

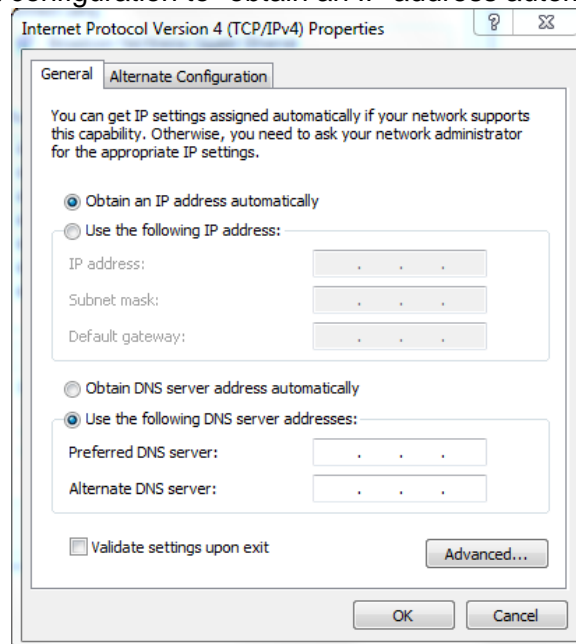
T7 - IP address 0.0.0.0 and not possible to communicate anymore

I could not reproduce the issue with the USB anymore. What I did, was loading the emergency image and I could again set the IP address 192.168.177.101.

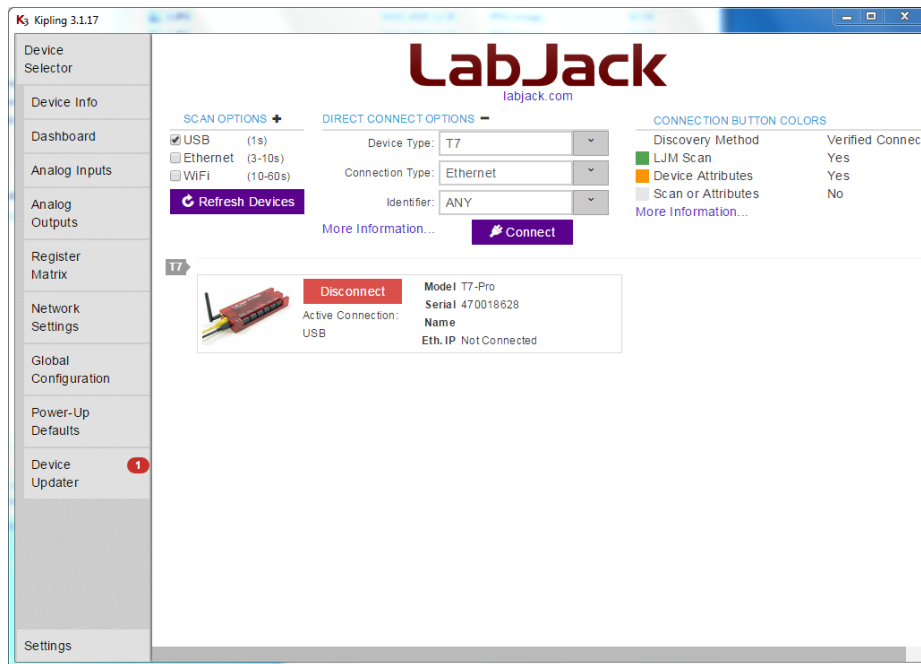
BUT the communication over Ethernet still does not work anymore as before, when I changed it wrong to 192.168.177.300. So here what I tried/did.

1. Computer Ethernet configuration

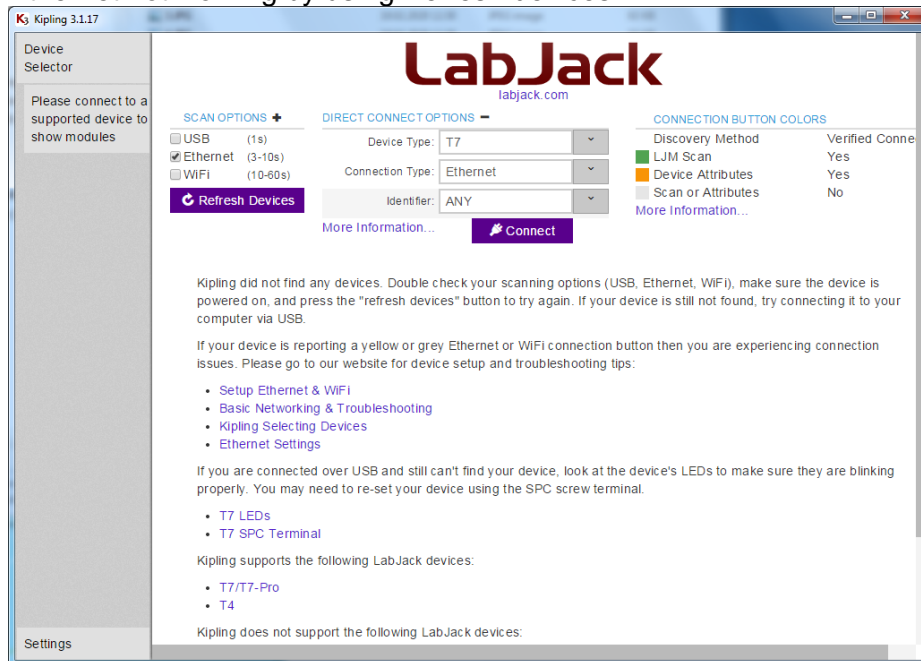
Set back the Ethernet configuration to “obtain an IP address automatically”



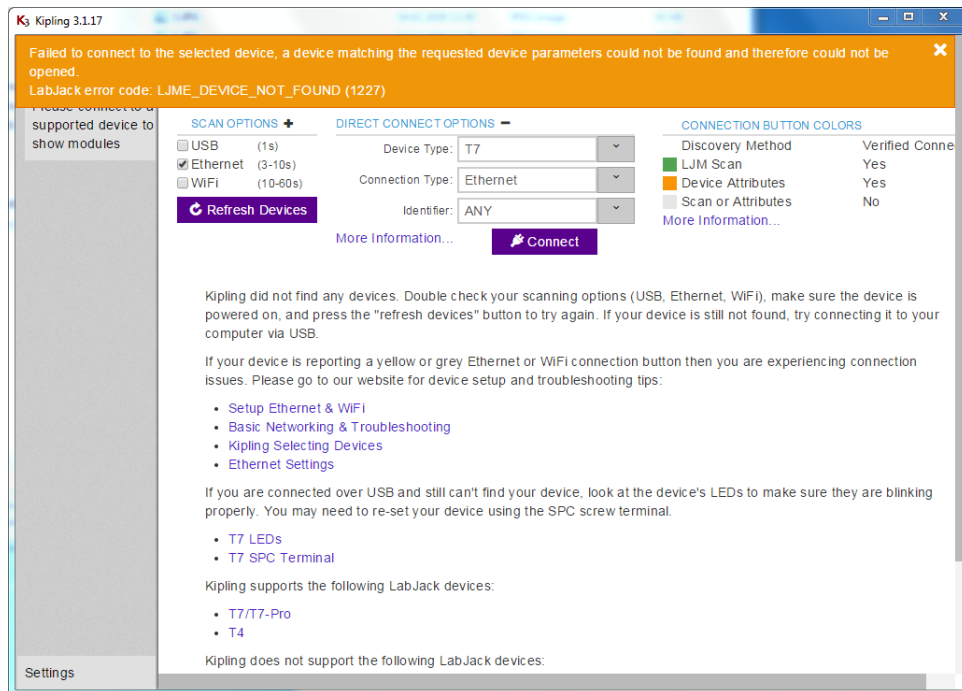
2. Connected the T7 by an USB and Ethernet (1:1) cable (no switch) directly with the computer.
3. Used the reset jumper “load emergency image” (SPC – FIFO3) and connected the USB cable. Disconnected the USB cable, the reset jumper and connected again by USB.
4. Trying USB and Ethernet:
USB works by using “refresh devices”



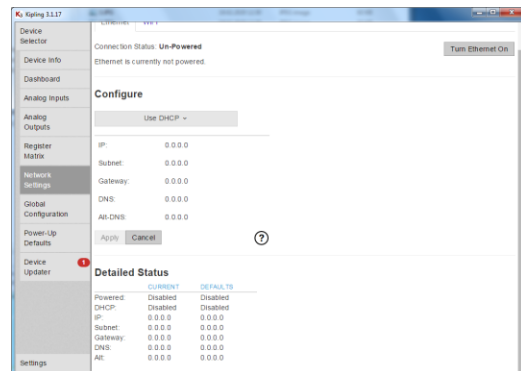
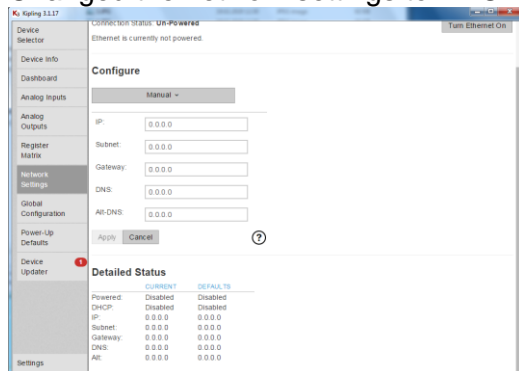
Ethernet not working by using “refresh devices”



Even by using “Connect” – Failure message: Failed to connect to the selected device, a device matching the requested device parameters could not be found and therefore could not be opened. LabJack error Code: LJME_DEVICE_NOT_FOUND (1227)



5. Continue with USB
 Changed the network settings to DHCP.



Received follow errors:

Number of Errors: 20

1. LJME Old Firmware (1307)

- LJM Error Name: LJME_OLD_FIRMWARE

- Description: The current firmware version of the device was not sufficient to read/write a requested register, as according to the loaded LJM constants file.

- Operation: readMany

- Arguments: addresses:

["POWER_ETHERNET", "ETHERNET_IP", "ETHERNET_SUBNET", "ETHERNET_GATEWAY", "WIFI_STATUS"]

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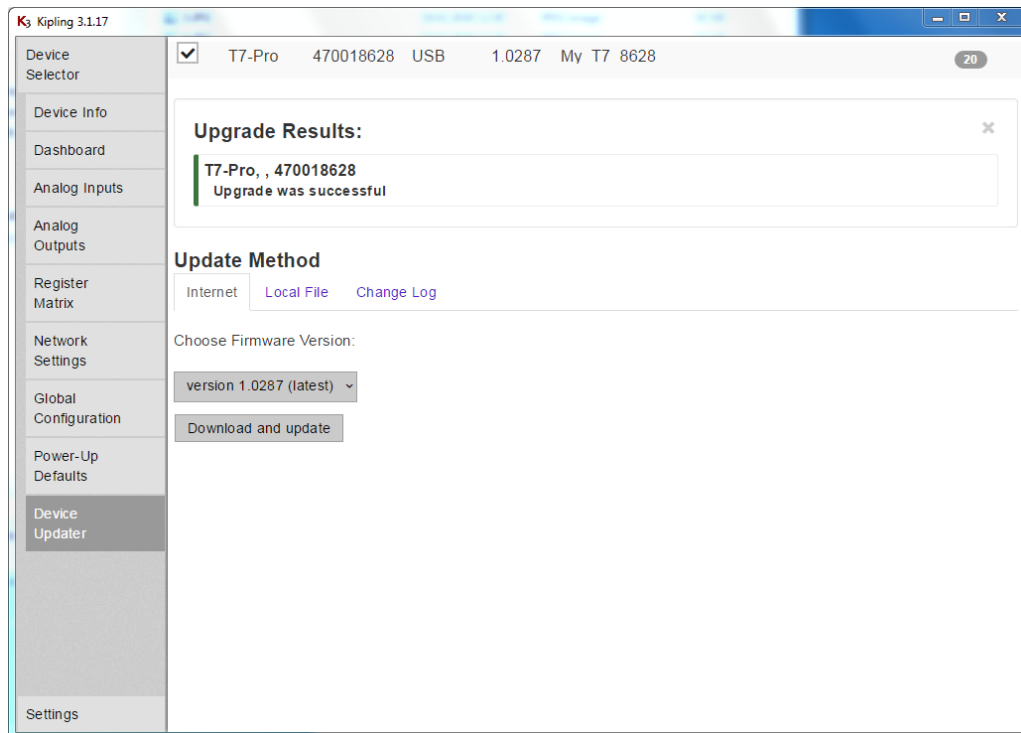
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- Description: The current firmware version of the device was not sufficient to read/write a requested register, as according to the loaded LJM constants file.
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- Arguments: addresses:
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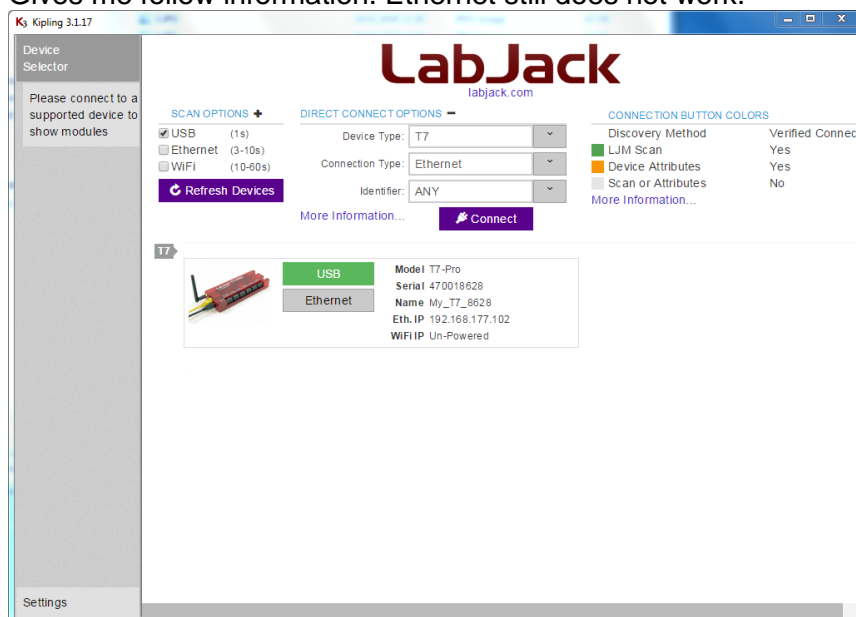
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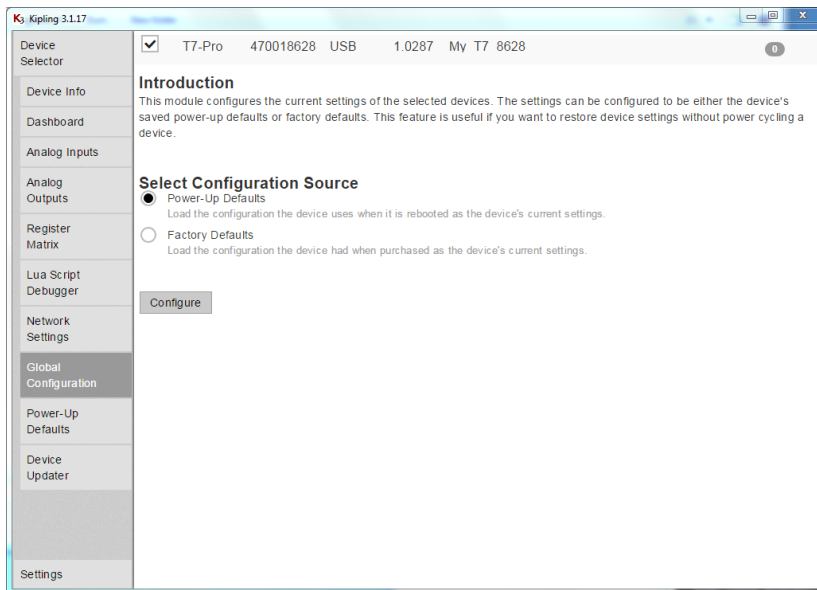
6. Updated the firmware because of these messages



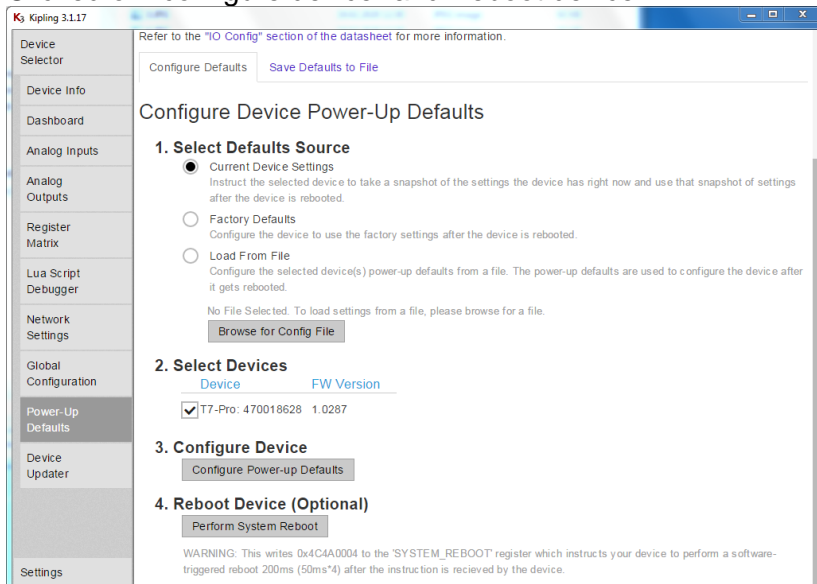
7. Disconnected the device (USB cable) and re-connected it Gives me follow information. Ethernet still does not work.



Changed again the network settings to DHCP
Configured the global configuration



Clicked on “configure device” and “reboot device”



8. Tried again the Ethernet connection
DHCP Enabled is set to Yes
Autoconfiguration Enabled is set to Yes

Failed to connect to the selected device, a device matching the requested device parameters could not be found and therefore could not be opened.
 LabJack error code: LJME_DEVICE_NOT_FOUND (1227)

Please connect to a supported device to show modules

SCAN OPTIONS +

USB (1s)

Ethernet (3-10s)

WIFI (10-60s)

Refresh Devices

DIRECT CONNECT OPTIONS -

Device Type: T7

Connection Type: Ethernet

Identifier: ANY

Connect

CONNECTION BUTTON COLORS

Discovery Method	Verified Connect
LJM Scan	Yes
Device Attributes	Yes
Scan or Attributes	No

More Information...

T7

USB

Model T7-Pro

Serial 470018628

Name My_T7_8628

Eth. IP Not Connected

WiFi IP Un-Powered

```
Ethernet adapter Local Area Connection 2:
Connection-specific DNS Suffix . . . : 
Description . . . . . : Broadcom NetXtreme Gigabit Ethernet
Physical Address. . . . . : 00-0A-F7-89-66-DA
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
Link-local IPv6 Address . . . . . : fe80::7de1:b69a:543f:ac91%13(Preferred)
Autoconfiguration IPv4 Address. . . : 169.254.172.145(Preferred)
Subnet Mask . . . . . : 255.255.0.0
Default Gateway . . . . . : 
DHCPv6 IAID . . . . . : 301992695
DHCPv6 Client DUID. . . . . : 00-01-00-01-25-B1-D1-5A-64-00-6A-7C-6E

DNS Servers . . . . . : fec0:0:0:ffff::1%1
                          fec0:0:0:ffff::2%1
                          fec0:0:0:ffff::3%1

NetBIOS over Tcpip. . . . . : Enabled
```

Detailed Status

	CURRENT	DEFAULTS
Powered:	Enabled	Enabled
DHCP:	Enabled	Enabled
IP:	0.0.0.0	0.0.0.0
Subnet:	255.255.255.0	255.255.255.0
Gateway:	192.168.172.145	192.168.172.145
DNS:	0.0.0.0	0.0.0.0
Alt:	0.0.0.0	0.0.0.0

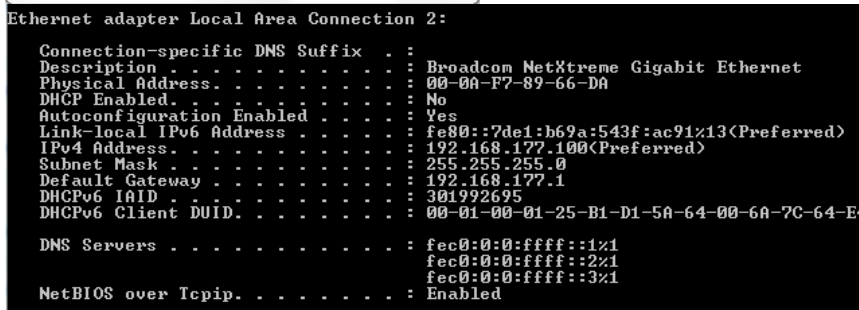
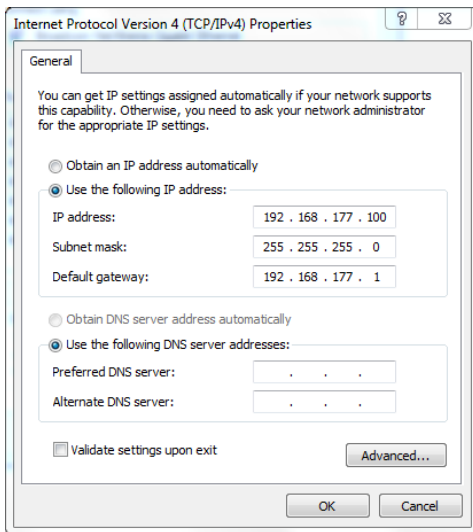
```
Connection-specific DNS Suffix . . . : 
Description . . . . . : Broadcom NetXtreme Gigabit Ethernet
Physical Address. . . . . : 00-0A-F7-89-66-DA
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
Link-local IPv6 Address . . . . . : fe80::7de1:b69a:543f:ac91%13(Preferred)
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DNS Servers . . . . . : fec0:0:0:ffff::1%1
                          fec0:0:0:ffff::2%1
                          fec0:0:0:ffff::3%1

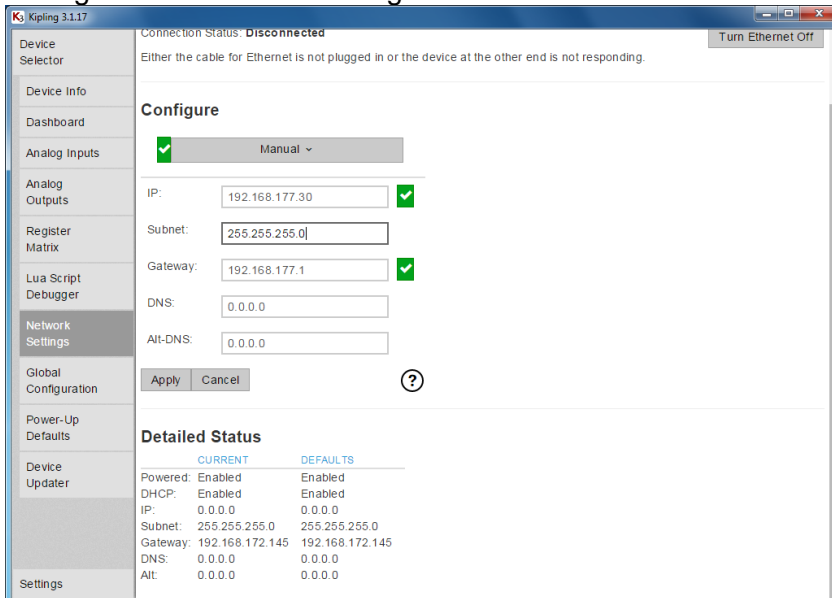
NetBIOS over Tcpip. . . . . : Enabled

Ethernet adapter Local Area Connection:
```

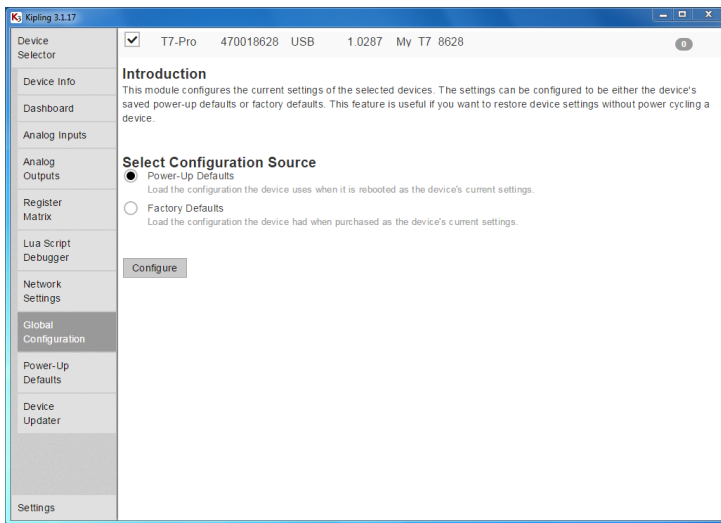
- Tried again the configuration which I would like to set up
Configured the computer and verified it.



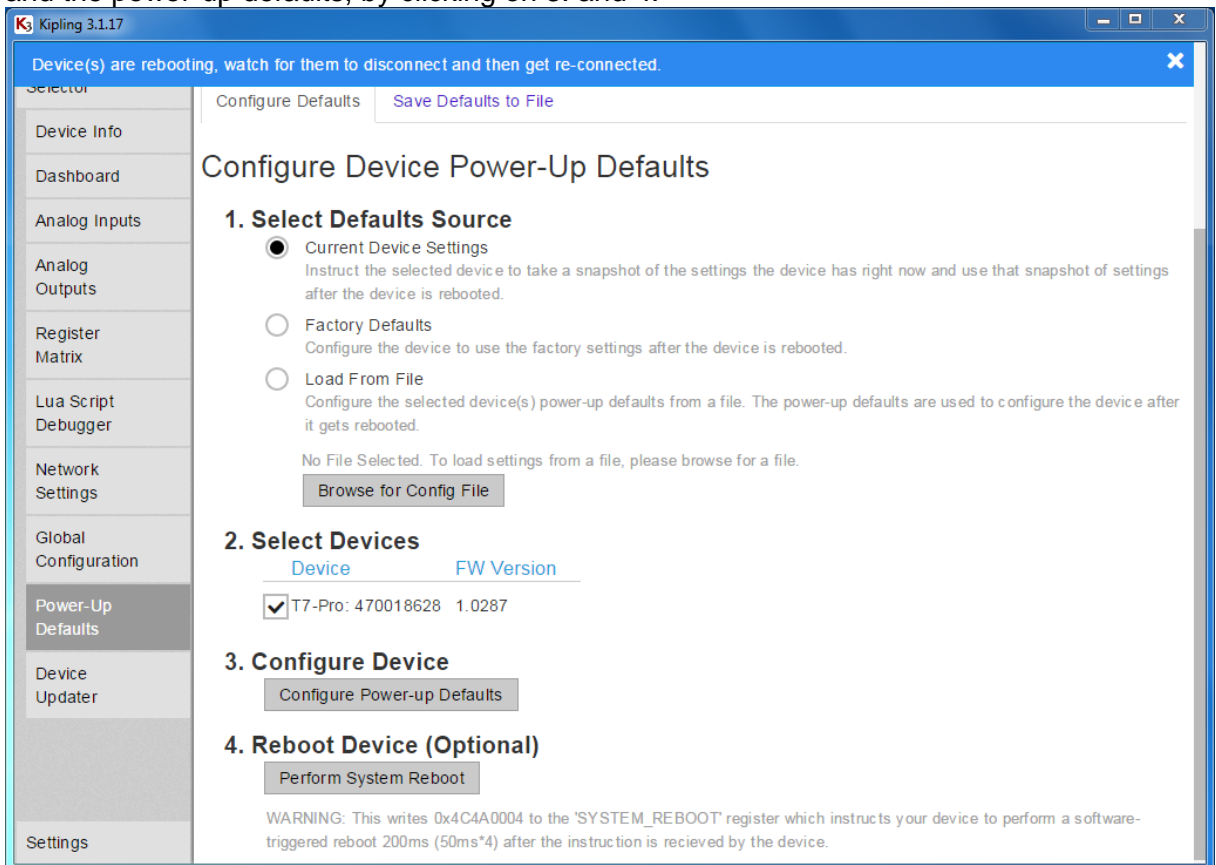
Configured the network settings



The global configuration



and the power-up defaults, by clicking on 3. and 4.



Received follow messages:

Number of Errors: 2

1. LJME Reconnect Failed (1239)

- LJME Error Name: LJME_RECONNECT_FAILED

- Description: The device could not be contacted. LJM is configured to heal device connections and the reconnection attempt failed.

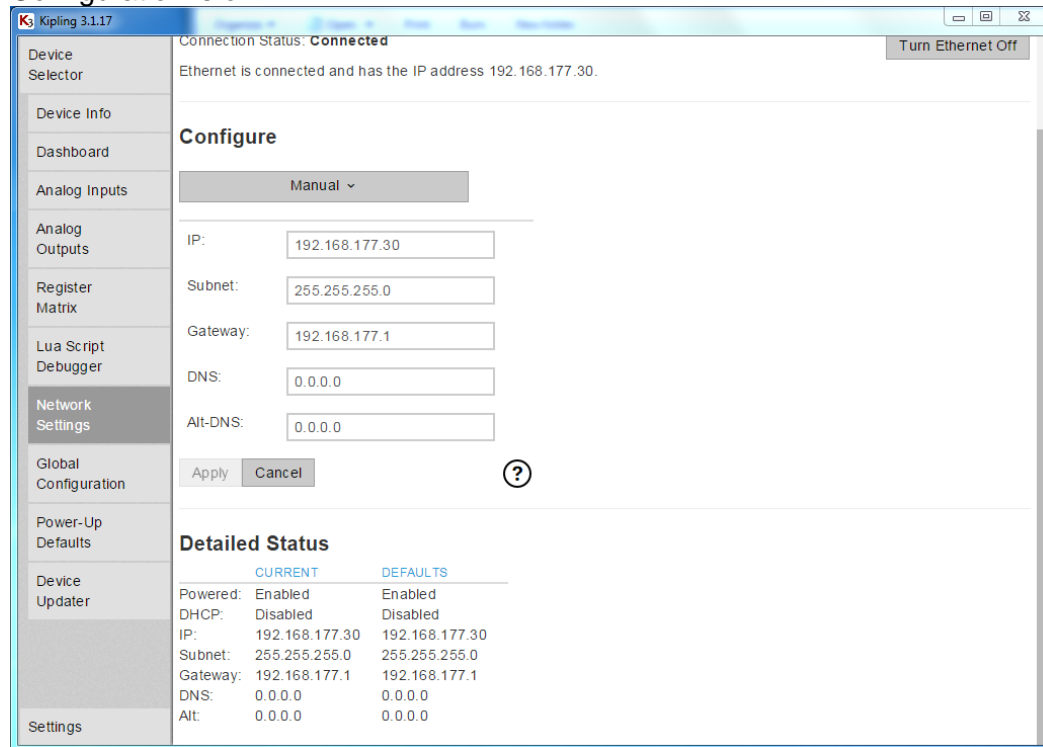
- Operation: reconnecting

- Arguments: address: "PRODUCT_ID"

2. LJME Reconnect Failed (1239)

- LJM Error Name: LJME_RECONNECT_FAILED
- Description: The device could not be contacted. LJM is configured to heal device connections and the reconnection attempt failed.
- Operation: read
- Arguments: address: "PRODUCT_ID"

Configuration is ok



10. Tried again the Ethernet communication
Works again but **can't explain why DHCP did not work**

```

C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\staua>ping 192.168.177.30

Pinging 192.168.177.30 with 32 bytes of data:
Reply from 192.168.177.30: bytes=32 time<1ms TTL=100
Reply from 192.168.177.30: bytes=32 time<1ms TTL=100
Reply from 192.168.177.30: bytes=32 time<1ms TTL=100
Reply from 192.168.177.30: bytes=32 time<1ms TTL=100

Ping statistics for 192.168.177.30:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms
  
```

What I don't understand as well is why after using the reset jumper function "load emergency image" all network parameters are 0.0.0.0 and after executing the firmware update the device finds/uses my old configuration, like 192.168.177.101 for example.

Does this reset not erase all parameters from the device and why it does not find them after using SPC – FIFO3.