

PIX Connect - Troubleshooting

Problem or question	Cause	Action or solution
Bad performance of the software	PC is working at performance limit	Load the "Economy layout" [<i>Tools/ Layout – select: Economy – press: Load layout</i>]
Black screen on PIX Connect software or on Snapshots	Bad performance of graphic chip and hardware acceleration	Reduce screen resolution of the monitor. Reduce the Optimization settings in PIX Connect software [<i>Tools/ Configuration/ General/ Optimization</i>]
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> must be turned On.
Flag timeout	Flag did not operate because too many cameras are connected on one USB controller	Only use one camera for one USB controller 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 PI and restart the software (only for PI camera)
	Power supply via USB too low	Camera needs a 5 V/ 500 mA power. Use another USB port
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
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
	When using an USB Hub	When using a network make sure all components are GigE suitable Assign every instance which camera to use [<i>Tools/ Configuration/ Device/ Connect to device with SN</i>]
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 PI camera)
	Software is down	Restart the software
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 optris USB cables with a max. length of 20 m

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Microsoft .NET Framework 3.5.1	When this package is not installed and activated on your computer, the PIX 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>
DirectShow and Media Pack	When the package Media Pack is not installed on your computer, the PIX Connect Software will not run on your PC	Download and install the <i>Microsoft-Windows-MediaFeaturePack-OOB-Package</i> from Microsoft homepage
No calibration files	Files have been deleted accidentally	Download the files via the PIX Connect software [<i>Tools/ Extended/ Load calibration data from...</i>] or install them from the provided PIX Connect software USB stick
	Error during download	
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
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>]
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 must be loaded from the supplied USB stick or via the Internet [<i>Tools/ Extended/ Load calibration data from...</i>]
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>] Admin rights are necessary, therefore start the PIX Connect software as an admin by making a right click on the icon of the PIX Connect software and select: " <i>Run as administrator</i> "
PIF connection does not work properly (characterized by a red exclamation point [<i>Tools/ Configuration/ Device (PIF)</i>])	PIF cable not connected	Connect the PIF cable to the imager according to the manual
	PIF cable not powered	Please check the power supply for the PIF cable [the PIF needs an external power of 5...24 V DC]
	External connections not fitting to the PIF configuration	Check if the configuration and set parameters [<i>Tools/ Configuration/ Device (PIF)</i>] are fitting to the external connections of the PIF

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PIF EEPROM checksum error on pif#xxxxxxx	Firmware of camera is too old	Update the firmware of the camera [Tools/ Extended/ Update firmware]
	PIF cable is damaged	Use a new PIF cable
	Wrong connection procedure	Follow the correct connection procedure: 1. PIF and camera 2. PIF with voltage 3. Camera with computer
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.
Recording of video or snapshots not possible	Temporary file is allocated to a non-existing path	Change the path of the temporary recording file [Tools/ Configuration/ Recording or /Triggered Recording/ Snapshots] 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 [Tools/ Configuration/ Recording]
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

Problem or question (PI2xx)	Cause	Action or solution
Blurry VIS picture (PI2xx only)	VIS camera out of focus	Use the focusing tool to adjust the focus of the VIS camera to the desired distance
No VIS picture (PI2xx only)	Scenery too dark	The VIS camera is working also under low light conditions but not in totally darkness – illuminate the scenery or use the IR mode only
VIS picture too bright (PI2xx only)	Indoor mode inactive	If you have mainly daylight in your scenery please deactivate the indoor mode [Tools/ Configuration/ General/ Indoor use (Anti flicker)]

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Problem or question (Xi imager)	Cause	Action or solution
Autonomous mode of Xi 80/410 - Imager is not running in autonomous mode	Settings are wrong/missing For Xi 410: Settings need to be manually written into the device	Make sure that the selection <i>using autonomously by device</i> is activated and the @ sign is shown under [Tools/ Configuration/ Device (PIF)] For Xi 410: Additionally, the settings must be written manually into the device [Devices/ Set configuration to device]
Blurred picture	Imager is not focused properly	The focusing of the camera is done via the software over the distance function [View/ Windows/ Distance]
Ethernet problems with Xi 80/410 - No imager found under Devices	Ethernet function is not activated in PIX Connect	Make sure that <i>Enable Ethernet</i> is activated [Devices/ Enable Ethernet]
	Network settings of PC/Imager	Check the network settings of imager [Devices/ Ethernet settings]. Alternatively use the USB connection and check the settings again. Make sure to use the correct address for the PC
	Windows Firewall settings	Check the firewall settings [Firewall/ Allow a program or feature through Windows Firewall; all network parts under USB IR Camera Software must be activated]
Hot-/ Cold spot detection in autonomous mode is not working	Analog values are not correct due to wrong settings by check marking <i>Hot spot / Cold spot</i>	In autonomous mode the hot-/ cold spot setting is different. Use a user def. rectangle and select as a mode Maximum (for hot spot) or minimum (for cold spot) under [Tools/ Configuration/ Measure areas/ Measure area]. Do not checkmark the function <i>Hot spot</i> or <i>Cold spot</i> .
PoE (Power over Ethernet) is not working with Xi 80/410	No managed PoE switch is used PoE adapter is missing	Optris PoE adapter is needed and a managed PoE switch or PoE injector to power the imager
Supporting new features	Old firmware on device	Update the firmware of the camera [Tools/ Extended/ Update firmware], Admin rights may be required. FW update is just working via USB connection.

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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 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 PIX 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 PIX Connect
- Other high consuming applications
- Running in virtual environment

Big CPU consuming features of PIX Connect:

- High number of measuring areas (especially overlapping)
- Hot spots / cold spots
- Image rotation
- Radial distortion correction
- 3D chart
- Keep device framerate for temp/time diagram, external communication and PIF outputs
- Optimization [Configuration/ General/ Optimization]

Solutions:

- Reduce big CPU consuming features of PIX Connect
- Set optimization to „Performance“
- Uncheck “Keep device framerate for temp/time diagram, external communication and PIF outputs”
- Reduce display and/or recording frame rate
- When using IPC: minimized or hidden mode
- Choose the “Economy” layout

Hardware Recommendation:

- For multiple camera use, Optris recommends a powerful computer (e.g. Intel Core i7-6700HQ, 16GB RAM, 256GB SSD) with OS Windows 10 or higher
- When using the Ethernet, use the USB Server Gigabit (**Part No.: ACPIUSBSGB**) and the managed Gigabit Ethernet switch (e.g. Netgear GS510TLP). The use of other devices is not supported and might not work properly!