Advantech AE Technical Share Document

Date	2015/04/13	**SR#**	1-2048753834
Category	■FAQ □SOP	**Related OS**	N/A
Abstract	ADAM-60XX and ADAM-62XX_Can't find the module with the utility		
Keyword	ADAM-60XX, Search module, Utility		
Related Product	ADAM-60XX		

■ Problem Description:

The user may forget the IP address of a particular ADAM module and can’t find it with the search function in the utility.

This documentation explains how to find the module when you forget the IP address of the module.

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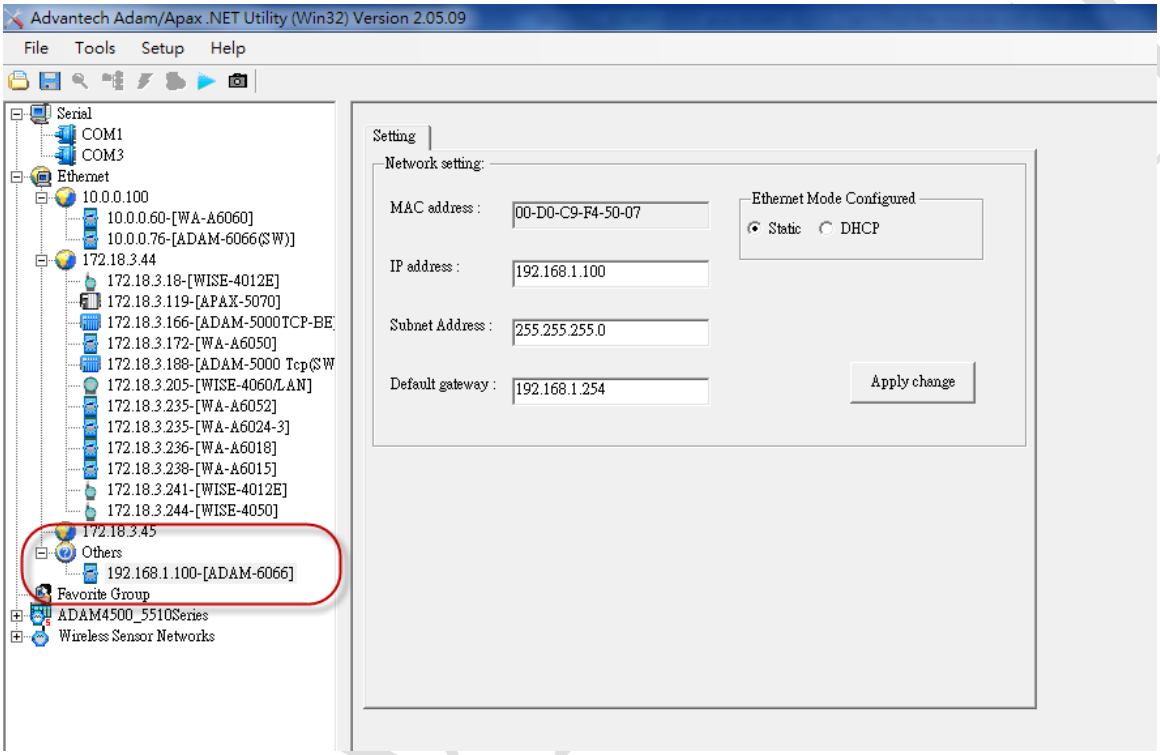
■ **Brief Solution - Step by Step:**

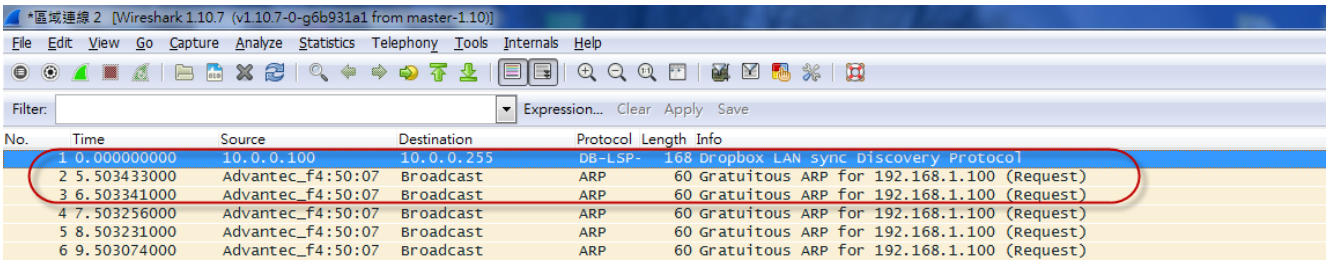
The problem may be related to the improper network setting parameter like IP with different network domain within the PC, invalid default gateway.
We would suggest the customer download the newest version of the utility and try again, the module should appear in the “other” tabs of the utility and you could set it to the same network domain as your PC then do the search again,



If the problem still exist and can’t get the IP of ADAM module, you may need to use Wireshark to capture to packet when the module is power-up.

For the information about how to use Wireshark, please refer to FAQ *“IAG_SOP_ADAM-60XX and ADAM-62XX_How to use Wireshark to collect the packet”*.

As the following picture, user can find the IP address of ADAM with the ARP packet.
The packet in the picture indicateds that the IP of ADAM is 192.168.1.100, user can modify the IP of PC’s network card to the same network domain as ADAM then use utility to do the seahch again.


*區域連線 2 [Wireshark 1.10.7 (v1.10.7-0-g6b931a1 from master-1.10)]
File Edit View Go Capture Analyze Statistics Telephony Tools Internals Help
Filter: Expression... Clear Apply Save
No. Time Source Destination Protocol Length Info
1 0.000000000 10.0.0.100 10.0.0.255 DB-LSP- 168 Dropbox LAN sync Discovery Protocol
2 5.503433000 Advantec_f4:50:07 Broadcast ARP 60 Gratuitous ARP for 192.168.1.100 (Request)
3 6.503341000 Advantec_f4:50:07 Broadcast ARP 60 Gratuitous ARP for 192.168.1.100 (Request)
4 7.503256000 Advantec_f4:50:07 Broadcast ARP 60 Gratuitous ARP for 192.168.1.100 (Request)
5 8.503231000 Advantec_f4:50:07 Broadcast ARP 60 Gratuitous ARP for 192.168.1.100 (Request)
6 9.503074000 Advantec_f4:50:07 Broadcast ARP 60 Gratuitous ARP for 192.168.1.100 (Request)

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