

# GP Connect Troubleshooting

| N° | Problem or question                              | Cause  | Action or solution  |
|----|--|--|---|
| 1  | Bad performance of the software                  | PC is working at performance limit   | Load the "Economy layout" [ <i>Tools/ Layout - select: Economy - press: Load layout</i> ]   |
| 2  | Black screen on Connect software or on Snapshots | Bad performance of graphic chip and hardware acceleration  | Reduce screen resolution of the monitor   |
| 3  | Error 0: Cannot create video capture filter      | Access to USB port blocked/ No administration rights   | Make sure that you have administration rights on your PC  |
|    |  | Privacy settings of camera under Windows 10 deactivated  | Check the privacy settings of the Camera in Windows 10. <i>Let apps use my camera</i> has to be turned On.  |
| 4  | Flag timeout                                     | Flag did not operate because too many cameras are connected on one USB controller                              | Only use one camera for one USB controller<br>Assign each instance to a certain camera [ <i>Tools/ Configuration/ Device/ Application start/ Connect to device with SN</i> ]                                      |
|    |  | Mechanical problem   | Unscrew the optics (in dust-free and dry environment only) and check if the flag is closed – press <i>F5</i> to check operation or disconnect/ connect the TGBF and restart the software (only for TGBF camera)   |
|    |  | Power supply via USB too low   | Camera needs a 5 V/ 500 mA power. Use another USB port  |
| 5  | Flag too short                                   | Count of frames too small during flag operation  | Computer performance too low or bad network connection when using it over network. Use another computer or/ and check network connections   |
| 6  | Frame timeout                                    | Too high data transfer especially on high resolution imagers when using two cameras on one USB host controller | Use one camera for one USB controller<br>When using a network make sure all components are GigE suitable  |
|    |  | When using an USB Hub  | Assign every instance which camera to use [ <i>Tools/ Configuration/ Device/ Connect to device with SN</i> ]  |
| 7  | Frozen image                                     | No flag operation (flag closed)  | Unscrew the optics (in dust-free and dry environment only) and check if the flag is closed – press <i>F5</i> to check operation or disconnect/ connect the camera and restart the software (only for TGBF camera) |
|    |  | Software is down   | Restart the software  |
| 8  | Message: "Could not connect filter pins..."      | Problems with the USB connection   | Please check the USB connection (disconnect & connect the cable)  |
|    |  | Camera is running with another instance  | Run only one instance for one camera: [ <i>Tools/ Configuration/ Device/ Application start/ Connect to device with SN</i> ]   |
|    |  | USB power supply of the camera supporting PC is too low  | Use a higher performant PC - see system requirements  |
|    |  | Using a too long USB cable or a USB extension cable  | Use only USB cables with a max. length of 20 m  |

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| 9  | Microsoft .NET Framework 3.5.1   | When this package is not installed and activated on your computer, the GP Connect Software will not run on your PC | Check if the Microsoft .NET Framework 3.5.1 is activated: <i>Control Panel/ Programs/ Turn Windows features on</i>   |
| 10 | No calibration files   | Files have been deleted accidentally   | Download the files via the GP Connect software [ <i>Tools/ Extended/ Load calibration data from...</i> ] or install them from the provided GP Connect software USB key   |
|    |  | Error during download  |  |
| 11 | No camera found / no or interrupted live IR picture after software start   | No or disturbed digital communication/ USB port with power problems  | Check the USB cable connection on camera and PC side   |
|    |  |  | Try another USB port of PC or another PC, if available   |
|    |  |  | Use an external powered USB Hub  |
|    |  |  | Set the bolometer chip temperature to floating [ <i>Tools/ Configuration/ Device</i> ] in order to reduce the power consumption of the imager  |
| 12 | Noisy picture after a while/ wrong temperature readings  | No flag operation  | Unscrew the optics and check if the flag is working after pressing <i>F5</i> (in dust-free and dry environment only)   |
|    |  |  | Activate the flag automatic mode [ <i>Tools/ Configuration/ Device</i> ]   |
| 13 | No live picture  | Lens protection cap has not been removed   | Remove the lens protection cap   |
|    |  | Some software settings may be out of adjustment  | Change to the standard layout [ <i>Tools/ Layout/ Standard layout</i> ]. The current layout is lost if it's not saved before   |
|    |  | Error while reading calibration files  | After first connection of an imager to your PC the calibration files have to be loaded from the supplied CD [ <i>Tools/ Extended/ Load calibration data from...</i> ]  |
| 14 | No valid video format was found for the connected imager device!   | The formats definition file could be too old or the software does not connect properly with the camera             | Update the format definition file [ <i>Tools/ Extended/ Update format definition file</i> ]<br>Admin rights are necessary, therefore start the GP Connect software as a admin by making a right click on the icon of the GP Connect software and select: " <i>Run as administrator</i> " |
| 15 | TGIPI connection does not work properly (characterized by a red exclamation point [ <i>Tools/ Configuration/ Device (TGIPI)</i> ]) | TGIPI cable not connected  | Connect the TGIPI cable to the imager according to the manual  |
|    |  | TGIPI cable not powered  | Please check the power supply for the TGIPI cable [the TGIPI needs an external power of 5...24 V DC]   |
|    |  | External connections not fitting to the TGIPI configuration  | Check if the configuration and set parameters [ <i>Tools/ Configuration/ Device (TGIPI)</i> ] are fitting to the external connections of the TGIPI   |

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| 16 | TGIPI EEPROM checksum error on TGIPI#xxxxxxx                                  | Firmware of camera is too old  | Update the firmware of the camera [ <i>Tools/ Extended/ Update firmware</i> ]  |
|    |   | TGIPI cable is damaged   | Use a new TGIPI cable  |
|    |   | Wrong connection procedure   | Follow the correct connection procedure:<br>1. TGIPI and camera<br>2. TGIPI with voltage<br>3. Camera with computer  |
| 17 | Problems during installation or after first start of the software             | No administrative rights on the current PC system  | Use a PC where you have administrative rights or check with your local administrator   |
|    |   | Software update was over-installed on old version (applies only to software versions older than 2.12.2202.0) | Please uninstall an old software version before installing an update (only necessary for software versions older than 2.12.2202.0); remove all existing installations via the control panel/ software.   |
| 18 | Recording of video or snapshots not possible                                  | Temporary file is allocated to a non-existing path   | Change the path of the temporary recording file [ <i>Tools/ Configuration/ Recording</i> or <i>/Triggered Recording/ Snapshots</i> ] to an existing path on your local hard-disk drive (no network path) |
|    |   | No write permission for the selected path  | Select a path where you have write permission  |
|    |   | Not enough free disk space   | Reduce the frame rate in order to generate smaller file sizes [ <i>Tools/ Configuration/ Recording</i> ]   |
| 19 | Using an new imager together with an old PI NetBox or an old software version | Need to update the format definition file, not able on old software version (<Rel. 2.15.2217.0)              | Contact the service  |

## If your troubleshooting was not successful

- Disconnect and reconnect the camera. If that doesn't help copy the **config.xml** and **CurrentL.xml** files to another directory (for example on the desktop) and delete the files from the configuration directory (personal settings will be deleted):

Windows XP: C:\ Documents and Settings\ [USERNAME]\ ApplicationData\ Imager\ Windows

Vista/Win7/Win8/Win10: C:\ Users\ [USERNAME]\ AppData\ Roaming\ Imager

Restart the software (new config.xml and CurrentL.xml files will be created) and the problem could be solved.

- If the upper solution was not successful do the two following things:
  - Send us information about your PC (model, operating system, processor type, RAM, available hard disk space) and about your imager (model, serial number).
  - Send us your actual configuration files (**Config.xml** and **CurrentL.xml**) which you saved before
- If an exception window popped up and the window has a details button: Please click on the details button and copy the information that will be shown in the window and send it to us.

## If you have performance problems using GP Connect on your PC

Several parameters of the PC determining the performance:

- CPU speed
- Number of CPU cores
- Bus speed
- Memory size and speed
- Graphics hardware

Other reasons for insufficient performance:

- Multi instances of GP Connect
- Other high consuming applications
- Running in virtual environment

Big CPU consuming features of GP Connect:

- High number of measuring areas (especially overlapping)
- Hot spots / cold spots
- Image rotation
- Radial distortion correction
- 3D chart
- High speed temperature calculation
- Optimization [Configuration/ General/ Optimization]

## **Solutions:**

- Reduce big CPU consuming features of GP Connect
- Set optimization to „Performance“
- Uncheck High-speed temperature calculation
- Reduce display and/or recording frame rate
- When using IPC: minimized or hidden mode
- Choose the “Economy” layout

## **Hardware Recommendation:**

- For multiple camera use, recommends a powerful computer (e.g. Intel Core i7-6700HQ, 16GB RAM, 256GB SSD) with OS Windows 7 or higher

When using the Ethernet, use the USB Server and the managed Gigabit Ethernet switch (Netgear GS110TP). The use of other devices is not supported and might not work properly!