

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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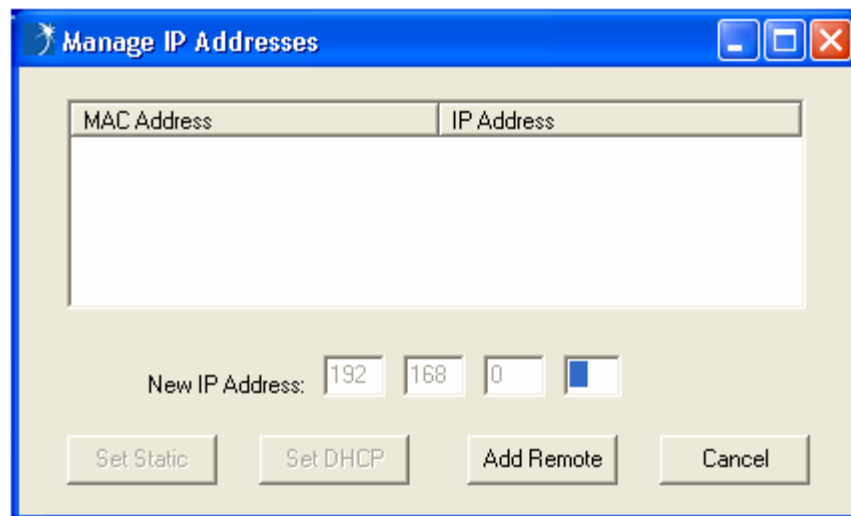
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Symptoms

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.



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[Outdated installation software](#)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](#)

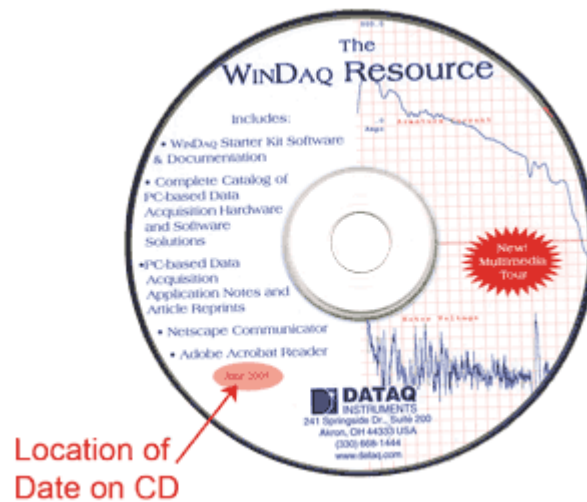
Failure to set up an “Alternate Configuration”
Network broadcasts are blocked (firewall settings)

Resolution

To resolve these issues follow the steps below.

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

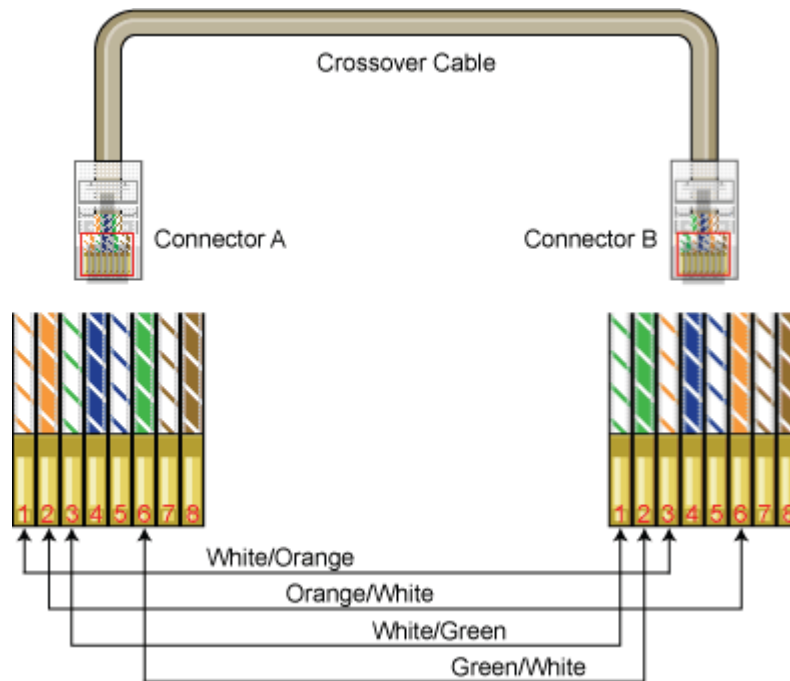
If your WinDaq Resource CD is dated earlier than September 2005 download the latest revision of WinDaq at: <http://www.dataq.com/support/upgrades/record/g12level2.php>.



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:

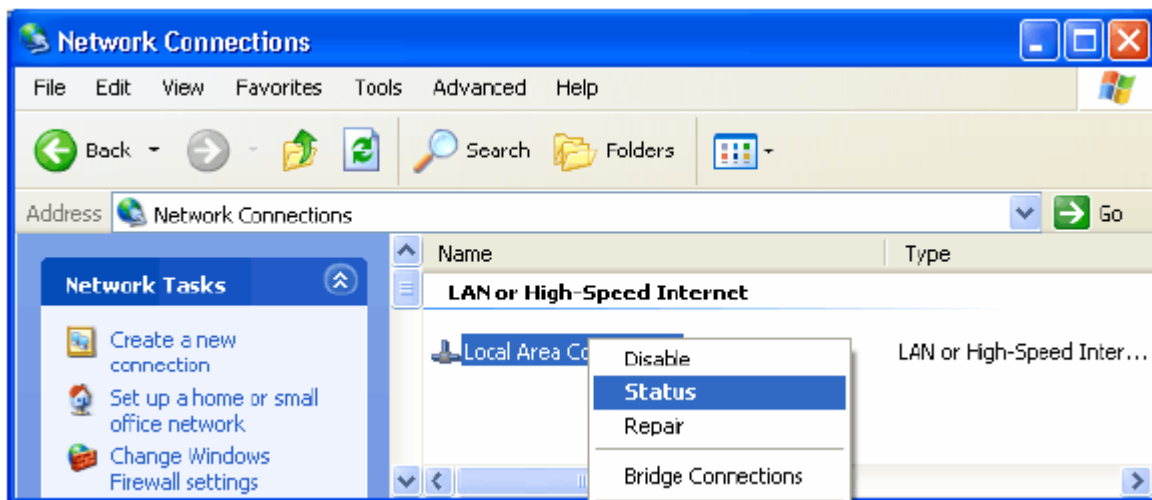


Run the WinDaq installation program. Did WinDaq install properly? If not proceed to the next step.

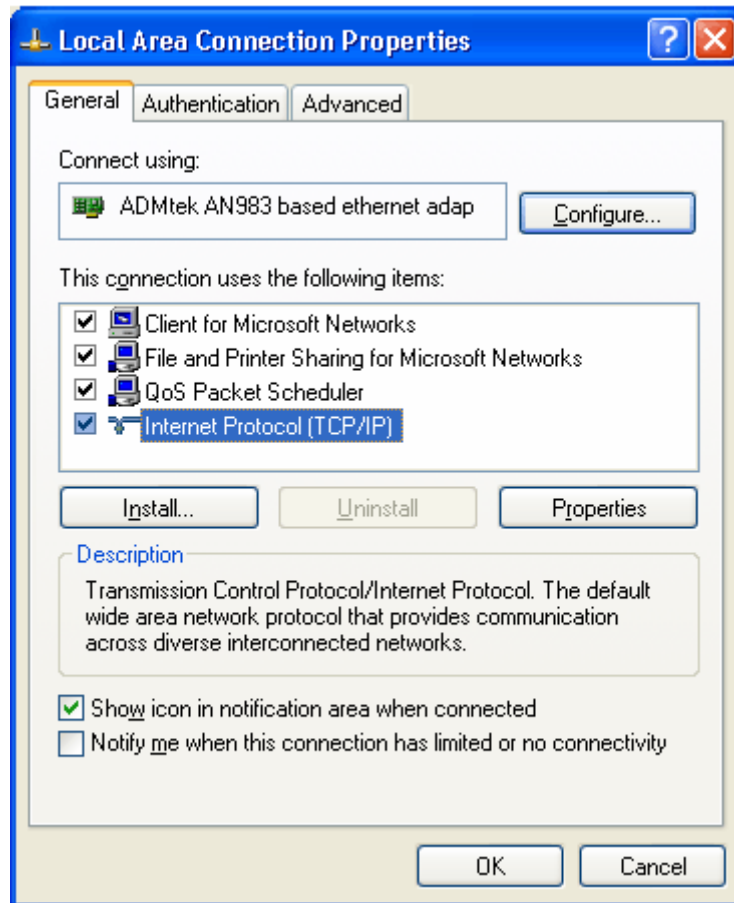
Set up an “Alternate Configuration”

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:

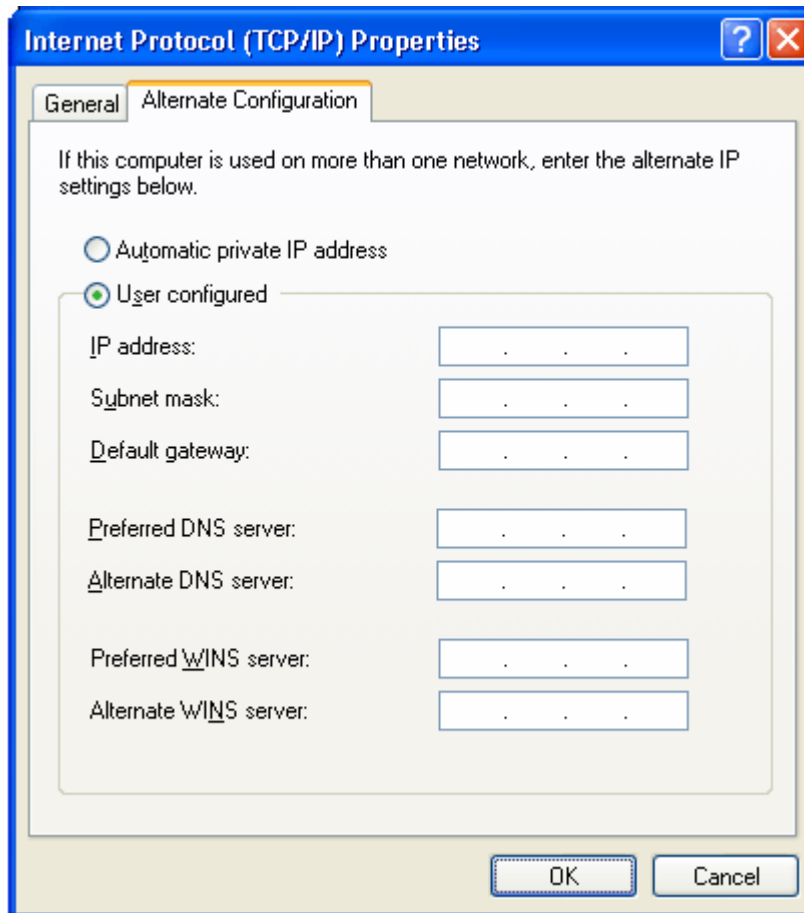
1. Double-click on “Network Connections” in the Windows “Control Panel.”
2. Right-click on “Local Area Connection” and select “Status.”



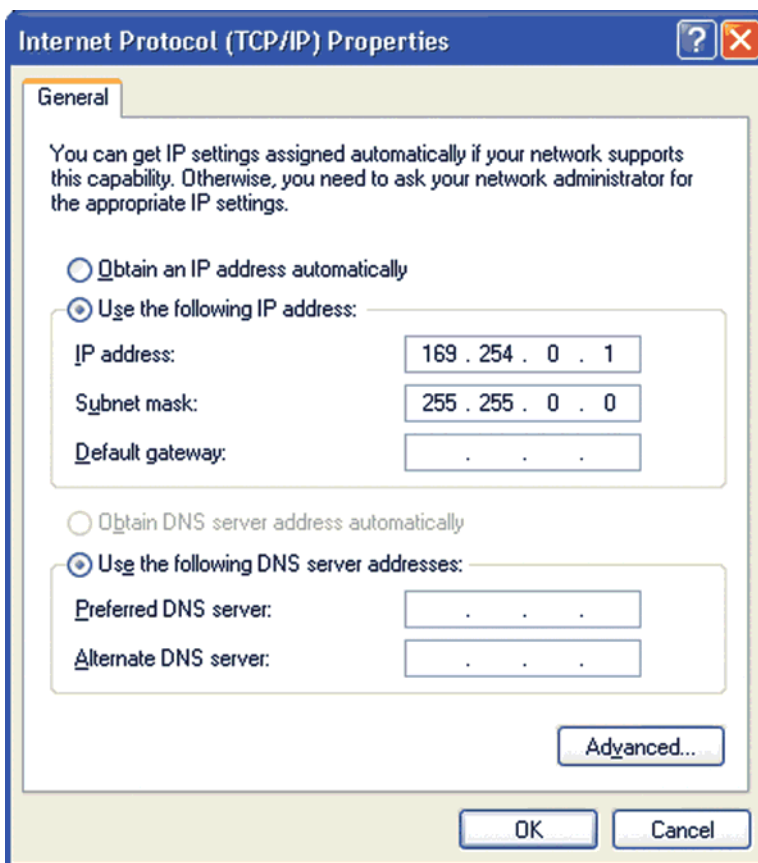
3. In the “Local Area Connection Status” window left-click on the “Properties” button.
4. From the “Local Area Connection Properties” window select “Internet Protocol TCP/IP” and left-click on the “Properties” button.



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



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).



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

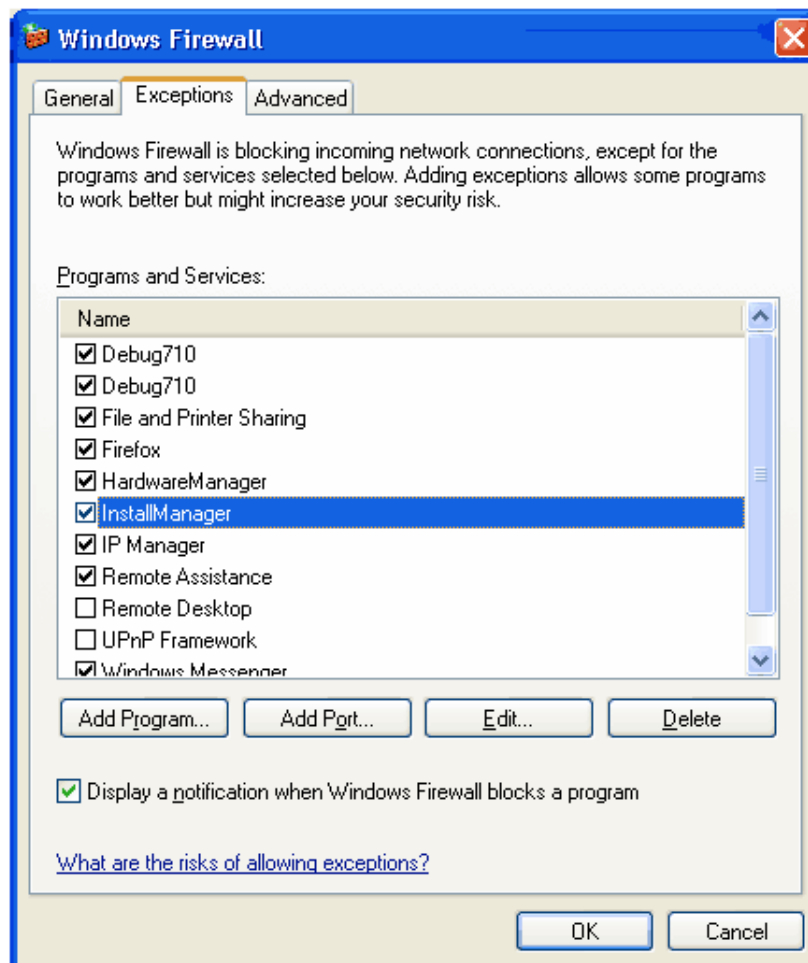
Make sure that your Windows firewall does not block the WinDaq Installation Manager.

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.

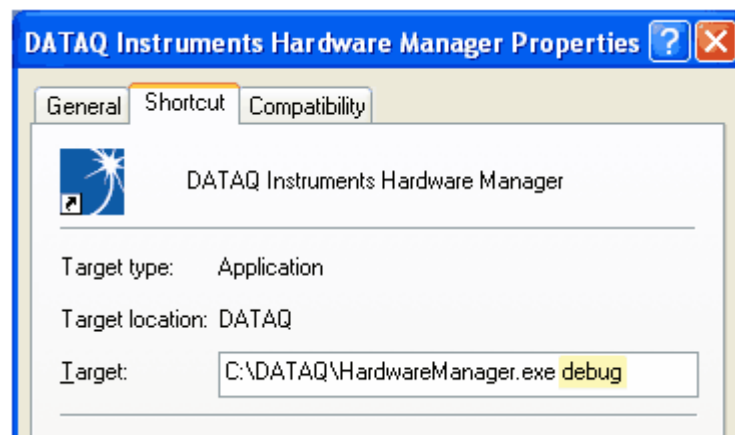


Run the WinDaq installation program. Did WinDaq install properly? If not proceed to the next step.

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.



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).