



**DATA COMM FOR BUSINESS**

**DCB, Inc.**  
**2949 CR 1000 E**  
**Dewey, Illinois**  
**61840**

**217.897.6600 Tel**  
**800.432.2638 Toll Free**  
**217.897.1331**  
**www.dcbnet.com**

## **If There is a Problem: Troubleshooting the EtherPath SS-R1 Nailed-Up Configuration**

### **Introduction**

At this point, a pair of EtherPath units should have been configured and a link established that allows a pair of PCs to communicate with each other's terminal screens via the Ether Paths just as if they were directly connected with a null modem cable. If it has not been possible to get a similar result, check for the possible problems described below.

**P:** Web browser not connecting during the EtherPath configuration.

**S:** To verify the **physical connection**, check that:

- A faulty ethernet cable isn't being used: Due to the Auto-MDIX feature of the EtherPath LAN ports, either straight-through or crossover ethernet cables may be used interchangeably.
- The ethernet cable has been plugged in all the way

**S:** To verify the **PC configuration**, check that:

- The IP address and Subnet Mask for the EtherPath's default subnet is configured correctly on the PC: ***The EtherPath is using the default IP address 192.168.1.1.***
- The PC has the proper IP address and does not have a previously-defined IP address which conflicts with the one needed here.
- The ARP Cache does not contain an entry from an earlier connection: Using a Command Window (as Administrator), type the command ***arp -a*** to view the entire table of entries.
- The Properties of the LAN connection do not still have "**Obtain an IP address automatically**" selected: Leaving this on is a common issue.
- The PC does not have a different network simultaneously connected: This often happens when the Wireless LAN adapter is left enabled, so it should be turned off during the Quick Start procedure.

**S:** To verify the **browser configuration** check that:

- The browser is not trying to use a Proxy to connect: For the Quick Start procedure, the Network settings for the browser should be "No Proxy".
- HTTP is being used to address the EtherPath, not HTTPS.

**P:** The two EtherPaths are connected using an ethernet cable between the LAN ports but no end-to-end serial connection is established.

**S:** To verify the **physical connection**, check that:

- The serial cables from each PC to its respective EtherPath device are fully plugged-in.
- The serial connections both contain a null modem ("crossover"): If a "straight through" cable is used on either end, the serial link will not work.

**S:** To verify the **EtherPath configuration**, check that:

- One EtherPath unit is configured as a Server and one as a Client: If both are Servers or both are Clients, the link won't be established.
- A correct **Remote Device IP Address** value has been entered on the Client unit: This should be the IP Address of the Server unit.
- The EtherPaths' LAN IP addresses are on the same subnet.
- The **Port Configuration** settings of the EtherPaths are matched to those of the PCs plugged into them. If either of the PCs' serial port settings are different from the default settings of the EtherPath (9600/8-N-1), the serial link will not work.