



## Solutions to Common Networking Problems:

- Check the physical connections and assure that the unit has fully powered up.
  - o Check the status LED's of the Ethernet jack – are they lit and/or blinking? If not, check the connection at the other end, and if it is securely connected, make sure the cable itself isn't bad.
  
- It is possible to connect directly from a computer to a network-enabled Ashly Device using a standard straight-through CAT5 cable. A crossover cable or external router is not necessary for communication.
  - o If possible, this can be a useful option in troubleshooting networking problems – try connecting the computer directly to the unit to see if the unit appears in the Network View of the Protea Software. If the unit appears, the problem is with the network, if the unit still does not appear, the problem lies either with the connecting computer or the unit itself.
  
- If the Status LED's are blinking and the unit is powered up, but the unit is not appearing on the Network View of the Protea System Software, try the following:
  - o Disable any known Firewalls (including Windows' Firewall) and check to see if the device appears. If this fixes the problem, leave the firewall disabled. However, if a firewall is deemed necessary for the security of the system, configure the firewall properly to allow Ashly's communications. This is typically done by specifically allowing the program to communicate through the firewall, but if this is not an option, try allowing communication through port 3100, which the Protea Software uses to listen to incoming packets.
  - o If there are multiple units (anything that may have an IP address) connected to a router, try resetting the router. Occasionally a router may assign the same IP address to two different units, which will cause the Software to be unable to distinguish between the two units.
  - o Be sure that only one of the Ethernet or Wireless adapters on the computer is enabled and connected to the network. Multiple connected adapters may confuse the communications between the software and external units.
  - o The units' Network Properties typically do not need to be set up manually prior to connection. If the devices are connected to a router, let the units connect automatically to the system (DHCP). If you are unsure as to your network properties, consult your network administrator to determine if the units need to be assigned IP addresses manually.
  - o If the connection between the computer(s) running the software and the devices is running through multiple routers, you may have to consult with your network administrator to assure that the Subnet Masks for all connected routers are configured properly.