Loss of communication with Xevo TQ-S and Xevo TQ-S micro - WKB53476

SYMPTOMS

- No communication between MassLynx and the mass spectrometer
- MS pings correctly with <1 ms replies
- MassLynx shows that instrument is present but does not switch to "not scanning"

ENVIRONMENT

- MassLynx
- Xevo TQ-S micro
- Xevo TQ-S

CAUSE

Miscommunication between the software and the MS

FIX or WORKAROUND

1. Shut down all software.
2. Reboot the MS and allow sufficient time for the reboot to complete.

ADDITIONAL INFORMATION