

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.

There are two versions of the USB-4750 that work with the MultiRack. The first is the older BE version which also requires a USB hub to operate, and the second is a more modern CE version. (Note: the two versions appear identical except for the model delineation on the backside.)

When the USB-4750-**BE** is attached directly to the USB ports available on the MultiRack, false closures can be triggered 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.



StarTech ST4200MINI2



Advantech USB-4750

To remedy this issue, 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 online retailers for less than \$15.

When using the USB-4750-**CE** version, it can be directly connected to the rear of the MultiRack; however, a minimum firmware version of 4.6-p3 is required.

Have questions or need support?

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