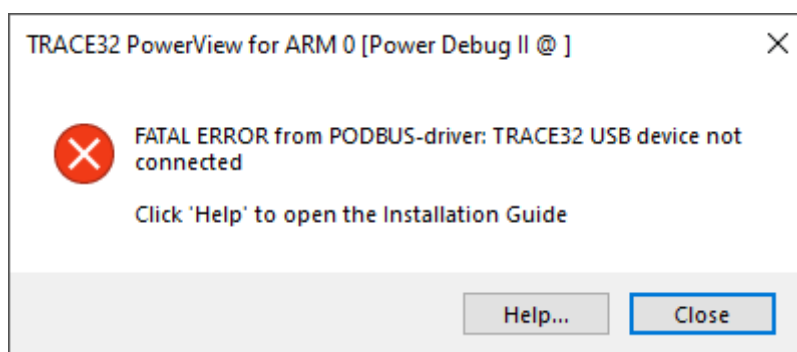


## FATAL ERROR from PODBUS-driver: TRACE32 USB device not connected

2025-03-04 - Comments (6) - Setup / update

This error message appears when the TRACE32 PowerView software is not able to connect to the TRACE32 PowerDebug device over USB



- Check that the PowerDebug device is powered and correctly connected to the PC. This error can be also due to a wrong or defective debugger power supply.
- Check if the PowerDebug device is correctly detected by your host operating system. Under MS Windows for instance, the device should appear under "TRACE32 Devices" in the device manager
- Avoid using a USB hub and connect the PowerDebug device directly onto the PCs USB-port.
- In case you have multiple PowerDebug devices connected to the PC over USB, then you need to specify the node name in the TRACE32 configuration file. If using T32Start you can configure the physical interface under *ConnectionType:USB* and the wished device name under *USB Settings->Device Name*. A configuration file will then may look like this:

```
;Connection to Host
PBI=
USB
NODE=<serialnumber of debugger or device name>
```

The device name is per default the serial number of the debug module.

## Comments (6)

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Comments (6)

**G GAUTAM**

6 months ago

These points are not that helpful. I am getting the same error message. Under device manager I cannot see TRACE32 devices. Is the USB interface damaged ? What should I do next?

**Wafi Jmal**

6 months ago

Hello,

Is this the first time you're connecting this debugger to this PC?

For troubleshooting, if possible:

1. Try changing the USB cable.
2. Replace the power supply.
3. Test on a different PC.

If you have a working setup, swapping only the debugger can help confirm whether the issue lies with the debugger or not.

Please let me know the results of these tests.

After testing, if you find that the debugger is defective, you can send it for repair.

Please refer to this article for more details:

<https://support.lauterbach.com/kb/articles/sending-defective-hardware-for-repair>

If there are any updates or additional findings, please let me know.

Best Regards,

Wafi

**G GAUTAM**

6 months ago

Hello, The 3 points mentioned above was performed. Still the issue persists. I also swapped debugger only to another working setup where there is another debugger which is working fine. The same issue is seen. Looks like debugger is defective Best Regards GAUTAM

**Wafi Jmal**

6 months ago

Hello,

To avoid confusion, even with a working setup, replacing only the debugger and encountering this issue does not always mean that the debugger is defective. This could also be caused by a misconfiguration in the config file.

However, based on your description, it seems likely that you need to send the debugger to repair. Please proceed accordingly.

Best Regards

Wafi

r rina

4 months ago

Hello I am facing the same issue PODBUS-driver: TRACE32 while connected over Ethernet.

**Wafi Jmal**

4 months ago

Hello Rina,

In this case, I suggest opening a new support ticket and providing detailed information about the problem:

<https://support.lauterbach.com/new-ticket>

Problem Description:

What is causing the issue?

Is this the first time you are attempting to connect the debugger?

System Information:

What versions of the software and hardware are you working with?

Providing this information should help us resolve your problem more effectively.

Best Regards

Wafi