# Unable To Find a New Device

**Cause:** The device is unable to communicate with the GCX.  This can be caused by a number of factors.

**Most Commonly:**

***Cable Issue:***
- Damaged / Corroded RJ45 Connector.
- Wires inside the cable may be broken or shorted.

***Address Conflict:***
- Each device is assigned its own unique address stored inside its memory.
- If multiple un-addressed devices are connected, "Auto-Find Error" will be shown in the device status list. *(Feature released GCX FW 24.12.30)*
- If multiple devices are plugged in with the same address, a "Comm Error" will be shown in the device list.

***Damaged Device***
- Connector/ Port (GCX, Hub, or Device)
- PCB / Internal Damage

**Tools Required To Troubleshoot:**
- RJ45 Cable Tester
- New RJ45 Cable
- LX1 USB Link

**Troubleshooting Checklist:**
- ☐ Test RJ45 Cable.
    - ☐ If necessary, replace the RJ45 cable with a new one.
- ☐ Try a different GrowNET port on GCX and HX8.
- ☐ Connect the device directly to GCX and search.
- ☐ If still unable to find, unplug all other devices from GCX and search with only the new device plugged in.
- ☐ Reset device using the reset button.
    - - Hold for 3-4 seconds to restore factory settings (no address).
- ☐ Connect device to PC using LX1 and Agrowlink software for further diagnostics.

- ❖ Contact Agrowtek for further support.  847-380-3009