Rapidlogger Systems

Troubleshooting RapidHub Instability With Multiple Connected Units

This tech note describes the process to diagnose RapidHub software that becomes unresponsive or closes on its own after a period of time when several Rapidlogger units are connected simultaneously (see Tech Note #52 for initial RapidHub setup, which supports up to 16 units).

Symptom

RapidHub connects successfully to all units at startup, but after a few minutes of running with a higher number of units connected (customers have reported the issue starting at 6 units when 5 or fewer ran fine), the software becomes unresponsive or closes without an error message.

Likely Causes

- Duplicate or conflicting static IP addresses among the connected units (see Tech Notes #5/#6/#9 for static IP setup).
- Network switch limitations -- an unmanaged or low-quality switch/hub can drop packets or introduce broadcast storms once several units are polling at once.
- PC resource limits (CPU, RAM, or Ethernet adapter buffer) being exceeded on an older or lower-spec laptop running RapidHub alongside RapidVu or other software.
- Windows Firewall or antivirus software interrupting the connection after some number of open sockets is reached.
- Running an outdated version of RapidHub that has a known scaling issue fixed in a later release.

Diagnostic Steps

1. Confirm the RapidHub version in use and check rapidlogger.com/pages/support-downloads.html for a newer release.
2. Verify every connected unit has a unique static IP address and that none conflict with the PC or router itself.
3. If using an unmanaged switch, temporarily connect through a known-good managed switch to rule out network hardware.

4. Open Windows Task Manager while reconnecting units one at a time (rather than all at once) and watch CPU/RAM usage on the RapidHub process as each unit is added, to identify the point at which resources spike.
5. Temporarily disable Windows Firewall/antivirus (on a test basis only) to see if the crash still occurs, then re-enable and add a specific exception for RapidHub.exe if that resolves it.
6. If the crash still occurs after the steps above, gather: number of units connected, exact time-to-failure, RapidHub version, PC OS version/specs, and whether Task Manager showed a resource spike, then escalate to support/engineering with this information.