I'm using a USB hub or other intermediate device to con...

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NexRemote is designed to connect directly to your computer. As such, it expects a low-numbered COM port.

When using a USB hub or intermediate router, the COM port numbers may very well be too high for NexRemote to recognize. NexRemote won’t work in these cases.

The solution is to connect NexRemote directly.

Hubs are often used to get connections over a greater distance. In the absence of USB hub use, you’ll need to have your scope and computer closer for a direct connection.