

Technical Solutions

Initialization Error “Cannot detect Andor camera. Please connect camera and restart software.” displayed when starting SOLIS.

Products Affected – iXon EMCCD with PCIe controller card (Model: CCI-24)

Software Affected – SOLIS

Description of Error: When using an iXon EMCCD camera with a PCIe controller card an initialization error may occur when starting the SOLIS software (*Figure 1*).

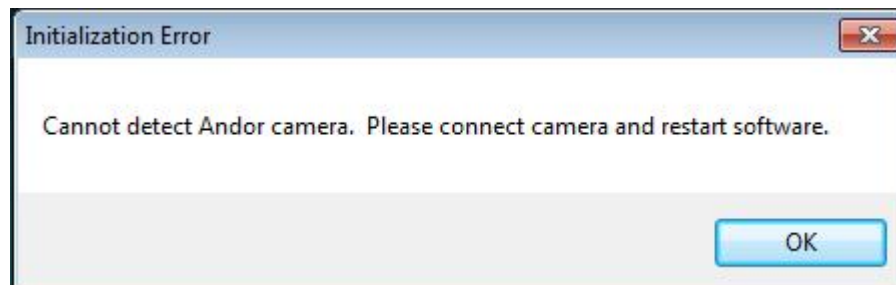


Figure 1 – Error message upon Software initialisation

This problem will occur if the PC internal power supply has not been connected to the card molex power connector. Connecting the power supply will ensure the camera receives sufficient voltage to initialize (*Figure 2*).



Figure 2 – Molex connector required to draw voltage from the PC

Ensure that the flylead from the molex connector is connected to a suitable point from the power supply of the PC.

