Losing Communications Troubleshooting Guide
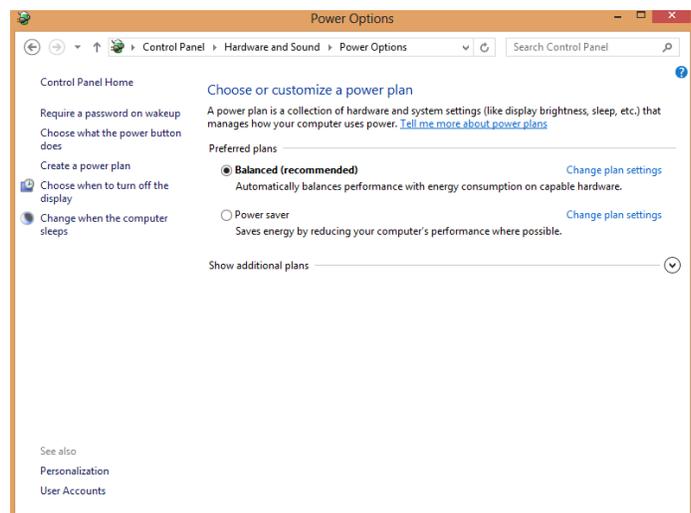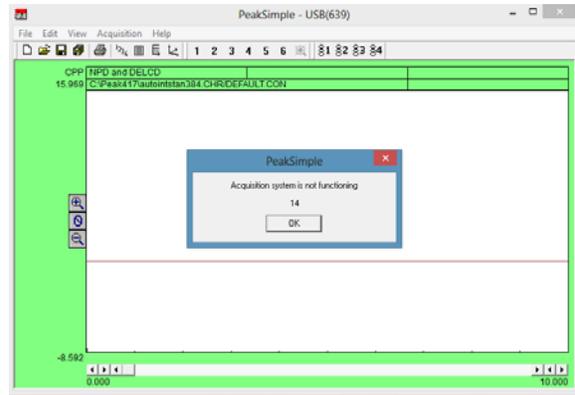# SRI GCs and Data Systems

Sometimes PeakSimple may have problems maintaining communications with the SRI GC or data system. If this is the case, follow the instructions in this guide in order to fix the problem.

1) Download the latest software. Go to www.srigc.com and select the "Download PeakSimple" tab on the left-hand side of the screen. Download the appropriate version (32– or 64-bit) and install the software (for more information see the Basic PeakSimple Features tutorial). Ensure the drivers are installed correctly (see QuickStart guides for more information) and see if PeakSimple can maintain communications with the GC/data system. If this doesn't solve the problem, move onto the next step.

2) Power Management Options. Open the Windows Control Panel and select "Power Options" in order to open up the Power Options menu. Whatever plan is selected, click on "Change plan settings."


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In the Edit Plan Settings menu make sure that "Put the computer to sleep" is set to "Never". Save the changes.

From the Power Options menu select "Change plan settings" again and from the Edit Plan Settings menu click on "Change advanced power settings" to open up the Advanced Settings menu.

Expand the "USB settings" list and then expand "USB selective suspend setting". Set it to "Disabled" and then click on "Apply" and "OK". This will ensure that the computer never cuts off communications to its USB ports. If this doesn't solve the problem, proceed on to the next step.
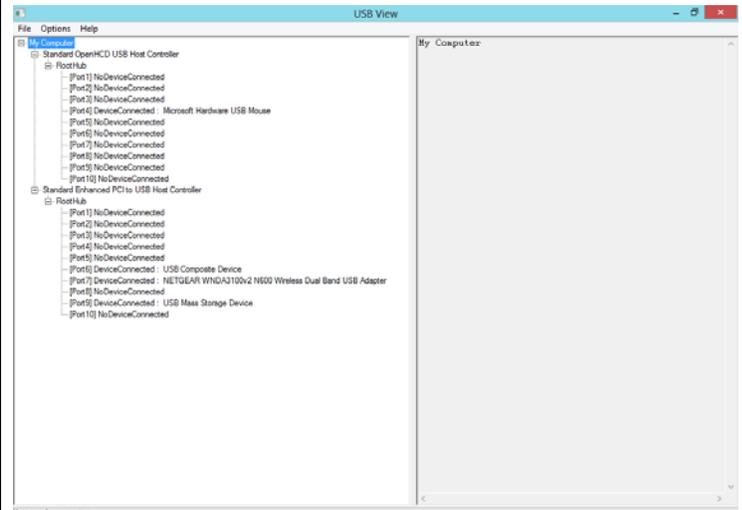
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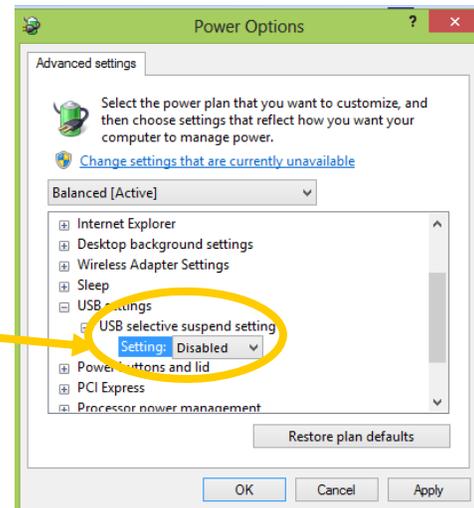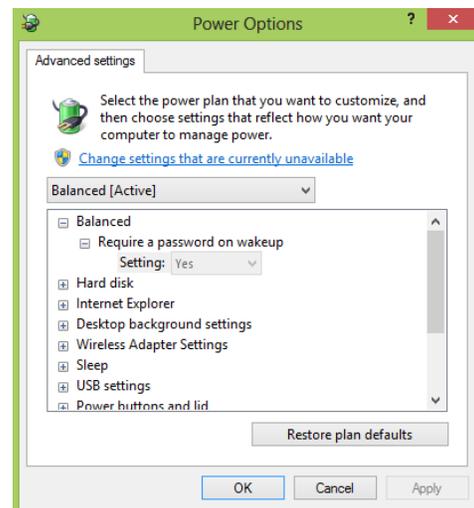
3) **Different USB Jack.** Simply moving the USB cable to another USB jack may solve the communications loss problem. Many computers have USB jacks located in the front and back of the computer tower. It is best to move the USB cable to the front if it was previously in the back, and to the back if it was previously in the front.

In the PeakSimple folder (ex. Peak418 for PeakSimple version 4.18) there is a program called "USB View". You can see which USB jacks are assigned to which USB controller in this program.

4) **Ferrite on USB and Power Supply Cable.** Adding a ferrite prevents electromagnetic interference from influencing the electronics of the GC or data system. Placing one on the end of the USB cable right before it plugs into the GC or data system may prevent communications loss. A ferrite can be obtained for free from SRI or from most electronic and computer suppliers.

5) **Plugging the GC/Data System into the Same Circuit as the Computer.** Due to grounding differences between different A/C circuits there may be communications loss. To prevent this, plug the power supply for the GC or data system into the same A/C circuit as the computer.

6) **Adding a Capacitor and Ground Wire to the A/D board.** With a few simple tools, parts, and a soldering iron a capacitor and ground wire can be added to the Analog/Digital board in order to prevent communications loss. The process to do this is described in "A/D Cap and Ground Wire Install" in the "PeakSimple Documents" section of the website at: www.srigc.com.