Controller Disconnects During Long Tests - Check Windows Power Management

If the Spider disconnects during long tests, Windows power settings are a likely cause. This page shows how to change them.

The disconnect often happens overnight or after the PC has been left alone for a while. EDM shows the front-end as disconnected, and the test stops or aborts. The connection comes back after you reconnect the cable, restart EDM, or wake the PC. It happens most often when the Spider is connected through a USB-to-Ethernet adapter, a USB-C dongle, or a docking station.

Windows saves power by turning off devices it thinks are idle. A USB-to-Ethernet adapter can be suspended, or lose power when the PC goes to sleep. Some adapter power-saving features can also drop the link. Energy-Efficient Ethernet normally keeps the link up, but with some adapters and drivers it can cause disconnects.

You can usually fix this yourself with the steps below. Do not make these changes while a test is running. If you have not set up the network connection yet, see Connecting the Spider System to the PC first.

Turn Off Power Saving on the Adapter

First find the adapter that connects to the Spider:

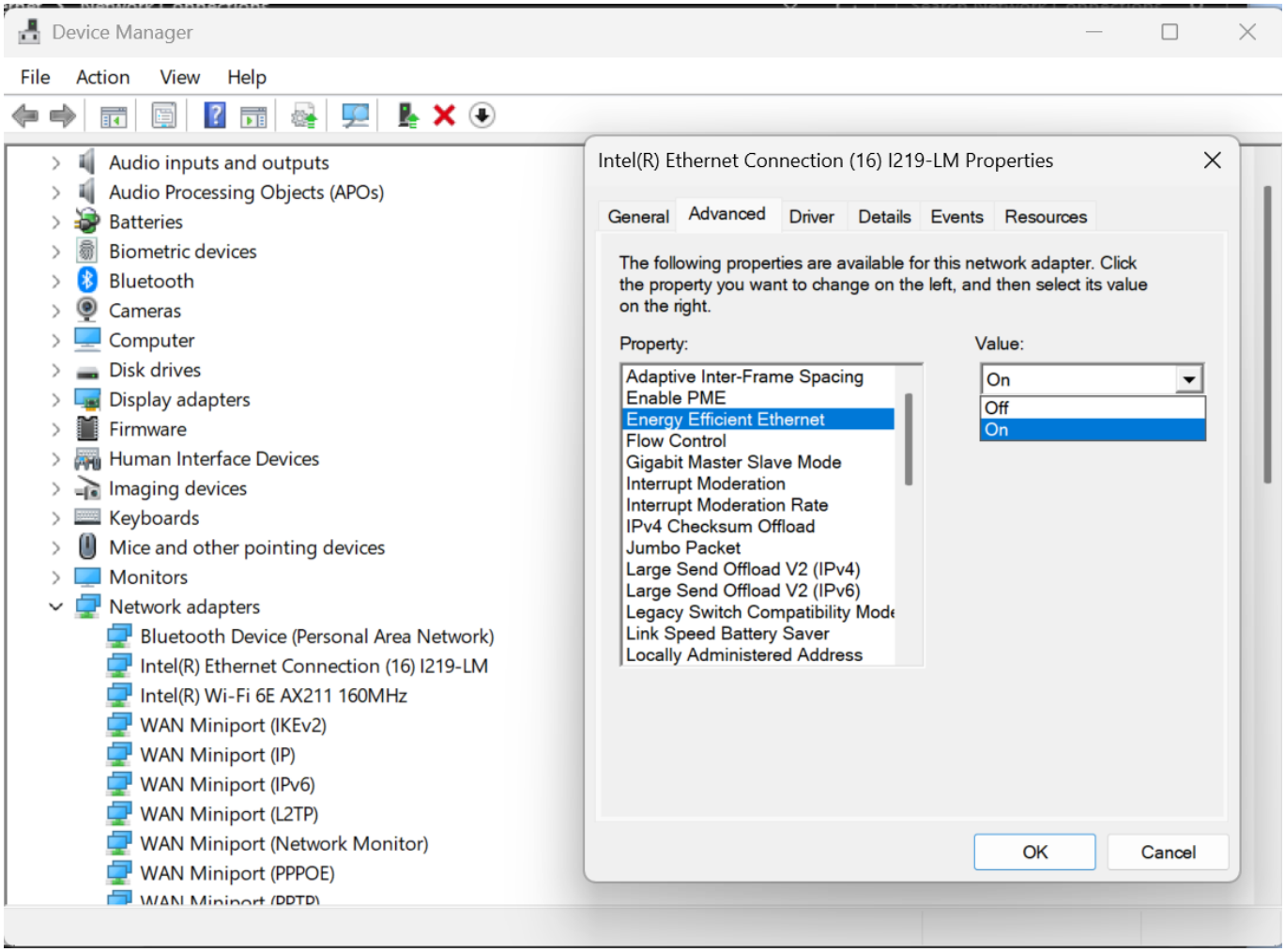
1. Press **Windows + R**, type **ncpa.cpl**, and press **Enter**.
2. Right-click an Ethernet adapter and click **Status**.
3. Click **Details** and look at **IPv4 Address**. The adapter that connects to the Spider has an address in the Spider subnet (for example **172.0.0.x** or **169.254.x.x**).
4. If it is not the right adapter, close the windows and check the next Ethernet adapter.
5. Write down the device name. It is shown under the adapter name in **Network Connections**. USB adapters usually have “USB” in the device name, for example **Realtek USB GbE Family Controller** or **ASIX AX88179 USB 3.0 to Gigabit Ethernet Adapter**.

Then change its power-saving options:

1. Right-click **Start** and click **Device Manager**.
2. Expand **Network adapters**.
3. Right-click the adapter and click **Properties**.
4. Click the **Advanced** tab.
5. For each property in the table below that is in the list, select it and set **Value** to **OFF**.
6. Click **OK**.

Property (names vary by driver)	**Set to**
Energy-Efficient Ethernet / **EEE**	OFF
Advanced EEE	OFF
Green Ethernet	OFF

Property (names vary by driver)	Set to
Idle Power Saving	OFF
Selective Suspend	OFF
Power Saving Mode	OFF
System Idle Power Saver	OFF
Ultra Low Power Mode	OFF



Not every adapter has all of these properties. Change the ones that are there and leave the others.

The adapter may disconnect for a few seconds when you click **OK**. This is normal.

Stop Windows from Turning Off the Adapter

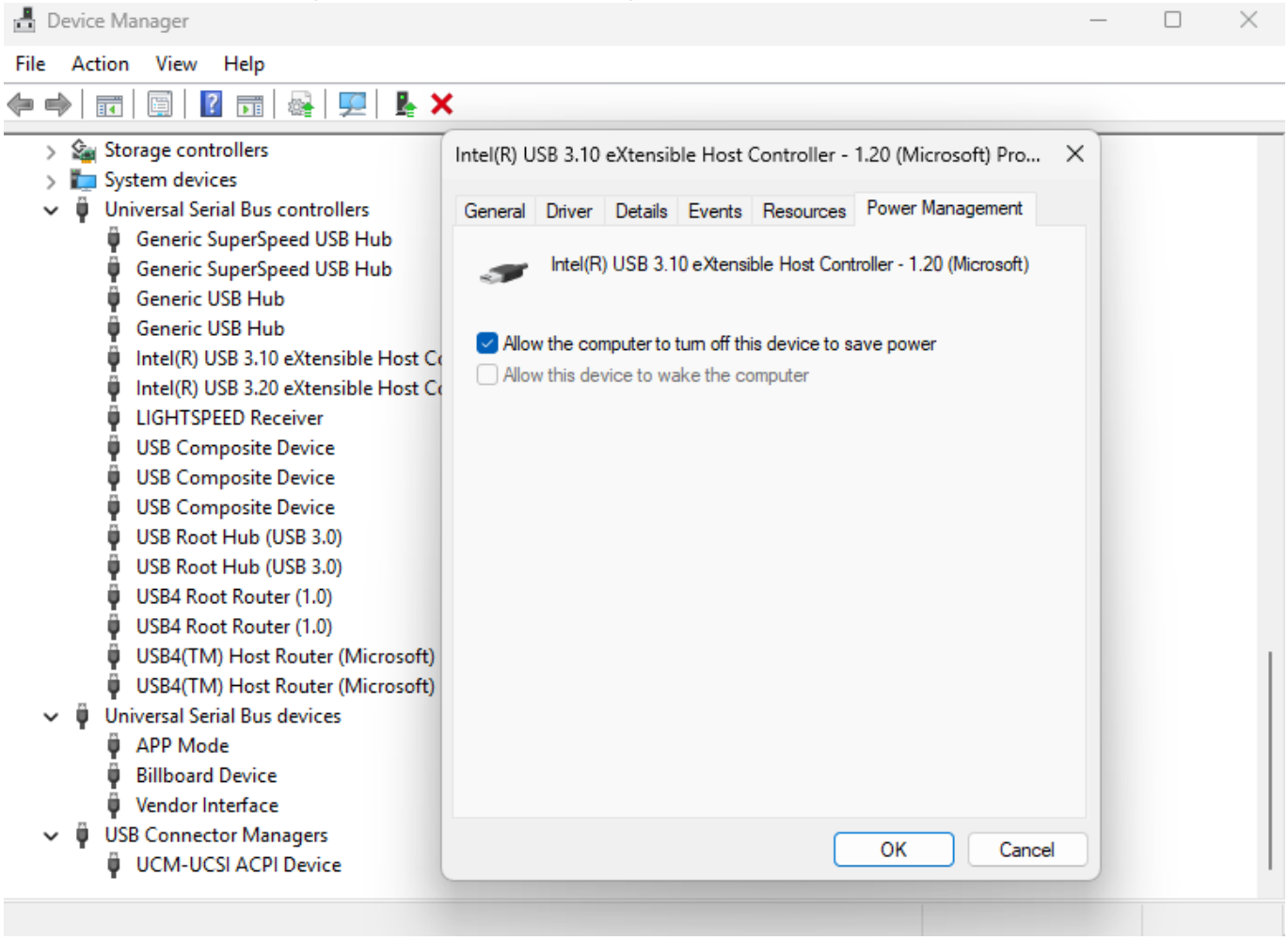
1. In **Device Manager**, right-click the adapter and click **Properties**.
2. Click the **Power Management** tab.
3. Clear the **Allow the computer to turn off this device to save power** check box.
4. Click **OK**.

Some PCs do not show the **Power Management** tab for some adapters. If the tab is not there, try the next section.

If the adapter is connected by USB (for example a USB dongle, or a USB-C dock or hub), also do this for the USB devices between the adapter and the PC:

1. In **Device Manager**, click **View** > **Devices by connection**.
2. Expand the items until you find the adapter.
3. Look at the items above the adapter in the tree, for example **Generic USB Hub**, **USB Root Hub**, and **USB eXtensible Host Controller**.
4. For each of these items that has a **Power Management** tab, open **Properties** and clear the same check box.
5. Click **View** > **Devices by type** to go back to the normal view.

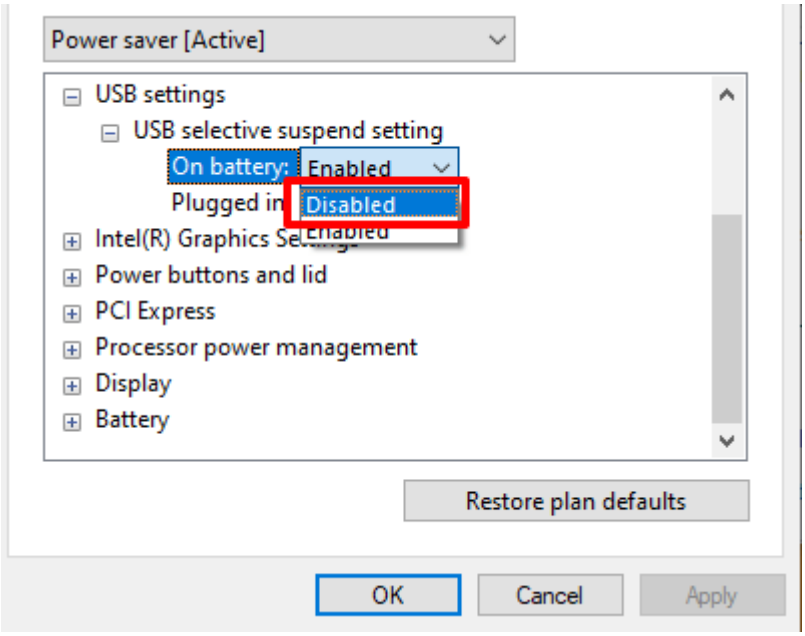
You do not need to change USB hubs that the adapter is not connected to.



Turn Off USB Selective Suspend

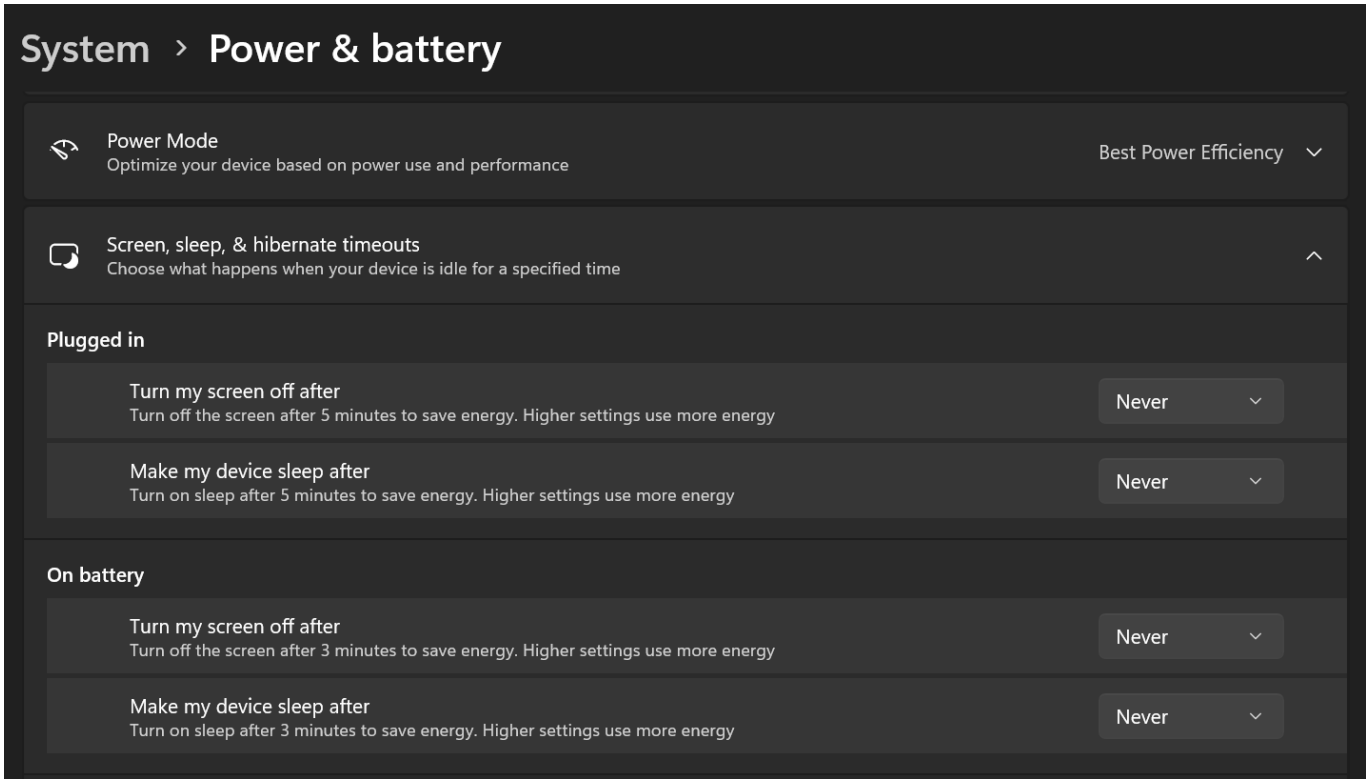
Do this if the adapter is connected by USB.

1. Press **Windows + R**, type **powercfg.cpl**, and press **Enter**.
2. Next to the selected power plan, click **Change plan settings**.
3. Click **Change advanced power settings**.
4. Expand **USB settings** > **USB selective suspend setting**.
5. Set **Plugged in** to **Disabled**.
6. Click **OK**.



Stop the PC from Sleeping

1. Click **Start** > **Settings** > **System** > **Power & battery** (on a desktop PC: **Power**).
2. Expand **Screen, sleep, & hibernate timeouts**.
3. Under **Plugged in**, set the sleep setting (on a desktop PC: **Make my device sleep after**) to **Never**.
4. If there is a hibernate setting, set it for **Plugged in** to **Never**.



The screen can still turn off. Only sleep must be **Never**.

Check That the Fix Worked

1. Restart the PC.
2. Run a test under the same conditions as the test that failed: the same adapter, dock, and USB port, and the same test length.
3. Do not use the PC for other work during this test.
4. Confirm that the test finished without a disconnect.

Still Disconnecting? Contact Support

If the Spider still disconnects after you try these steps, email Crystal Instruments support at **support@go-ci.com**. Include:

- The date and time of the disconnect.
- The device name of the adapter that connects to the Spider.
- The EDM log files (see Sending the Tech Support Log File).

If you can, also try a different USB-to-Ethernet adapter or the PC's built-in Ethernet port.

From:
https://help.go-ci.com/ - **Crystal Instruments Help**

Permanent link:
https://help.go-ci.com/vcs:controller-disconnects

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