

Troubleshooting Tip for US Digital Sensors by Trevor Hamlett

I recently went out in the field to configure a new DREDGEPACK® system on a cutter suction dredge, and had an issue with the equipped US Digital sensor (A2T) not working. The driver installed fine; I could see it in the Device Manager, and VCP was enabled. The only problem is that the computer was not reading the sensor at all. I was not getting any data into the US Digital program or in the HYPACK® software. After some research and testing, I finally found a solution to the issue. There is a Windows setting called “Memory Integrity,” and once I disabled this option, the sensor started working normally. I only recommend disabling this option when you are having issues receiving the data from the sensor. Also, once you disable Memory Integrity, you will need to restart your PC.

Figure 1. Memory Integrity Option in Windows Security

