SMB Support Assistant

Configure an IP Address on Your PC

Introduction

This document explains how to set the IP address on your PC. Based on your network configuration, you can use Dynamic Host Configuration Protocol (DHCP) to automatically assign an IP address, or you can set the IP address manually.

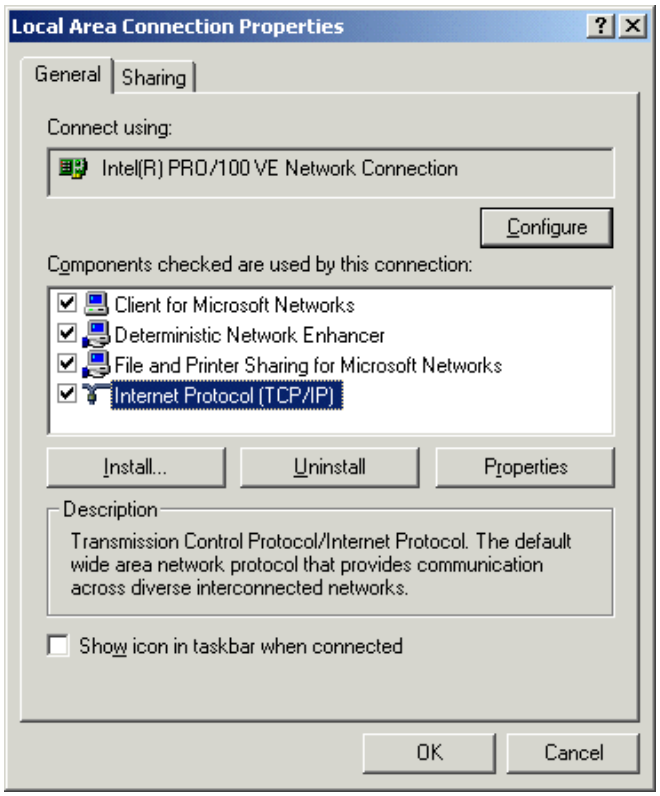
Requirements

To perform the steps described in this document, you need to have a PC with Windows XP or Windows 2000.

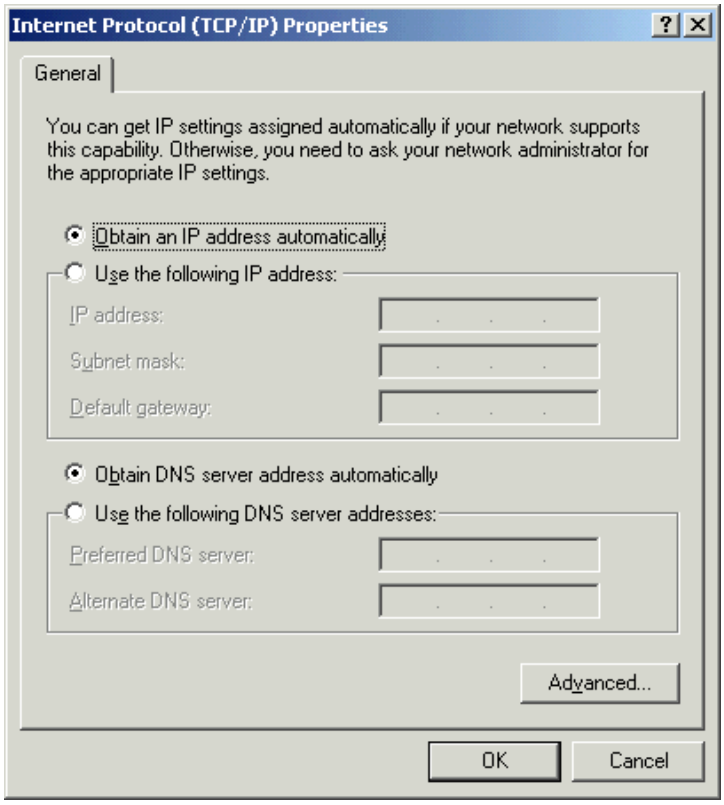
Configure an IP Address with DHCP

To use DHCP to assign an IP address dynamically, follow these steps:

1. Open the Network Connections control panel on your PC. On many PCs, this path is **Start > Control Panel > Network Connections**.
2. Right-click the **Local Area Connection** icon and click **Properties**.
3. Select **Internet Protocol (TCP/IP)** from the list of components, and then click **Properties**.



4. Take note of your current TCP/IP properties. If your PC is already configured with an IP address, write down the IP address and subnet mask. You may need to return your PC to its original configuration.
5. From the TCP/IP Properties window, click **Obtain an IP address automatically** and **Obtain DNS server address automatically**.



6. Click **OK** to save your settings.

Configure an IP Address Manually

To configure the IP address on your PC manually, follow these steps:

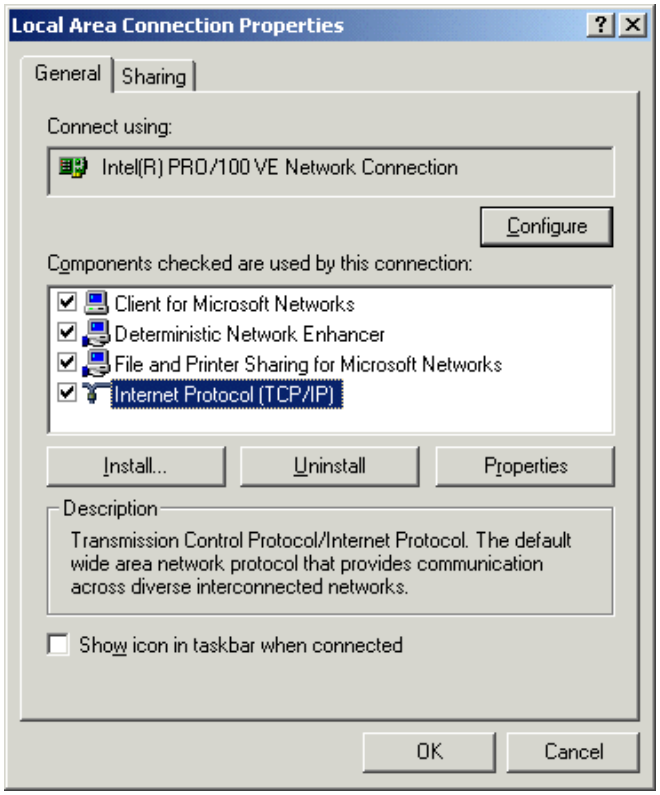
1. Determine the IP address you need for your PC. Your PC IP address will need to match the IP address and subnet of the device you are connected to.

   For example, if you want to connect to a switch that uses an IP address of 10.0.0.1 and a subnet mask of 255.255.255.0, set your PC to 10.0.0.3 with a subnet mask of 255.255.255.0.

   This example uses these IP addresses:

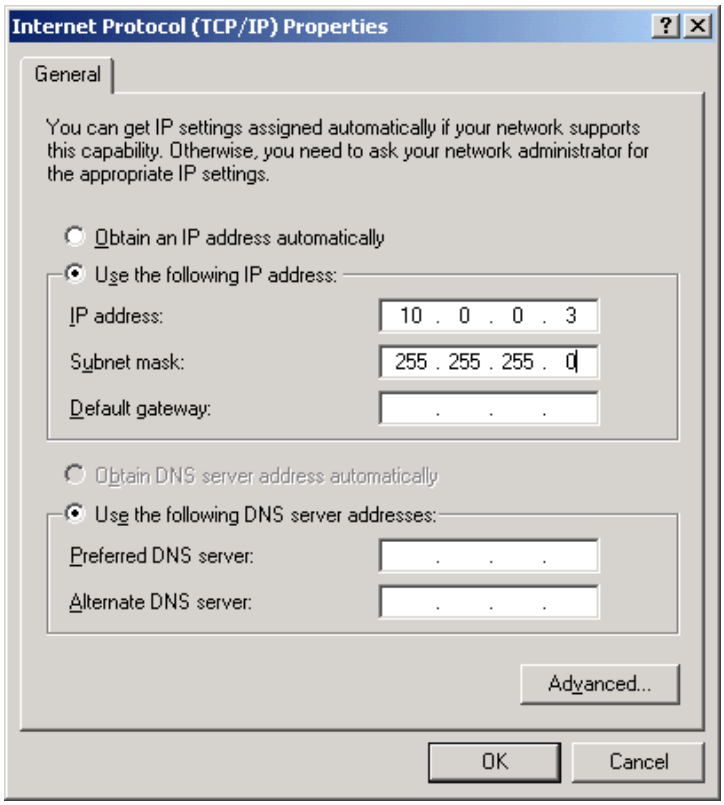
   - Device IP address: 10.0.0.1
   - PC IP address: 10.0.0.3
   - Subnet mask: 255.255.255.0

2. Open the Network Connections control panel on your PC. On many PCs, this path is **Start > Control Panel > Network Connections**.
3. Right-click the **Local Area Connection** icon and choose **Properties**.
4. Select **Internet Protocol (TCP/IP)** from the list of components and click Properties.



5. Take note of your current TCP/IP properties. If your PC is already configured with an IP address, write down the IP address and subnet mask so that you can return your PC to the original configuration.

6. Click **Use the following IP address** and enter the IP address and subnet mask for the PC.



7. Click **OK** to save your settings.

Verify an IP Address

To verify the IP address on your PC, follow these steps:

1. Click **Start > Run**.

2. In the Run dialog box, enter **cmd** or **command**, and then click **OK** to open a command prompt window.
3. At the command prompt, type **ipconfig** and press **Enter** to display the current settings.
4. Confirm the IP address subnet mask.

Verify a Remote IP Address

To confirm that you can reach a remote IP address, follow these steps:

1. Click **Start > Run**.
2. In the Run dialog box, enter **cmd** or **command**, and then click **OK** to open a command prompt window.
3. At the command prompt, type **ping *10.0.0.1*** , where 10.0.0.1 is the remote IP address. Press **Enter** to begin. Observe the results to determine if this ping is successful:
   - **Successful ping**

```
Pinging 10.0.0.1 with 32 bytes of data:

Reply from 10.0.0.1: bytes=32 time<10ms TTL=255
Reply from 10.0.0.1: bytes=32 time<10ms TTL=255
Reply from 10.0.0.1: bytes=32 time<10ms TTL=255
Reply from 10.0.0.1: bytes=32 time<10ms TTL=255

Ping statistics for 10.0.0.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 0ms, Maximum =  0ms, Average =  0ms
```

   - **Unsuccessful ping**

```
Pinging 10.0.0.1 with 32 bytes of data:

Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 10.0.0.1:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
Approximate round trip times in milli-seconds:
    Minimum = 0ms, Maximum =  0ms, Average =  0ms
```

   If the ping is unsuccessful, your computer is unable to reach the remote IP address. For further assistance, see Troubleshoot the Procedure.
4. Type **exit** to close the command window.

Troubleshoot the Procedure

This section provides information about common problems that you may encounter.

Problem	Cause(s) and Suggested Solution(s)
I set my PC for DHCP, but I did not receive an IP address.	1. Ensure that your PC is properly connected to the device. 2. Click **Start > Run**. 3. In the Run dialog box, enter **cmd** or **command**, and then click **OK** to open a command prompt window. 4. At the command prompt, type **ipconfig /renew** and press **Enter** to renew your settings.

I am unable to ping a remote IP address.	Check these items: • Verify that your computer has the correct IP address, subnet mask, and remote gateway. • Verify the cable between your computer and the device. Some devices use a straight-through cable; other devices require a crossover cable. If possible, replace the cable with a known good cable. For further information, refer to Cable Descriptions. • Verify that the remote device has the correct IP address and subnet mask.

Related Information

- **Cable Descriptions**
- **Create a HyperTerminal Connection**
- **Set Up a TFTP Server**