



USER ARTICLE PORT IS OPEN



Version 2026.1

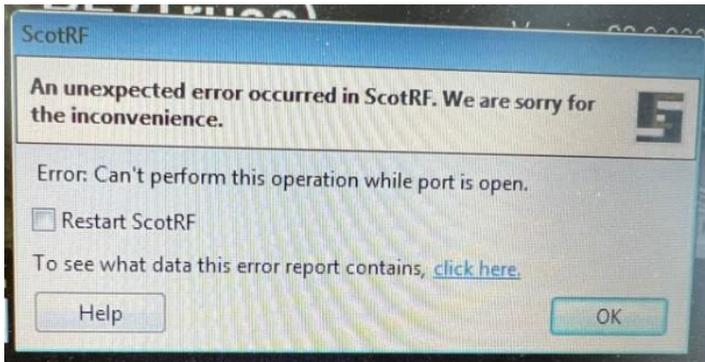
SCOTTSDALE

THE TRUSTED STEEL-FRAMING PARTNER

PORT IS OPEN

Problem/Question

An Unexpected error occurred in ScotRF. We are sorry for the inconvenience



Explanation

- The USB/Serial communication port (COM port) was still busy/locked when ScotRF tried to connect.
- The software was started too quickly after Windows boot or after plugging in the USB.
- A leftover process from a previous session was still holding the port.
- Rarely, the USB driver/device may hang in Windows Device Manager.

Possible resolution

Wait before using software: After launching ScotRF, wait 10–15 seconds before clicking buttons or loading jobs.

Close and restart properly: If the error appears, close ScotRF completely. Re-open after 10–15 seconds.

Check Device Manager: Go to Windows Device Manager → Ports (COM & LPT). Confirm that the USB Serial Port shows as connected and without errors.

Unplug and reconnect USB: If the port is frozen, unplug the USB cable from the machine PC and reconnect. Re-open ScotRF afterwards.

System reboot (if needed): If the error persists, reboot the PC to clear any locked port sessions.

Quick Tip

Always wait a few seconds after opening ScotRF or plugging in USB.

If you see this error often, make it part of startup procedure to check COM port in Device Manager.