DI-720/722/730/785 Ethernet Installation on a Windows Vista PC

On this Page

Symptoms

Upon running the IP Manager on a Windows Vista PC the following message is displayed but your network card is never assigned an IP address.

Cause

If Windows Vista does not see an IP v.4 address (as is the case when a DHCP device such as the DI-720, DI-730, or DI-785 Ethernet products) it automatically defaults to IP v.6 (as opposed to the widely used IP v.4). As a result the network card never gets an IP v.4 address and neither does your device.

This is a Windows Vista issue that will hopefully be resolved in a future Windows update.

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Resolution

To resolve this issue:

Connect your Ethernet instrument to a DHCP network/router or directly to a Windows XP PC (no router required) to assign it a Static IP

The DHCP network/router (or Windows XP PC) will assign the DI-720, DI-730, or DI-785 a valid IP address. This will allow you to run the IP manager and manually assign the unit a generic static IP (an IP address assigned by the DHCP network/router (or Windows XP PC) will be lost when the unit is powered down while a manually assigned static IP address will be retained).

Figure 1
Connect your DI-720/730/785 via a DHCP network/router
in order to assign the unit a static IP address.

Figure 2
Windows XP uses IP v.4 exclusively allowing you to run the IP
Manager and assign your Ethernet instrument a static IP address.

Once your instrument has been assigned a static IP address it can be connected directly to a Windows Vista PC. The Vista PC will now recognize the IP v.4 address and maintain the default IP v.4 network configuration. As a result the network card will acquire an IP address and the IP Manager will run as intended.

Note: It may be necessary to change the static IP address of the device to match the subnet of the network card. For instructions see the "Change IP Addresses" section of the DATAQ Instruments TCP/IP Manager help file.

Applies To

DI-720, DI-722, DI-730, and DI-785 Ethernet (ENA and ENB) instruments running on a Windows Vista PC.