If running into problems with the PowerMax-USB sensors not being found by the PowerMax-PC software or losing contact intermittently, the first thing to check is the connection to the computer. If a USB hub or extension cable is being used, first try removing that and plugging the sensor directly into a USB port on the computer. This can help determine whether the problem is with the PowerMax product or if it is related to the hub or extension cable being used. If this process doesn’t fix the problem, there is most likely some other device that is attempting to use the same COM port address that the PowerMax sensor is trying to use. Avoiding a COM port address that has been used in the past can help fix this. Otherwise, the software can be uninstalled and then reinstalled with the PowerMax-PC installer to resolve this.

Passive USB hubs and extension cables can cause problems if they are not able to supply enough power to the sensor. Always verify that the hub uses an external AC adapter that plugs into an electrical outlet to supply full power to the USB ports on it. If this does not resolve the problem, try using a powered USB hub that supplies 5V to each port. This can help alleviate power issues to the sensor.

If the PowerMax products are not being found by the software, it is possible that the sensor has not been loaded in the drop down menu of the NI VISA Runtime software on the computer. To resolve this, the NI VISA Runtime software on the computer can be manually loaded into the menu. For this process, go into the normal “Add/Remove Programs” menu on the computer and uninstall the PowerMax-PC software. Once that is complete, go back into the “Add/Remove Programs” menu and scroll down to find “National Instruments Programs”. From there, select the program called “NI VISA Runtime” and choose “Remove”. Once the software is removed, the PowerMax-PC software can be reinstalled as normal. For this process, both the PowerMax-PC software and the NI VISA Runtime software should be reinstalled to ensure everything is up to date.

If this is the case, it may be necessary to update the NI VISA Runtime program or remove it and reinstall it. The NI VISA Runtime software is a free download on the National Instruments website and an updated copy of this Runtime software can be downloaded from there and installed to help resolve this problem. Otherwise, the software can be uninstalled and then reinstalled with the PowerMax-PC installer to resolve this.

If the PowerMax product is not recognized by the software, it can help determine whether the problem is with the PowerMax product or if it is related to the hub or extension cable being used. First try removing that and plugging the sensor directly into a USB port on the computer. This can help determine whether the problem is with the PowerMax product or if it is related to the hub or extension cable being used. Otherwise, the software can be uninstalled and then reinstalled with the PowerMax-PC installer to resolve this.