

Problem: “Cytometer disconnected” displayed in Diva Cytometer window

Resolving connection issues on the Canto does not require a fluidics shutdown and startup. If the startup was performed successfully in the morning and you later experience problems with the connection simply follow the steps below.

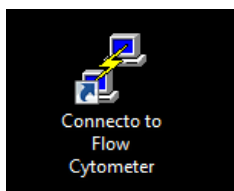
If you cannot solve connection issues independently please call.

☎ 044 635 05 12

☎ 044 635 53 36

Workflow when connection is lost

1. Try to reconnect via “Cytometer” → “Connect” in the Diva software
If this did not help...
2. Start “Putty” via this shortcut on the desktop.



3. An empty command window will open, press enter in this field
If you see an arrow “→” the cytometer is communicating with the computer.
4. Again, try to reconnect the cytometer in the Diva software via “Cytometer” → “Connect” or if this is not possible restart the Diva Software.
In case you had to force Diva to close via the Task-Manager you will need to stop all displayed Java processes. Next, restart Diva and in most cases this step will fix the issue and took only a minute!
5. Should the cytometer still not find a connection close Diva and type “reboot” in the Putty command window followed by pressing enter.
Wait for the initialization sequence to run through. This will take ~2 min and should include a long list of boards being checked and the final message “Boot up completed” once finished.
Important: Be patient and do not interrupt this sequence by closing the window because it can destroy the cytometer controller board!
6. Restart Diva and try to reconnect as described in step 1.

If all of this fails

- Switch off the cytometer via the green button
No fluidics shutdown necessary!
Minimum **downtime for lasers 5 min** before switching cytometer back on!
- In the meantime close Diva and Putty and restart the computer.
- Log into the computer with your core domain login and start Diva software
- Finally, switch on the cytometer back on via the green button and wait for software and cytometer to connect (No fluidics start-up necessary).
- Please **report via the Feedback Form** that you had to restart the Canto because of connection issues.