How to Fix MCS Device Failed Error

Kardex Power Pick System

kardexremstar

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. Please contact Software Support if you have any issues.

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
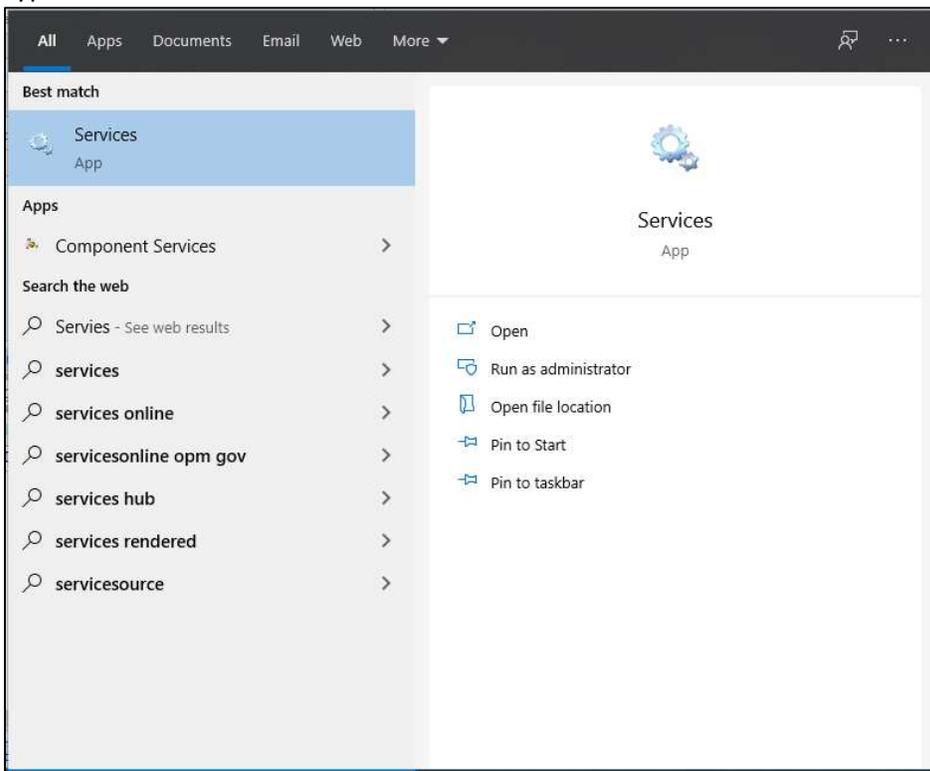
Right click and Run as Administrator

2. Scroll Down until you find PowerPick Machine Control Service

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

PowerPick Machine Control Service

Start the service
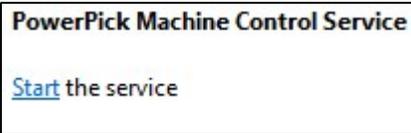
   1. If it says Running select Restart

PowerPick Machine Control Service

Stop the service
Pause the service
Restart the service
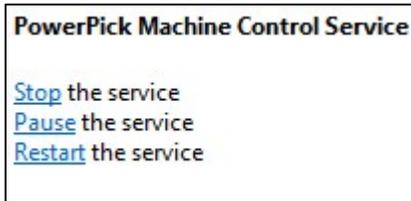
   2. If you do not have these options please skip to Reboot Computer.

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, please place a ticket with Software Support and a Software Analyst will be happy to assist.

Visit our Customer Knowledge Center for more articles like this.