

Troubleshooting the ect micro Dock System - the network connection

Overview

Many of the Laptops supplied with the ect micro Dock system have both a wireless and wired network port.

Wireless:

Because of conflicts with the eddy current instrument, this option has been disabled in the hardware. It is not recommended that it be enabled. Never connect to a wireless network while the eddy current software is in use.

Wired:

The ect micro Dock creates a custom wired network with the laptop. Network setting are found in other network guides, **ect micro Dock Win98se Network Settings**, **ect micro Dock Windows 7 Network Settings**, and **ect micro Dock Network Settings**

Testing the Network Connection

This tests the ect48host Ethernet connection with the ectslave using the Ping command.

A VGA monitor may need to be connected to the ect micro Dock to tell if it has completely booted.

Both the ect micro Dock and laptop should have the power off.

Connect a cross-over cable between the Ethernet ports of the ect micro Dock and laptop.

Power on the ect micro Dock.

Power on the laptop.

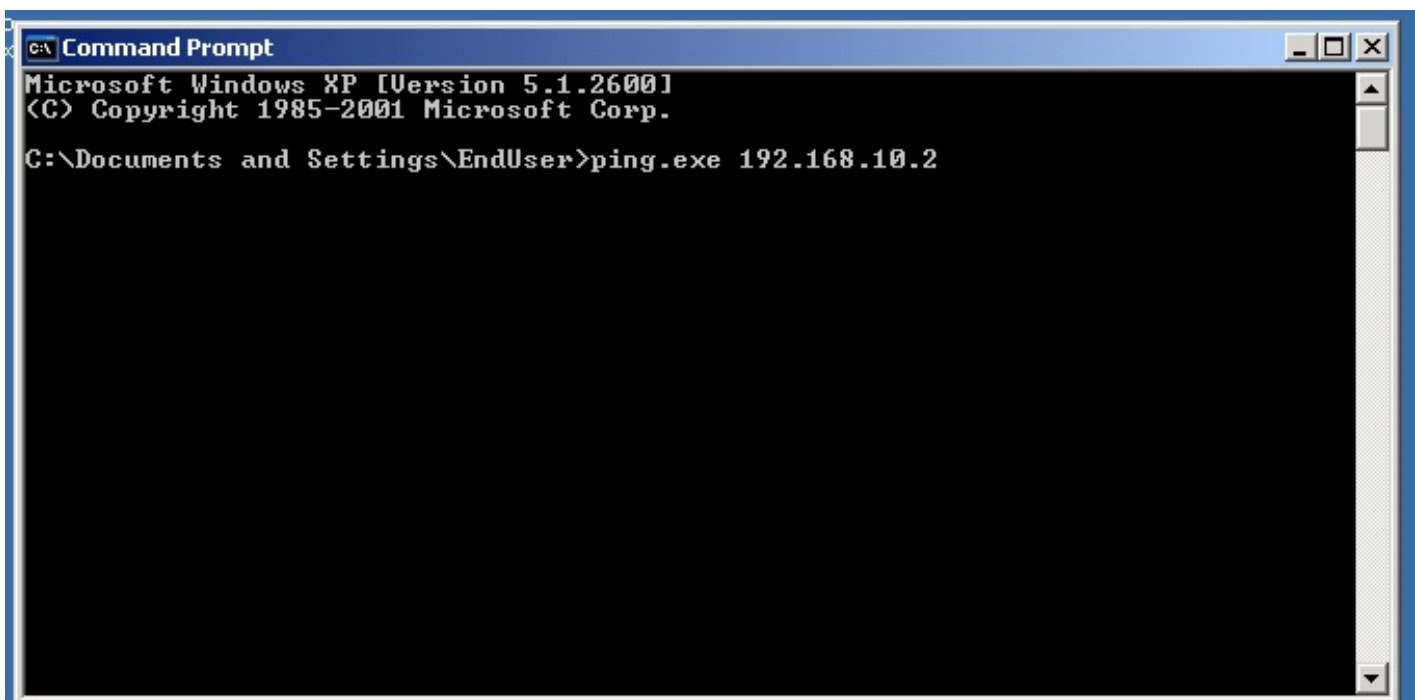
Wait for the laptop to boot to the Win 7 desktop.

Open the Command Prompt shortcut on the desktop or locate it through the Start Menu.

At the cursor type the following:

```
ping.exe 192.168.10.2
```

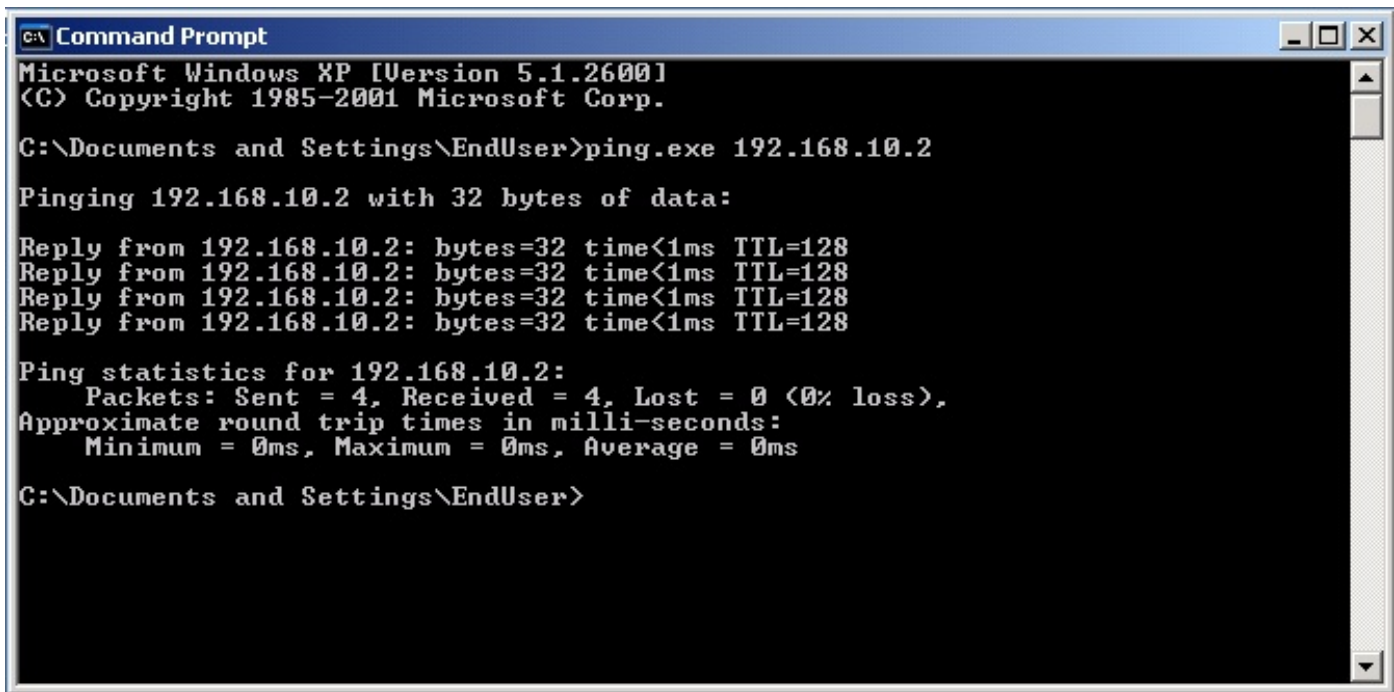
Press "Enter" to execute the command.



```
C:\> Command Prompt
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\EndUser>ping.exe 192.168.10.2
```

The program will run for a few seconds and show the results.



```
C:\ Command Prompt
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\EndUser>ping.exe 192.168.10.2

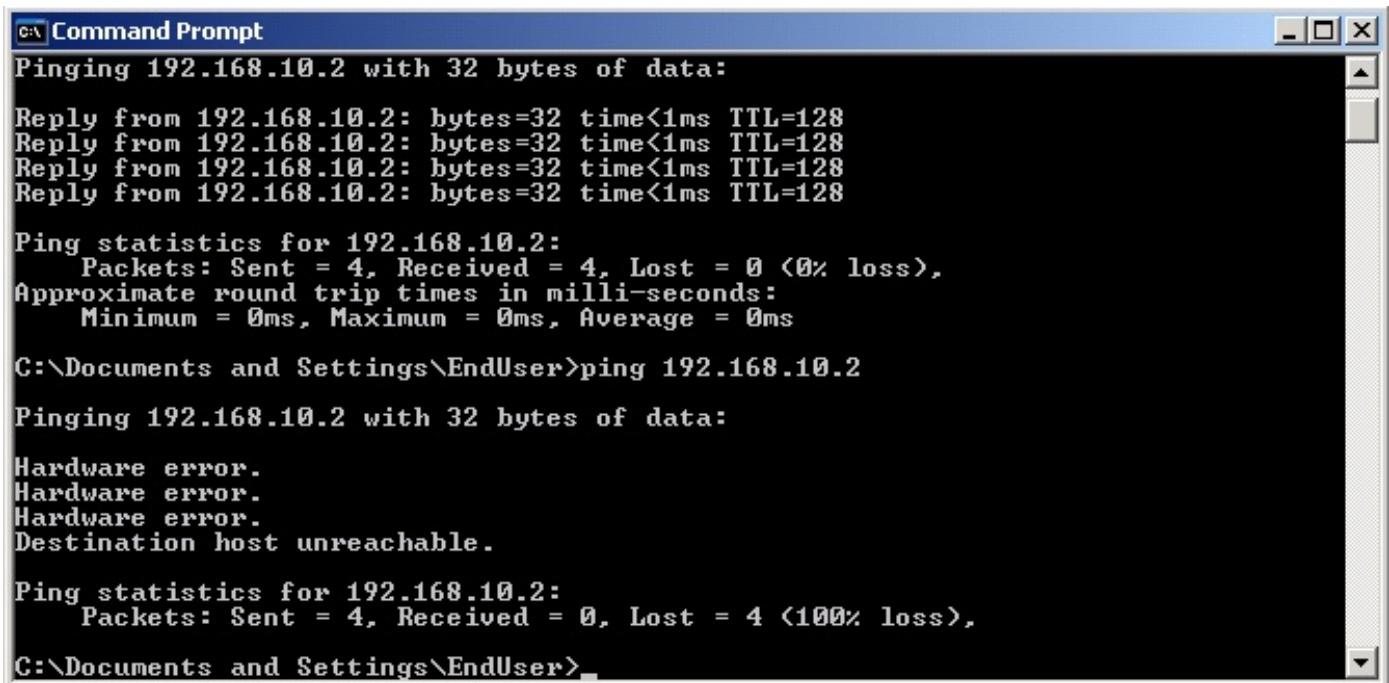
Pinging 192.168.10.2 with 32 bytes of data:

Reply from 192.168.10.2: bytes=32 time<1ms TTL=128
Reply from 192.168.10.2: bytes=32 time<1ms TTL=128
Reply from 192.168.10.2: bytes=32 time<1ms TTL=128
Reply from 192.168.10.2: bytes=32 time<1ms TTL=128

Ping statistics for 192.168.10.2:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms

C:\Documents and Settings\EndUser>
```

The above figure shows that the ect48host has sent and received information from the ectslave computer. The connection is good..



```
C:\ Command Prompt

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Ping statistics for 192.168.10.2:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms

C:\Documents and Settings\EndUser>ping 192.168.10.2

Pinging 192.168.10.2 with 32 bytes of data:

Hardware error.
Hardware error.
Hardware error.
Destination host unreachable.

Ping statistics for 192.168.10.2:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

C:\Documents and Settings\EndUser>
```

This figure shows the results of next “pinging” the ectslave computer with the cross-over cable unplugged. If this “Hardware error” message occurs then there is a problem with the connection. Check the cable.

If a “time out” message occurs then there is a problem with the network settings in either the ect micro Dock the laptop or both. Use the network settings guides to set back to factory default and test again.