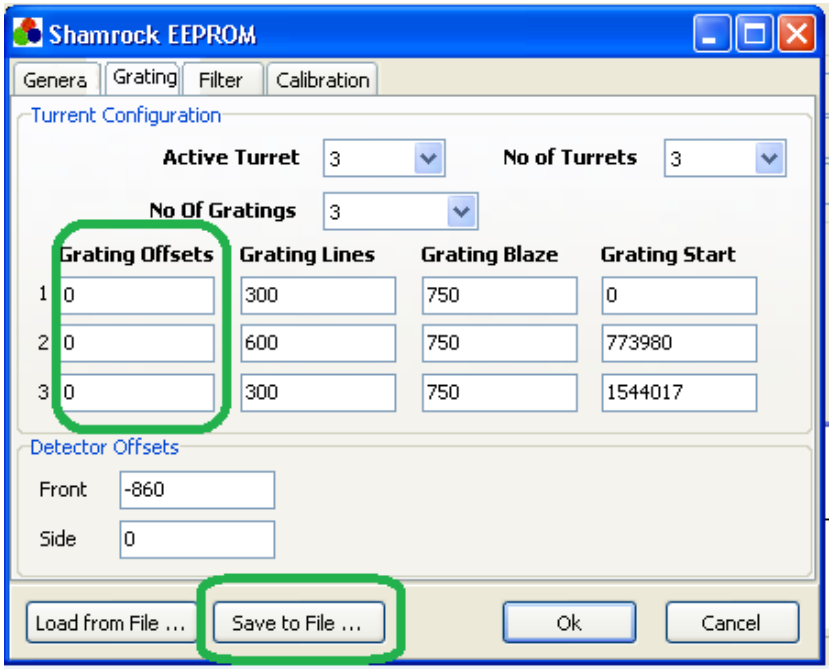
Select each grating tab and set the Offset to zero.



NOTE: Do NOT change the *Grating Start* value – these are factory set and should not be adjusted.

Select *Done* and *Save to EEPROM* from the *EEPROM Editor*. When the EEPROM has updated, close the Setup Spectrograph menu.

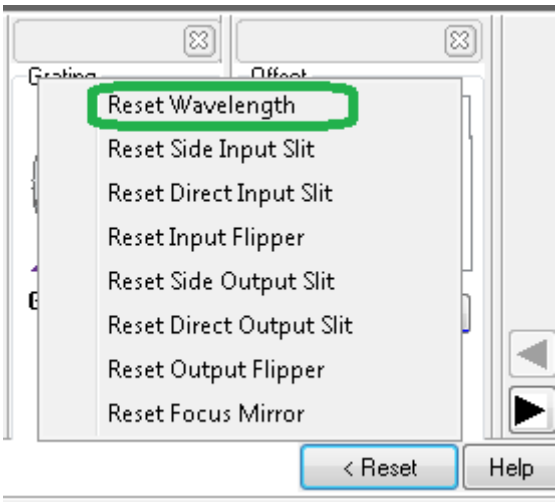
For SR-500i and SR-750:



NOTE: Do NOT change the *Grating Start* value – these are factory set and should not be adjusted.

Select *Save to File*. When the EEPROM has updated, close the Setup Spectrograph menu.

Perform a *Reset Wavelength* operation to reset the wavelegth drive to the start point of grating 1.



Refer to Technical Solutions document, Shamrock Wavelegth Calibration, to recalibrate the centre wavelegth.

In the general case of system crash or power loss, a *Reset Wavelength* operation should also be performed.

If you require further assistance, please conatct your local Andor Support Representatives.