

Technical Advisory for Comrex ACCESS MultiRack Contact Closure



Comrex ACCESS MultiRack

Comrex MultiRack offers the ability to send and receive four contact closures on each of its five instances. The hardware product contains I/O pins for the first instance only.

Users who need closure I/Os on instance 2-5 are required to purchase an external accessory, the Advantech USB-4750 I/O expander.

It's come to our attention that this expander product, when attached to the USB ports available on the MultiRack, can trigger false closures over time. The issue seems to come down to a hardware compatibility between the MultiRack USB 3.0 ports and the product's 2.0 ports.



Advantech USB-4750



StarTech ST4200MINI2

Until a longer term solution is found, Comrex recommends the MultiRack USB ports be attached to an external USB 2.0 hub, and the USB-4750 device be attached to the hub. In our testing, this arrangement resolves the false output triggers. The USB port does not need to be powered. One model we've tested is the StarTech ST4200MINI2, available from Amazon for less than \$15.

Have questions or need support?

Call us at +1 978 784-1776 or email techies@comrex.com.