

USB dongle is not detected

We have observed that the Windows power management settings may disconnect USB devices. Maybe this is the problem.

1. Make sure the dongle matches the installed software – e.g. a Voyager Direct(KNX) dongle does not license a Voyager UD installation.
2. Rule out a physical malfunction of the dongle and test it on a physical (i.e. not virtual) PC.
3. Persisting dongle problems are often related to the power management settings of Windows.
 - a. Raise the energy options: Control Panel / System and Security / Power Options
 - b. Go to Edit Plan settings / Change Advanced power settings and find the option for USB settings.
 - c. Disable USB settings / USB selective suspend setting / USB suspend.

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