

<b>Title:</b>	<b>Random Communication Loss</b>	<b>ID:</b>	
		0319	
<b>Date in:</b>	<b>Response:</b>	<b>Model:</b>	<b>Author:</b>
2008-08-13	2008-08-13	-	CMa

## Q:

Attached you see the log file of the Storex Unit from our system. The communication is always canceled and this completely random.

## A:

The communication loss log-file looks very strange. All of a sudden there is scattered information in the reply before communication shuts down.

I talked with Juergen Krause and he saw something similar during his development work of his latest software. He says that the „USB Root Hubs" Power Management must be turned OFF.

This is done in the Device Manager

Also he says that the most actual Driver Version from EdgePort must be installed.

```
08:50:48.97--->Unlock
08:50:48.97--->Lock
08:50:48.97--->RD DM23
08:50:48.97--->----- Transmit -----
08:50:48.97--->R D D M 2 3 0d
08:50:48.97--->52 44 20 44 4d 32 33 0d

08:50:48.99--->----- Receive -----
08:50:48.99--->No data received
08:50:49.00--->----- Receive -----
08:50:49.00--->No data received
08:50:49.02--->----- Receive -----
08:50:49.02--->No data received
08:50:49.03--->----- Receive -----
08:50:49.03--->No data received
08:50:49.05--->----- Receive -----
08:50:49.05--->No data received
08:50:49.06--->----- Receive -----
08:50:49.06--->No data received
08:50:49.08--->----- Receive -----
08:50:49.08--->No data received
08:50:49.09--->----- Receive -----
08:50:49.09--->No data received
08:50:49.11--->----- Receive -----
08:50:49.11--->0 0 7 8 <----- missing '8'
08:50:49.11--->30 30 37 38

08:50:49.13--->----- Receive -----
08:50:49.13--->No data received
08:50:49.14--->----- Receive -----
```

08:50:49.14--->No data received  
08:50:49.16--->----- Receive -----  
08:50:49.16--->No data received  
08:50:49.17--->----- Receive -----  
08:50:49.17--->No data received  
08:50:49.19--->----- Receive -----  
08:50:49.19--->8 0d 0a <----- here it comes  
08:50:49.19--->38 0d 0a

08:50:49.19--->Unlock  
08:50:49.19--->Lock  
08:50:49.19--->RD DM27  
08:50:49.19--->----- Transmit -----  
08:50:49.19--->R D D M 2 7 0d  
08:50:49.19--->52 44 20 44 4d 32 37 0d

08:50:49.20--->----- Receive -----  
08:50:49.20--->No data received  
08:50:49.22--->----- Receive -----  
08:50:49.22--->No data received  
08:50:49.23--->----- Receive -----  
08:50:49.23--->No data received  
08:50:49.25--->----- Receive -----  
08:50:49.25--->0 0 4 5 <----- missing '0'  
08:50:49.25--->30 30 34 35

08:50:49.26--->----- Receive -----  
08:50:49.26--->No data received  
08:50:49.28--->----- Receive -----  
08:50:49.28--->No data received  
08:50:49.29--->----- Receive -----  
08:50:49.29--->0 0d 0a <-----  
08:50:49.29--->30 0d 0a

08:50:49.29--->Unlock  
08:50:49.29--->RollBackPreUnload

...

08:53:35.98--->Unlock  
08:53:35.98--->Lock  
08:53:35.98--->RD DM27  
08:53:35.98--->----- Transmit -----  
08:53:35.98--->R D D M 2 7 0d  
08:53:35.98--->52 44 20 44 4d 32 37 0d

08:53:36.00--->----- Receive -----  
08:53:36.00--->No data received  
08:53:36.01--->----- Receive -----  
08:53:36.01--->No data received  
08:53:36.03--->----- Receive -----  
08:53:36.03--->No data received  
08:53:36.05--->----- Receive -----  
08:53:36.05--->0 0 4 5 <----- !!!!!  
08:53:36.05--->30 30 34 35

08:53:36.06--->----- Receive -----  
08:53:36.06--->No data received  
08:53:36.08--->----- Receive -----  
08:53:36.08--->No data received  
08:53:36.09--->----- Receive -----  
08:53:36.09--->0 0d 0a  
08:53:36.09--->30 0d 0a

08:53:36.09--->Unlock  
08:53:36.09--->RollBackPreUnload  
08:53:36.09--->WriteBC2DB