

# DI-71x Ethernet Static (a single DI-71x directly connected to a single PC) Installation Problems and Resolutions for Windows 2000 and XP

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### **Symptoms**

While installing WinDaq for your DI-71x Ethernet device (a single DI-71x to a single PC) you encounter the following:

Upon selecting "Add IP" from the "No Devices Found" dialog box there is no MAC address listed in the "Manage IP Addresses" window.

ð	Manage IP Addresses	
	MAC Address IP Address	
	New IP Address: 192 168 0 Set Static Set DHCP Add Remote	Cancel

# Cause

This could be the result of one or more of the following:

Outdated installation software Failure to connect the DI-71x via a crossover cable



Failure to set up an "Alternate Configuration" Network broadcasts are blocked (firewall settings)

# Resolution

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To resolve these issues follow the steps below.

# Verify that your WinDaq Resource CD is dated September 2005 or later

If your WinDaq Resource CD is dated earlier than September 2005 download the latest revision of WinDaq at: http://www.dataq.com/support/upgrades/record/g12level2.php.



Run the WinDaq installation program. Did WinDaq install properly? If not proceed to the next step.



### Verify that you are using a crossover cable

When connecting a DI-71x Ethernet device directly to a PC (a single DI-71x to a single PC) you must use a crossover cable. To Verify, a crossover cable is configured as follows:



Run the WinDaq installation program. Did WinDaq install properly? If not proceed to the next step.

### Set up an "Alternate Configuration"

In order to install a DI-71x Ethernet device connected directly to your PC (static IP) you must set an "Alternate Configuration." To do so:

- 1. Double-click on "Network Connections" in the Windows "Control Panel."
- 2. Right-click on "Local Area Connection" and select "Status."

🗞 Network Connections				
ols Advanced Help	<b>**</b>			
🔎 Search 👘 Folders 🛄 -				
Address 🚳 Network Connections 🛛 🗸 🏹 Go				
🔼 Name	Туре			
LAN or High-Speed Internet				
Local Area Constable	LAN or High-Speed Inter			
Repar Bridge Connections				
	ols Advanced Help Search Folders Name LAN or High-Speed Internet Local Area Consable Status Repair Bridge Connections			

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3. In the "Local Area Connection Status" window left-click on the "Properties" button.

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4. From the "Local Area Connection Properties" window select "Internet Protocol TCP/IP" and left-click on the "Properties" button.

🕂 Local Area Connection Properties 🛛 🔹 💽				
General Authentication Advanced				
Connect using:				
ADMtek AN983 based ethernet adap				
This connection uses the following items:				
<ul> <li>Client for Microsoft Networks</li> <li>E File and Printer Sharing for Microsoft Networks</li> <li>QoS Packet Scheduler</li> <li>Thternet Protocol (TCP/IP)</li> </ul>				
Install Uninstall Properties Description Transmission Control Protocol/Internet Protocol. The default wide area network protocol that provides communication across diverse interconnected networks.				
✓ Show icon in notification area when connected ■ Notify me when this connection has limited or no connectivity				
OK Cancel				



5. From the "Internet Protocol (TCP/IP) Properties" window select the "Alternate Configuration" tab and choose "User Configured."

Internet Protocol (TCP/IP) Prope	rties 🛛 🛛 🔀	
General Alternate Configuration		
If this computer is used on more than one network, enter the alternate IP settings below.		
O Automatic private IP address		
● User configured		
<u>I</u> P address:	· · ·	
S <u>u</u> bnet mask:		
Default gateway:	· · ·	
Preferred DNS server:	· · ·	
Alternate DNS server:	· · ·	
Preferred <u>W</u> INS server:		
Alternate WI <u>N</u> S server:		
	OK Cancel	

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6. Enter 169.254.0.1 in the "IP Address:" field and press the tab key (the "Subnet mask:" field should display 255.255.0.0).

Internet Protocol (TCP/IP) Proper	ties ? 🔀			
General				
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.				
Obtain an IP address automatically	,			
O Use the following IP address: ──				
IP address:	169.254.0.1			
S <u>u</u> bnet mask:	255.255.0.0			
Default gateway:	· · ·			
O D <u>b</u> tain DNS server address automatically				
O Use the following DNS server addresses:				
Preferred DNS server:				
<u>A</u> lternate DNS server:	· · ·			
	Ad <u>v</u> anced			
	OK Cancel			

7. Click "OK" and close out of any "Local Area Connection" windows that remain open. Run the WinDaq installation program. Did WinDaq install properly? If not proceed to the next step.

### Verify Windows firewall settings

Make sure that your Windows firewall does not block the WinDaq Installation Manager.

1. Double-click on "Security Center" in the Windows "Control Panel."



2. Under "Manage security settings for:" select "Windows Firewall."



3. Select the "Exceptions" tab from the "Windows Firewall" window and make sure that "InstallManager" is checked.

😻 Windows Firewall	
General Exceptions Advanced	
Windows Firewall is blocking incoming network connections, except for the programs and services selected below. Adding exceptions allows some progra to work better but might increase your security risk.	ms
Programs and Services:	
Name	^
<ul> <li>✓ Debug710</li> <li>✓ Debug710</li> <li>✓ File and Printer Sharing</li> <li>✓ Firefox</li> <li>✓ HardwareManager</li> </ul>	
✓ InstallManager	
<ul> <li>✓ IP Manager</li> <li>✓ Remote Assistance</li> <li>□ Remote Desktop</li> <li>□ UPnP Framework</li> <li>✓ Windows Messenger</li> <li>Add Program</li> <li>Add Port</li> <li>Edit</li> </ul>	
Display a notification when Windows Firewall blocks a program     What are the risks of allowing exceptions?	
OK Can	cel



Run the WinDaq installation program. Did WinDaq install properly? If not proceed to the next step.

### Create a Debug710.log file

The Debug710.log file will provide information pertinent to your installation issue. The support staff at DATAQ Instruments will review the Debug710.log file and reply via phone or email with a solution.

- 1. Right-click on the shortcut that you use to run the DATAQ Instruments Hardware Manager and select "Properties" (default is *Start* > *Programs* > *WINDAQ* > *Dataq Instruments Hardware Manager*).
- 2. Add the word *debug* to the end of the "Target:" line.

DATAQ Instruments Hardware Manager Properties 🕐 🔀		
General Shortcut Compatibility		
DATAQ Instruments Hardware Manager		
Target type: Application		
Target location: DATAQ		
Target: C:\DATAQ\HardwareManager.exe debug		

- 3. Run the DATAQ Instruments Hardware Manager. This will generate a debug710.log file in the directory where WinDaq is installed.
- 4. Email the Debug710.log file along with a description of the problem to support@dataq.com.

### **Applies To**

All DI-71x Ethernet devices being installed under Windows 2000 or XP (a single DI-71x directly connected to a single PC).