

PVA Hardware & PVA Application Troubleshooting

(February 2023)

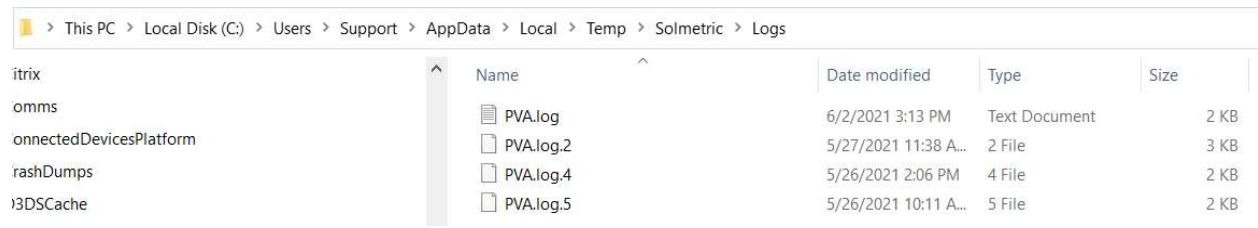
Problem	Solution
Windows 11 unable to load WUSBI driver	Turn off 'Memory Integrity' (in Core Isolation)
App shows 'Paused' with I-V unit power light on; 'Ready' with light off (state flipped from normal)	Hard reset on I-V unit: Press & hold power for min. 12 seconds
App crash on launch	Try a resolution step below, then test app. If it fixes the problem, no need to do the remaining steps: <ul style="list-style-type: none">• Hard Reset on I-V unit & SolSensor (resolves crashes caused by state errors in devices)• re-install application, preferably the current release from https://www.solmetric.com/downloads-pva.html• Repair Microsoft Office Access database engine 2007 (in Apps, or from Control Panel>Programs>Programs & Features); Reboot if instructed.• Repair or install Microsoft Visual C++ Redistributables for 2015-2022 (both x86 & x64 versions – see links on PVA downloads page). Reboot as indicated• Run PVA installation program again• Make sure PVA is not blocked by anti-virus / anti-malware programs
App crash at new project selection	
App crash on module selection	
Invisible keypad when defining location or module parameters, revealed as pointer is swept across keypad	
Hardware issues with I-V Unit	Hard Reset--press & hold power for min. 12 seconds, or up to 30 seconds if necessary. This resets network & restarts the firmware.
Hardware issues with SolSensor	Hard Reset--press & hold power for min. 12 seconds. This resets network & restarts the firmware.

<p>SolSensor-300* not connecting to application (*PVA-1500V2/V3 only)</p>	<p>Re-Pair SolSensor to I-V Measuring Unit:</p> <ul style="list-style-type: none"> • Hard reset both devices • Press 'power' button on I-V unit 5x quickly • Press power button on SolSensor 5x quickly <p>*Light on SolSensor should Blink quickly, then slowly, and then go solid when re-pairing is complete*. (*See table 'Operational States' in PVA User Guide.)</p> <ul style="list-style-type: none"> • Wait for hotspot with "_Pair" to disappear • Connect PC WiFi to remaining PVA_1500 HotSpot <p>*Light on I-V unit will blink until PC reconnects to WiFi hotspot. Restart application – both devices should be connected properly.</p>
<p>Charging / Power issues</p> <p>*Note: Both I-V units and SolSensors with very low batteries may require 1-2 hours to start charging normally, and then 6-8 hours to reach full charge. (This is common after longer periods of storage.)</p> <p>*Always leave both devices plugged in and charging overnight before use.</p> <p>*Charge devices units monthly when not in use.</p>	<ul style="list-style-type: none"> • PVA-1000: I-V unit & SolSensor: approx. 4Vdc when fully charged & connected to chargers • PVA-1500: Voltage on each unit will rise to 3.65Vdc, then 'float' at ~3.49Vdc • In-use, fully charged I-V unit will start out at ~3.2Vdc; SolSensor will start at ~3.24Vdc <p>To improve charging reliability of older units:</p> <ul style="list-style-type: none"> • Remove o-rings inside lip of charge ports (if present) • leave lockrings loose (on older charge cables) • Always charge overnight both devices before use • upgrade to new USB charging cables (https://www.solmetric.com/pva-accessories.html)
<p>Windows maintenance / Windows Update</p>	<ol style="list-style-type: none"> 1) 'Check for Updates' in the Update & Security window (Settings>Update & Security). 2) Run all recommended Windows Updates, including feature updates to current versions of Windows 10 or Windows 11 3) Go to 'Advanced Options', turn on 'Receive updates for other Microsoft products when you update Windows. 4) Run 'Check for Updates' again – install all available updates. 5) Run 'Disk Cleanup'; select 'Clean Up System Files'. 6) Run 'Disk Defragmenter' (or 'optimize' for SSD) 7) Reboot PC

Contact Solmetric Support if none of the above steps resolve the issue. (707) 823-4600.

Also, please send a copy of the PVA.log file to support@solmetric.com

Example of PVA.log file location (View options in File Explorer need to include 'Hidden items'):



The screenshot shows a Windows File Explorer window with the address bar displaying the path: > This PC > Local Disk (C:) > Users > Support > AppData > Local > Temp > Solmetric > Logs. The main pane shows a list of files and folders. On the left, there are folders: itrix, omms, onnectedDevicesPlatform, rashDumps, and 3DSCache. On the right, there is a table of files:

Name	Date modified	Type	Size
PVA.log	6/2/2021 3:13 PM	Text Document	2 KB
PVA.log.2	5/27/2021 11:38 A...	2 File	3 KB
PVA.log.4	5/26/2021 2:06 PM	4 File	2 KB
PVA.log.5	5/26/2021 10:11 A...	5 File	2 KB