

Technical Solutions

“Inadequate USB throughput” message - USB mapping when using multiple cameras.

Products Affected – iXon Ultra, iStar, Clara, Luca, Newton, iDus, iKon
Software Affected – Andor SOLIS

Description of Error: SOLIS displays “Inadequate USB throughput” message when simultaneously acquiring data from multiple Andor USB cameras (*Figure 1*)

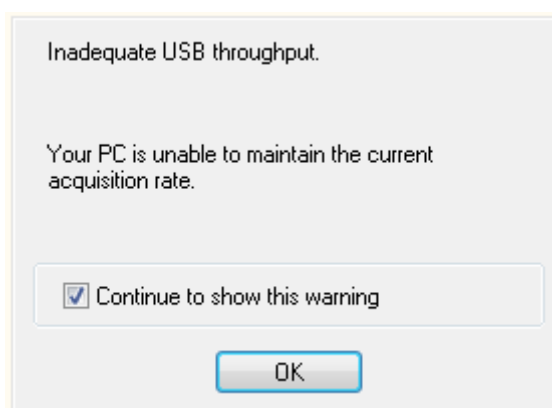


Figure 1 – Error message displayed when

To overcome this, each camera will need to be connected to its own dedicated USB 2.0 controller. This can be determined by mapping the PC’s USB ports to see which USB ports are connected to the PC USB controllers. To do this, download the USB Hub Finder tool from the Utilities folder in the software section of MyAndor. You can register for a MyAndor account at: <http://www.andor.com/my/Register.aspx>. Alternatively, if you have Andor Solis installed, the software will be accessible through the Andor Solis installation directory (default location C:\Program Files\Andor SOLIS\UVCView).

Run the *UVCView.86.exe* to review the list of USB devices attached to the PC and check which ports the cameras are connected to.

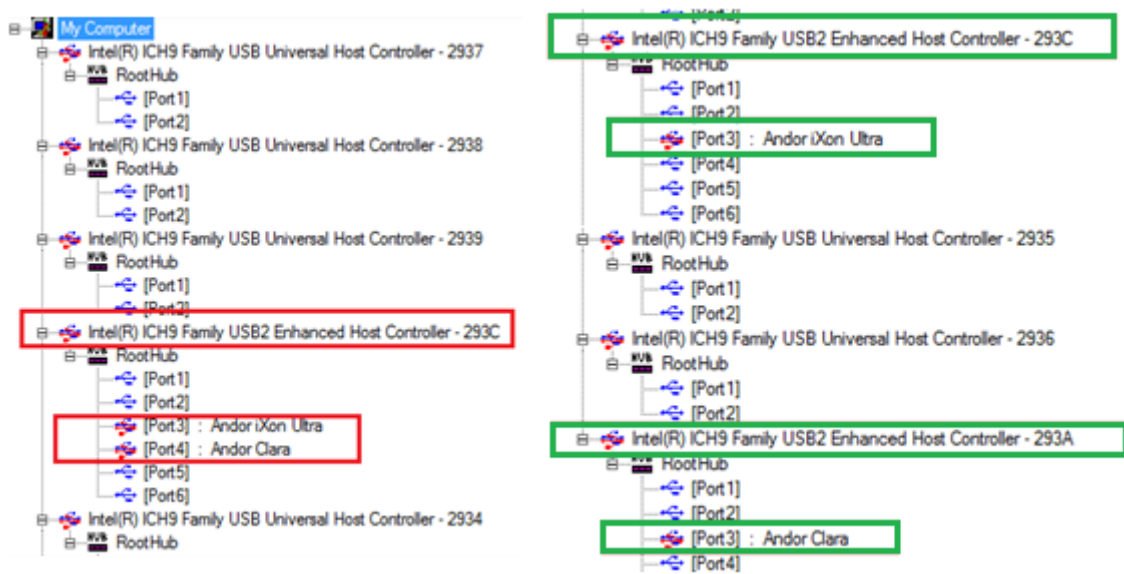


Figure 2 – (left) 2 Andor Cameras sharing a single USB controller port
(right) 2 Andor cameras connected to dedicated USB 2.0 USB controller ports

Ensure the cameras are attached to separate USB 2.0 ports (Figure 2). When each camera has been connected to its own dedicated USB controller port, they will have sufficient USB bandwidth to function simultaneously.