
DI-720/730 EN-B Communications and Installation Issues and Resolutions

On this Page

[Symptoms](#)

[Cause](#)

[Resolution](#)

[Make sure that power is applied to all units and that all of the units are turned on](#)

[Verify that you are installing the latest version of WinDaq](#)

[Verify Windows firewall settings](#)

[Verify that you have selected the correct Network Interface Card \(NIC\)](#)

[Verify that the TCP/IP protocol is enabled](#)

[Make sure that your Ethernet cables are not more than 100 meters in length](#)

[Verify that your Ethernet cables are connected correctly](#)

[Verify that you entered a valid MAC/IP address during installation](#)

[Verify that the unit is on the same subnet as your Network Interface Card](#)

[Applies To](#)

Symptoms

Upon completing WINDAQ installation and running the IP Manager one or more DI-720/730 EN-B units is listed as “UnSynced” or is “Off Line.”

The DI-720/730 EN-B is not an option during installation.

Your Network Interface Card is not listed in the “Select Network Adaptor” window.

Cause

This could be the result of one or more of the following:

One or more DI-720/730 EN-Bs is not powered

You do not have a compatible version of WinDaq software and/or IP Manager software

Conflicting firewall settings

The wrong NIC has been selected

The TCP/IP protocol is not installed or enabled

The Ethernet cables are more than 100 meters in length

The Ethernet cables are not connected correctly

The MAC/IP address was entered incorrectly during installation

The DI-720/730 EN-B has an IP address on a different subnet

Resolution

To resolve these issues follow the steps below.

Make sure that power is applied to all units and that all of the units are turned on

Ensure that each synced unit has its own power supply and that the power switch on each unit is in the “on” position.

Verify that you are installing the latest version of WinDaq

You can download the latest version of WinDaq for your DI-720/730 EN-B at:

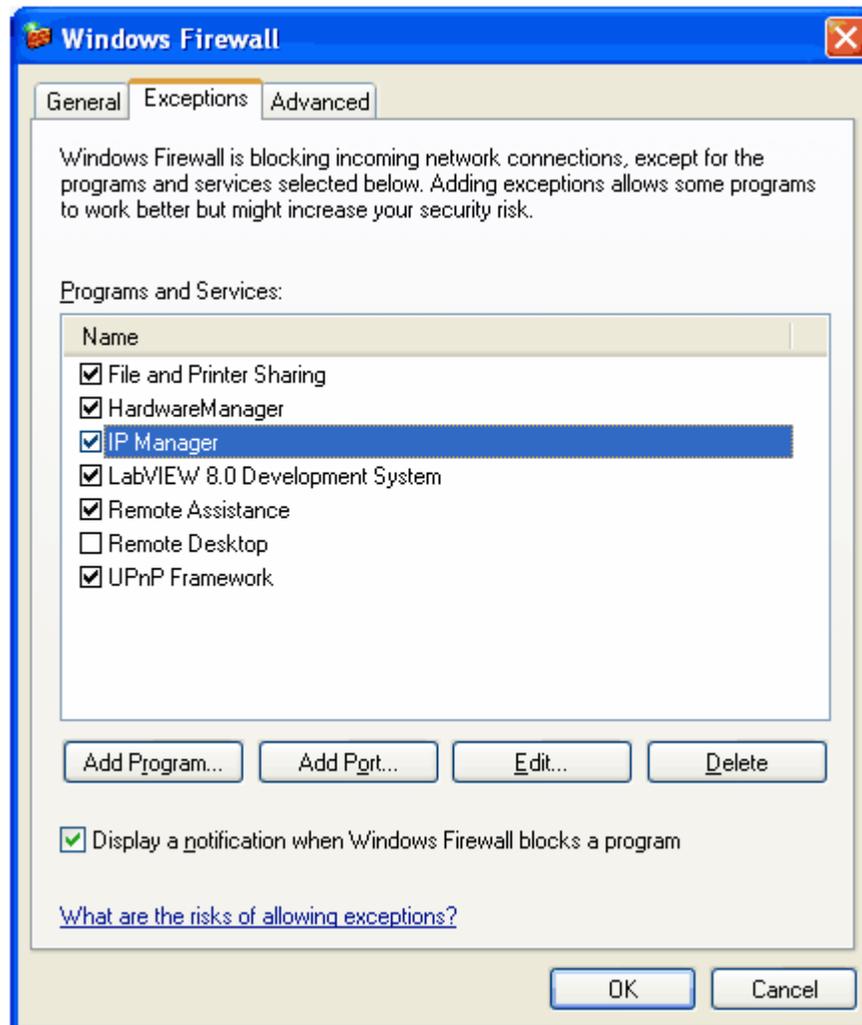
<http://www.dataq.com/support/upgrades/record/g1lev3en.php>.

Note: WINDAQ Pro/Pro+ users may need to pay an upgrade fee (\$200)

Verify Windows firewall settings

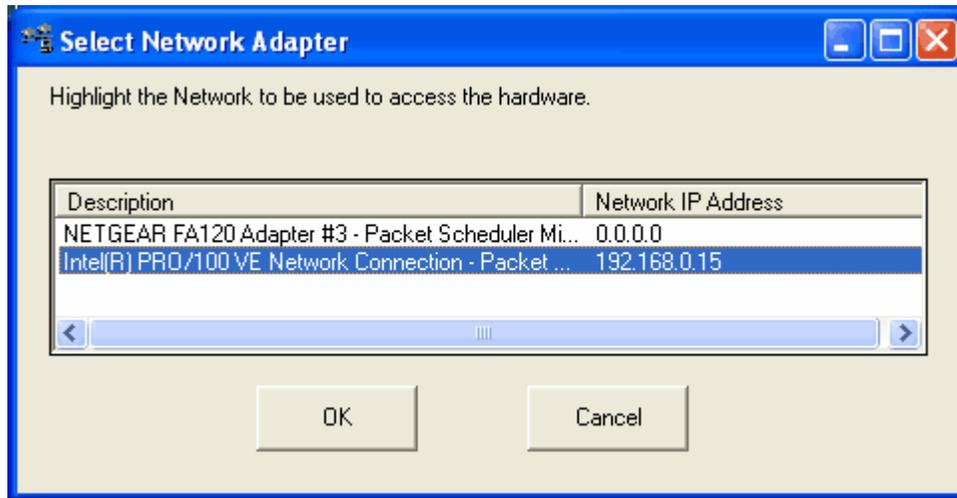
Make sure that your Windows firewall does not block the WINDAQ IP Manager.

1. Double-click on “Windows Firewall” in the Windows “Control Panel.”
2. Select the “Exceptions” tab and make sure that “IP Manager” is checked.



Verify that you have selected the correct Network Interface Card (NIC)

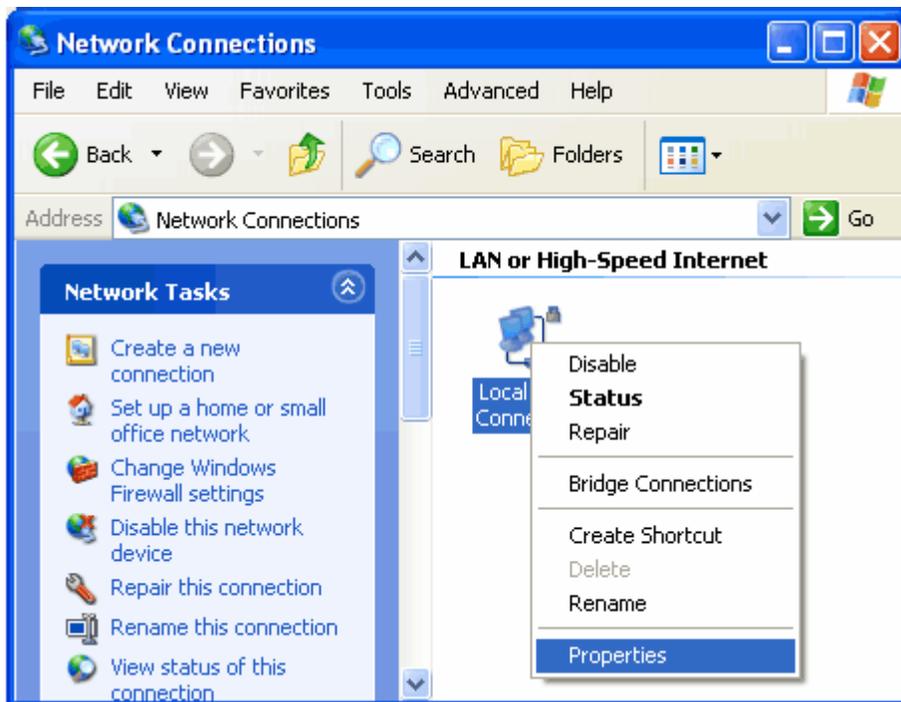
Upon running the IP Manager, be sure to select the network interface card that your DI-720/730 EN-B(s) is (are) connected to.



Verify that the TCP/IP protocol is enabled

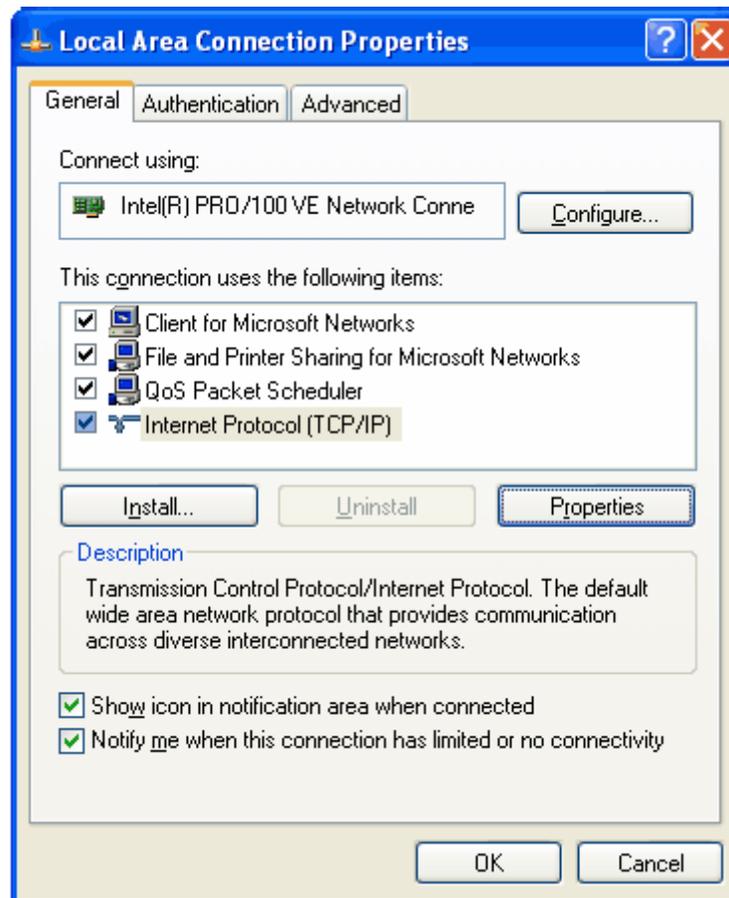
To enable the TCP/IP protocol:

1. Select “Network Connections” from the Windows Control Panel.
2. Right-click on “Local Area Connection” and select “Properties.”



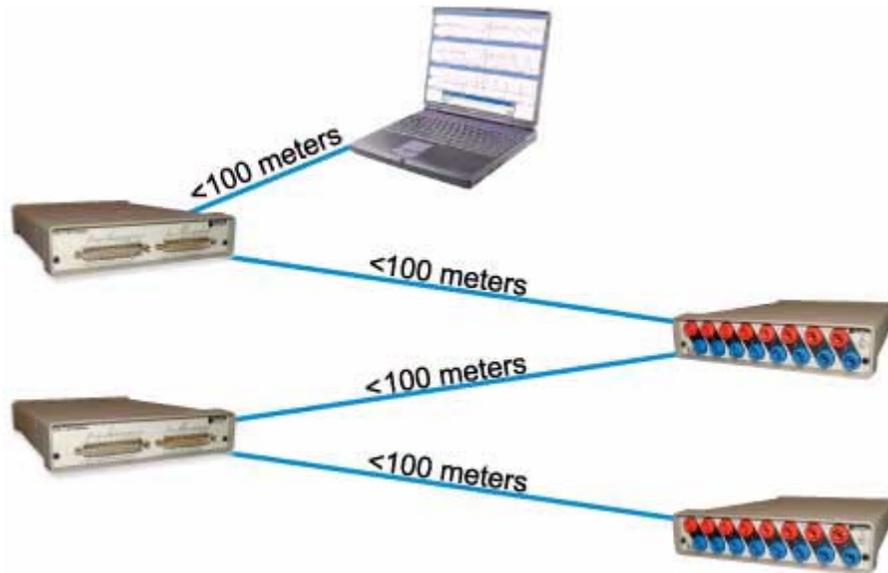
3. Click on the “Internet Protocol (TCP/IP)” check-box.

Note: If “Internet Protocol (TCP/IP)” is not listed, click the “Install” button to initiate installation.



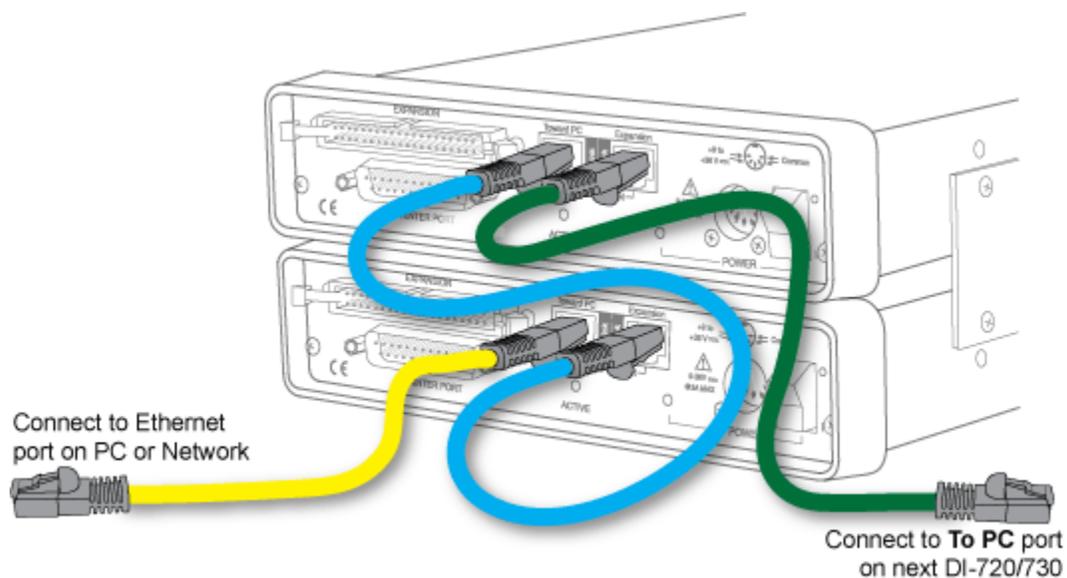
Make sure that your Ethernet cables are not more than 100 meters in length

The Ethernet cables connecting your DI-720/730 EN-B(s) to the PC and one synced unit to the next cannot exceed 100 meters in length.



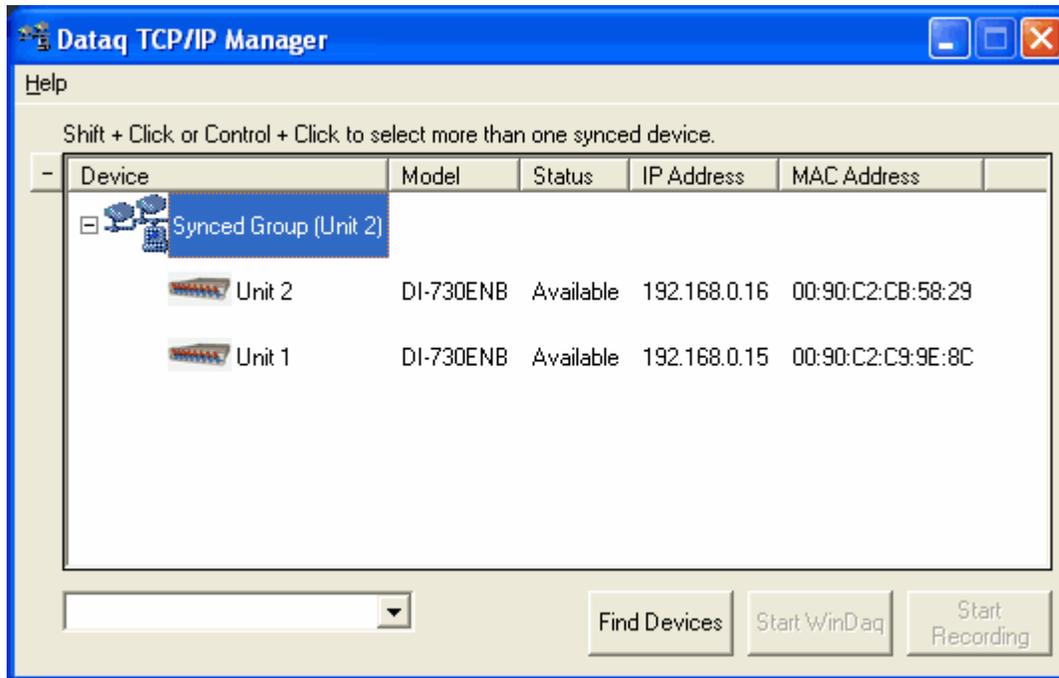
Verify that your Ethernet cables are connected correctly

The “To PC” connection on the back of the first synced (unsynced) DI-720/730 EN-B should be connected to the Ethernet port of the PC or network. The “To PC” connection of the second synced unit should be connected to the “Expansion” connection of the first synced unit, the “To PC” connection on the third synced unit to the “Expansion” connection on the second synced unit, etc.



Verify that you entered a valid MAC/IP address during installation

Make sure that the MAC/IP address listed in the IP manager matches the MAC address on the bottom of your DI-720/730 EN-B (or the IP address assigned to the unit).



Verify that the unit is on the same subnet as your Network Interface Card

Check to make sure that your DI-720/730 EN-B has an IP address on the same subnet as your interface card.

Allowing the DHCP server to assign an IP address will ensure that your DI-720/730 EN-B has an appropriate IP address.

To let the DHCP server assign an IP address:

1. Choose “Change IP Address” from the Dataq TCP/IP Manager
2. Select the “Allow DHCP server to assign IP Address”



When assigning a static IP address it is the customer's responsibility to make sure that the address is on the same subnet. Contact your system administrator for assistance.

Applies To

All DI-720 and DI-730 ENB data acquisition products.