# How to Fix MCS Device Failed Error

Kardex Power Pick System

**kardex** remstar

### How To Fix MCS Device Failed Error

This article covers the most common fix for the error message "MCS Device Failed". However, we cannot cover all the causes in these steps. <u>Please contact Software Support if you have any issues</u>.

In the messages look for "Unable to connect to \_\_\_\_\_" this is the name of the computer you need to perform the following tasks on.

#### **Restart Service**

To restart services, you need to be an Administrator on the computer.

1. Type Services into the Start Menu

All Apps Documents Email	l Web More	₽▼
Best match		<u></u>
Apps Component Services Search the web	>	Services App
<ul> <li>Services - See web results</li> <li>services</li> <li>services online</li> </ul>	> > >	<ul> <li>Open</li> <li>Run as administrator</li> <li>Open file location</li> </ul>
<ul> <li>∽ servicesonline opm gov</li> <li>∽ services hub</li> <li>∽ services rendered</li> </ul>	> > >	- <sup>−</sup> Pin to Start - <sup>−</sup> Pin to taskbar
$\mathcal{P}$ servicesource	>	

Right click and Run as Administrator

2. Scroll Down until you find PowerPick Machine Control Service

Power Pick GPX WES Host Service	Kardex Wa	Disabled	Local System
PowerPick AdminEngine Diagnostics Service		Manual	Local System
🙀 PowerPick Cross Enterprise Unit		Automatic	Local System
PowerPick DMS Integration PowerPick Kardex Control Service		Disabled	Local System
		Manual	Local System
RowerPick Machine Control Service		Automatic	Local System
PowerPick Rule Engine Lock Manager Service		Manual	Local System
RowerPick Rule Engine Service		Automatic	Local System

## **kardex**remstar

3. If it appears as shown above on the right-hand side, click start



1. If it says Running select Restart



- 2. If you do not have these options please skip to Reboot Computer.
- 4. Retry what you did that got the MCS device failed message
- 5. If these steps do not resolve your issue, please place a ticket with Software Support and a Software Analyst will be happy to assist.

#### **Reboot Computer**

If you are not an Administrator on the computer, you can try rebooting the computer. This will restart service as part of the process and may resolve your issue. If it does not, <u>please place a ticket with</u> <u>Software Support</u> and a Software Analyst will be happy to assist.

Visit our Customer Knowledge Center for more articles like this.

### **kardex**remstar