

## PVA Hardware & PVA Application Troubleshooting

Problem	Solution
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 ~5 seconds
App crash on launch App crash at new project selection App crash on module selection	<p>Try a resolution step below, then test app. If it fixes the problem, no need to do the remaining steps:</p> <ul style="list-style-type: none"> <li>• Hard Reset on I-V unit &amp; SolSensor (resolves crashes caused by state errors in devices)</li> <li>• re-install application, preferably the current release from <a href="https://www.solmetric.com/downloads-pva.html">https://www.solmetric.com/downloads-pva.html</a></li> <li>• Repair Microsoft Office Access database engine 2007 (in Apps, or from Control Panel&gt;Programs&gt;Programs &amp; Features) Reboot if instructed.</li> <li>• Repair Microsoft Visual C++ Redistributables for 2015-2019 (both x86 &amp; x64 versions). Reboot as indicated</li> <li>• Run PVA installation program again</li> <li>• Make sure PVA is not blocked by anti-virus / anti-malware programs</li> </ul>
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 5 seconds. This resets network & restarts the firmware.
Hardware issues with SolSensor	Hard Reset--press & hold power for 5 seconds. This resets network & restarts the firmware.
SolSensor-300* not connecting to application (*PVA-1500V2/V3 only)	<p>Re-Pair SolSensor to I-V Measuring Unit:</p> <ul style="list-style-type: none"> <li>• Hard reset both devices (press 'power' button for 5 seconds)</li> <li>• Press 'power' button on I-V unit 5x quickly</li> <li>• Press power button on SolSensor 5x quickly</li> </ul> <p>The light on SolSensor should Blink quickly, then slowly, and then go solid when pairing is complete.</p> <ul style="list-style-type: none"> <li>• Connect PC WiFi to PVA_1500 HotSpot (if you see a hotspot with "_Pair", wait for it to disappear)</li> </ul> <p>*Light on I-V unit will blink until PC reconnects to WiFi hotspot. Restart application – both devices should be connected properly.</p>

Charging / Power issues	<ul style="list-style-type: none"> <li>• PVA-1000: I-V unit &amp; SolSensor: approx. 4Vdc when fully charged &amp; connected to chargers</li> <li>• PVA-1500: Voltage on each unit will rise to 3.65Vdc, then 'float' at ~3.49Vdc</li> <li>• In-use, fully charged I-V unit will start out at ~3.18Vdc; SolSensor will start at ~3.24Vdc</li> </ul> <p>To improve charging reliability of older units:</p> <ul style="list-style-type: none"> <li>• Remove o-rings inside lip of charge ports (if they exist)</li> <li>• leave lockrings loose (if they exist)</li> <li>• leave plugged in overnight (always before use!)</li> <li>• upgrade to new USB charging cables</li> </ul>
General PC maintenance	<ol style="list-style-type: none"> <li>1) 'Check for Updates' in the Update &amp; Security window (Settings&gt;Update &amp; Security).</li> <li>2) Run all recommended updates, including feature updates to current versions of Windows 10</li> <li>3) Run 'Disk Cleanup'; select 'Clean Up System Files'. <ol style="list-style-type: none"> <li>a. Minimum folders to check: Delivery Optimization (esp. if over 30-40MB), Temp folders</li> <li>b. Optimum: check everything except Recycle Bin, Downloads &amp; Downloaded Program Files (excluded in case important files are still in those folders)</li> <li>c. 'Kitchen Sink': check all boxes</li> </ol> </li> <li>4) Run 'Disk Defragmenter' (or 'optimize' for SSD)</li> <li>5) Reboot PC</li> </ol>

Contact Solmetric Support if none of the above steps resolve the issue. (707) 823-4600 x216.

Also, please send a copy of the PVA.log file to [support@solmetric.com](mailto:support@solmetric.com)

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

