



Network Detective Inspector

Configuring Static IP

Overview

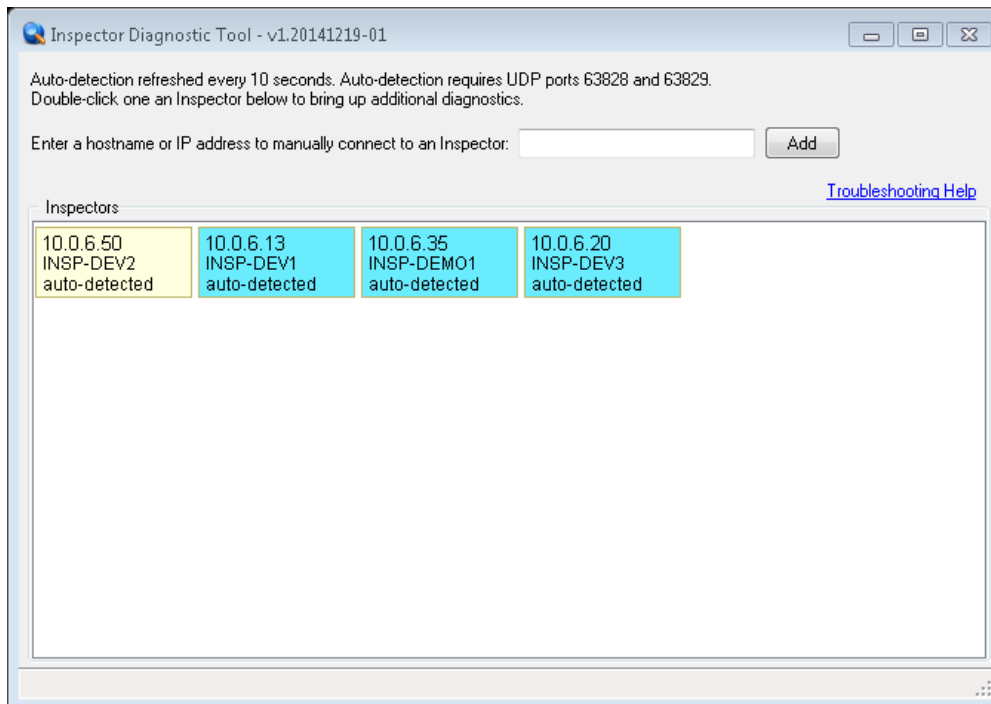
The Network Detective Inspector comes configured for use in DHCP environments where IP addresses are dynamically configured. This document provides two (2) methods for configuring the Inspector for use in environments that do not support DHCP, as well as environments where you desire the Inspector to have a static IP address.

The first method allow you to configure the IP address remotely. The danger is if the Inspector is configured improperly, it will no longer be accessible via a network connection. If that occurs, the USB methodology must be used. The USB methodology requires access to the physical device.

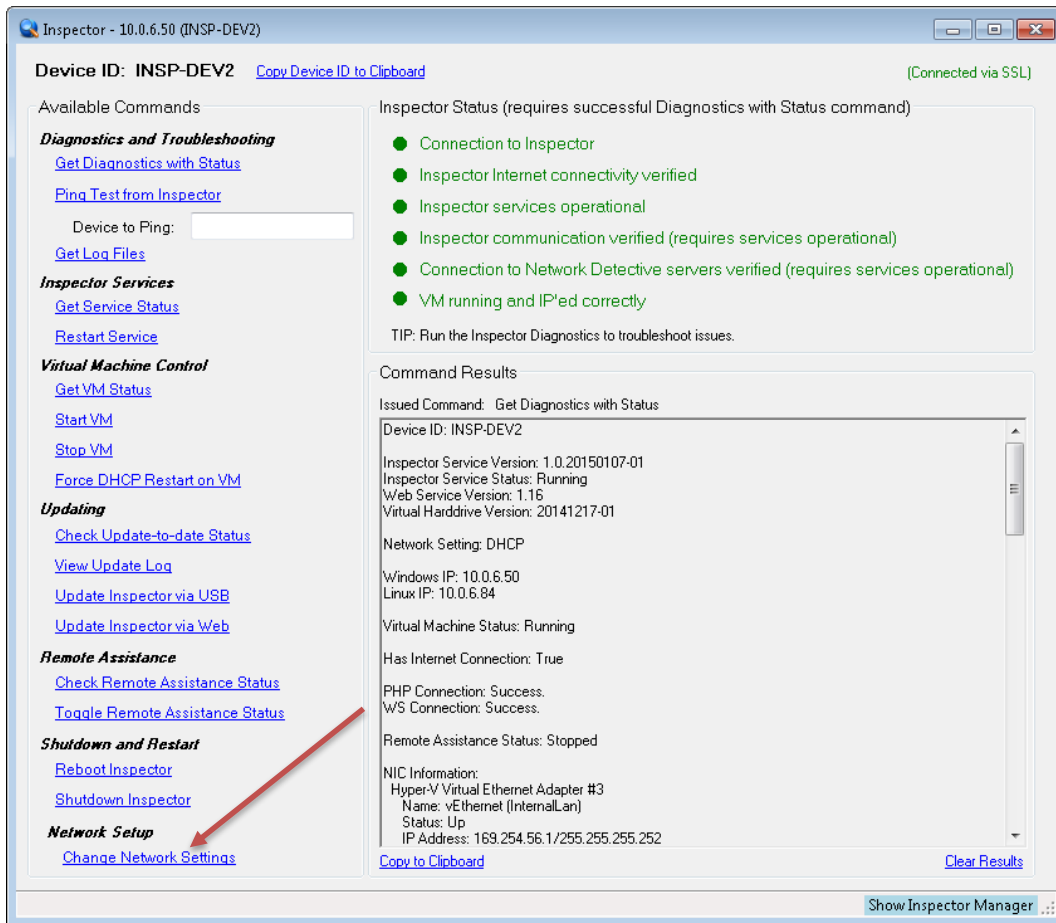
Setting a Static IP Address Directly using the Inspector Diagnostic Tool

This is the typical way you will configure the Inspector for use in a network with statically assigned IPs. You will do this from your network or other network that does have DHCP before going to the client site that requires a static IP. (Obviously the computer where you run the Inspector Diagnostic Tool and the Network Detective Inspector must be running and on the same network!)

1. Run InspectorDiagnosticTool.exe. This is available from the Network Detective download page: www.rapidfiretools.com/nd.
2. Double click the INSP you wish to manage.



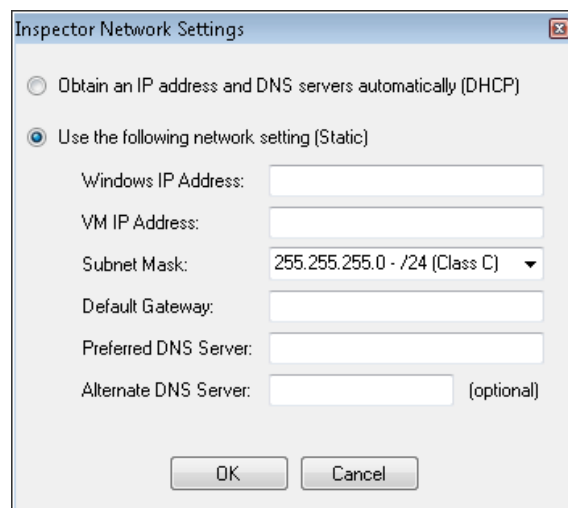
3. Click “Change Network Settings” under “Network Setup”.



4. Select the “Use the following network settings (Static)” radio button and fill in the network information for the client’s site, then click OK.

The change can take up to 2 minutes to complete.

IMPORTANT: Once the change is complete, the INSP will be on the newly specified IP. Therefore, the current INSP screen you just used to configure the Static IP will no longer be functional. Once the IP has changed, there will be a new INSP displayed on the main screen. If you double-click the new INSP, it will connect to the INSP on the new IP. Note that the Windows IP address changes much faster than the internal virtual machine’s IP address, so the diagnostic command may fail until the underlying virtual machine is updated. It may take up to 2 minutes for IP address changes to fully be configured on the Inspector appliance. If you attempt to reconnect and get an error, please wait a few minutes and try again.



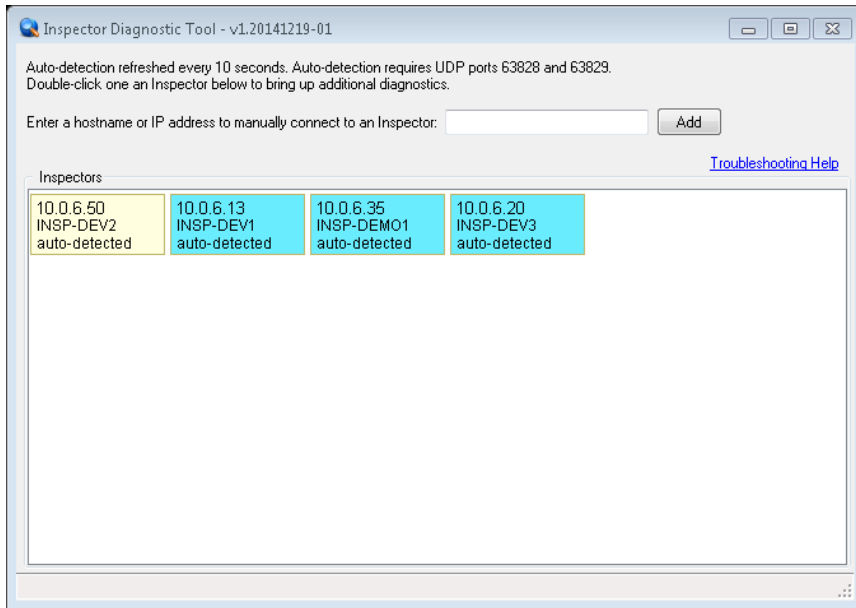
Setting a Static IP Address via USB

Use this method if you need to change the IP address of an INSP and you are not able to use the “Direct” method, above. Cases include receiving an INSP that is configured for static IP back from a client site, or needing to change an incorrectly configured INSP in the field without access to a DHCP network.

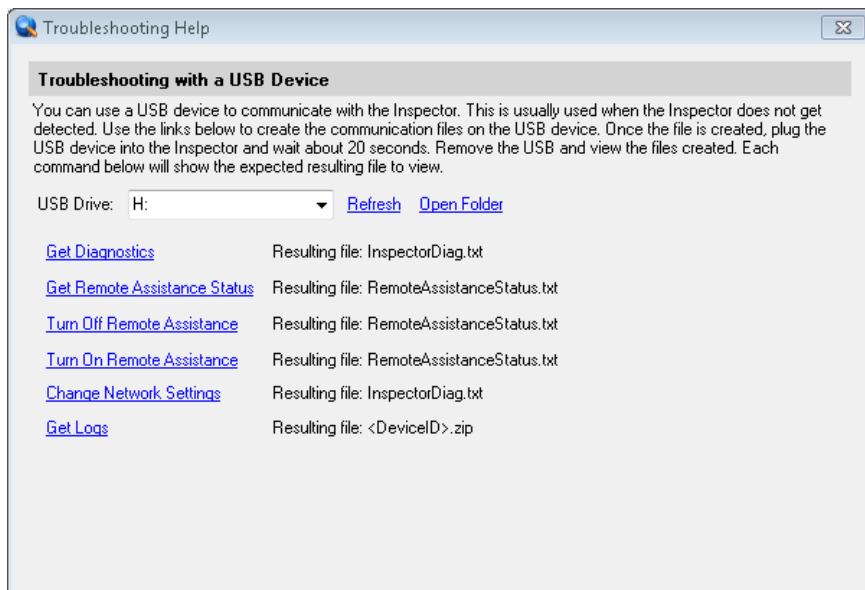
Be sure to power-on the INSP for a few minutes prior to inserting the USB (step 6, below).

1. Run InspectorDiagnosticTool.exe. This is available from the Network Detective download page: www.rapidfiretools.com/nd.

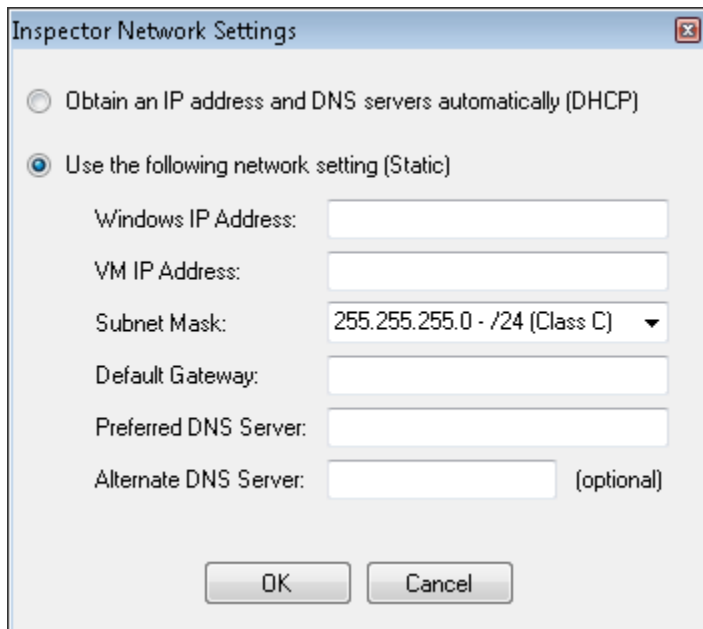
2. Click the “Troubleshooting Help” link.



3. Click “Change Network Settings”



4. Select the “Use the following network settings (Static)” radio button.



5. Fill in your network information and click OK. A file called “networksettings.txt” containing your new network information should now be on the USB drive.

6. Insert the USB drive into the Inspector appliance and wait 30 seconds and remove. That file should be gone, and a new file called "InspectorDiag.txt" should be on the USB drive. The information in this file will NOT reflect your new changes just yet (see step #7 for more information). The fact that the networksettings.txt file is gone and this new file appeared lets you know that the change has been initiated.
7. The change can take up to 2 minutes to complete and can now be connected to the network.