

## TT200101 – Troubleshoot - Reset Controller IP Using COM Port

**Note**

This Support Knowledge Base article KB is the result of a support request.

It is not part of the official documentation of DEOS AG and does not claim to be complete.

The article is intended to support the solution of a similar problem.

If you have any questions, comments or additions, please contact DEOS AG Support.

**Title** Troubleshoot - Reset Controller IP Using COM Port (TT200101)

**Object** OPEN

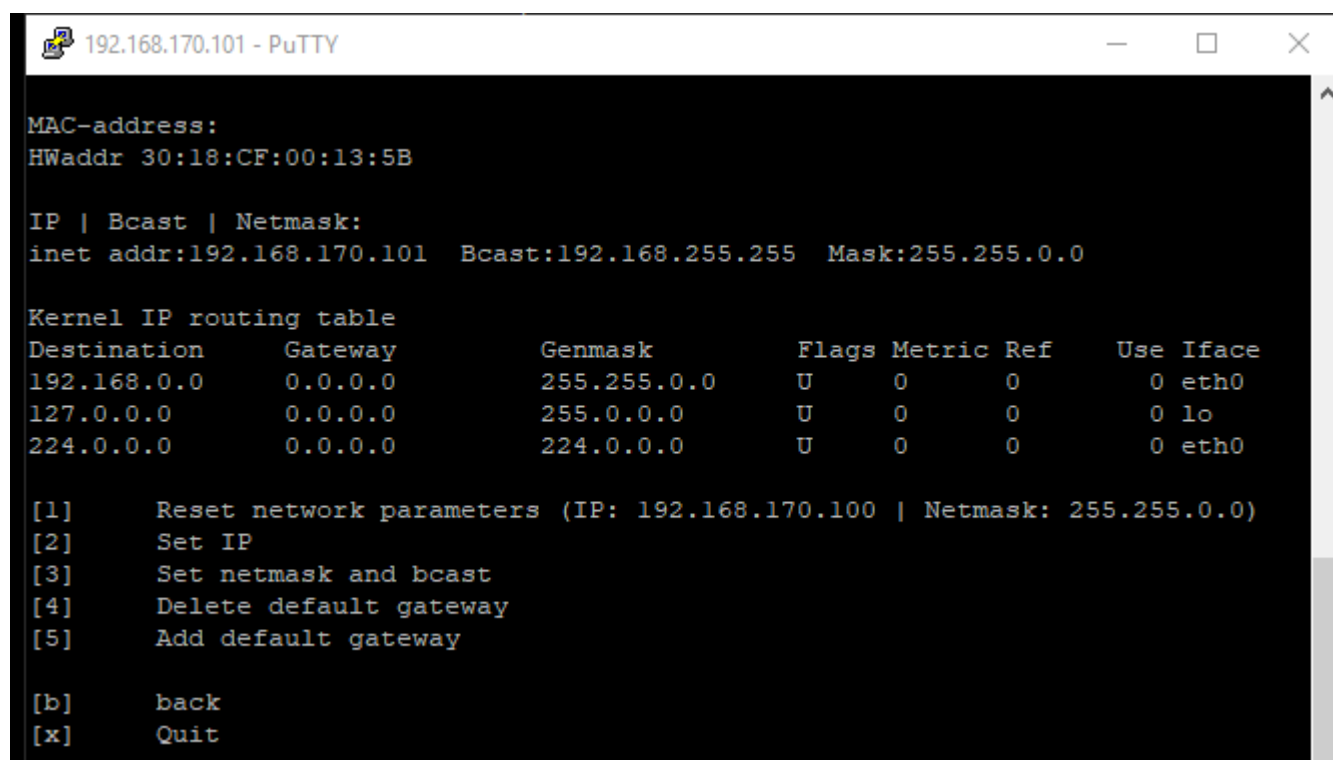
**Reference version** -

**Date** 01.2020

**Author** EK

**Goal** Reset Controller IP Using COM Port and Putty

### Content:



```
192.168.170.101 - PuTTY

MAC-address:
HWaddr 30:18:CF:00:13:5B

IP | Bcast | Netmask:
inet addr:192.168.170.101 Bcast:192.168.255.255 Mask:255.255.0.0

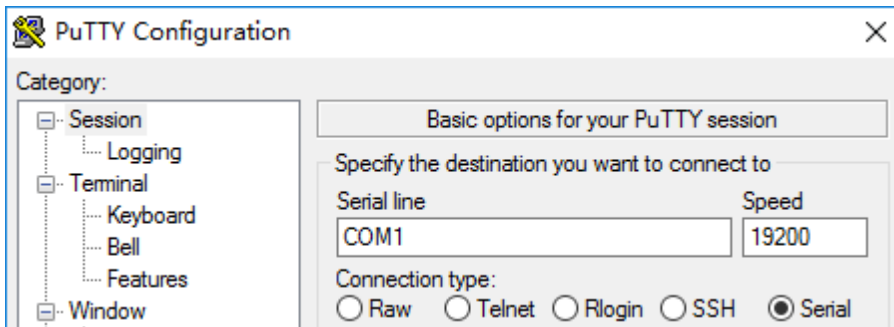
Kernel IP routing table
Destination      Gateway         Genmask         Flags Metric Ref    Use Iface
192.168.0.0      0.0.0.0        255.255.0.0     U        0      0        0 eth0
127.0.0.0        0.0.0.0        255.0.0.0       U        0      0        0 lo
224.0.0.0        0.0.0.0        224.0.0.0       U        0      0        0 eth0

[1]  Reset network parameters (IP: 192.168.170.100 | Netmask: 255.255.0.0)
[2]  Set IP
[3]  Set netmask and bcast
[4]  Delete default gateway
[5]  Add default gateway

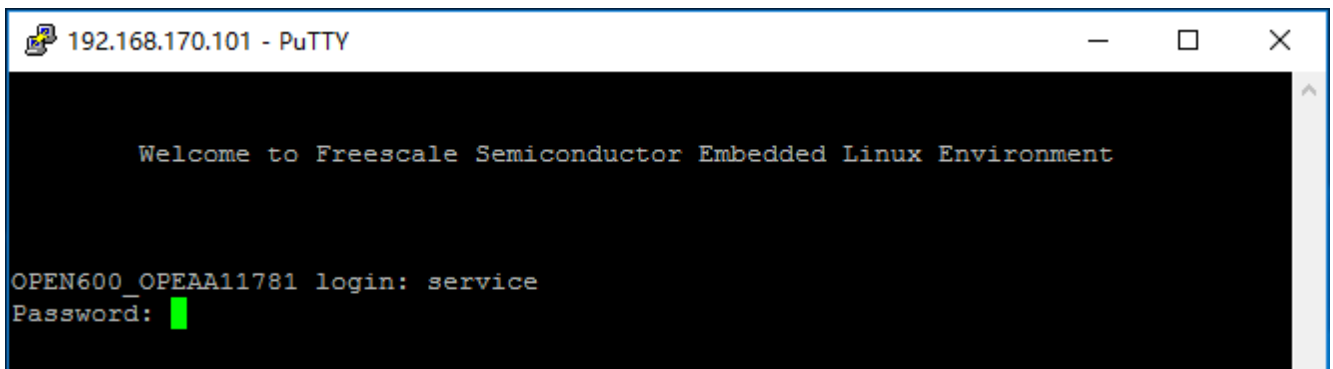
[b]  back
[x]  Quit
```

## TT200101 – Troubleshoot - Reset Controller IP Using COM Port

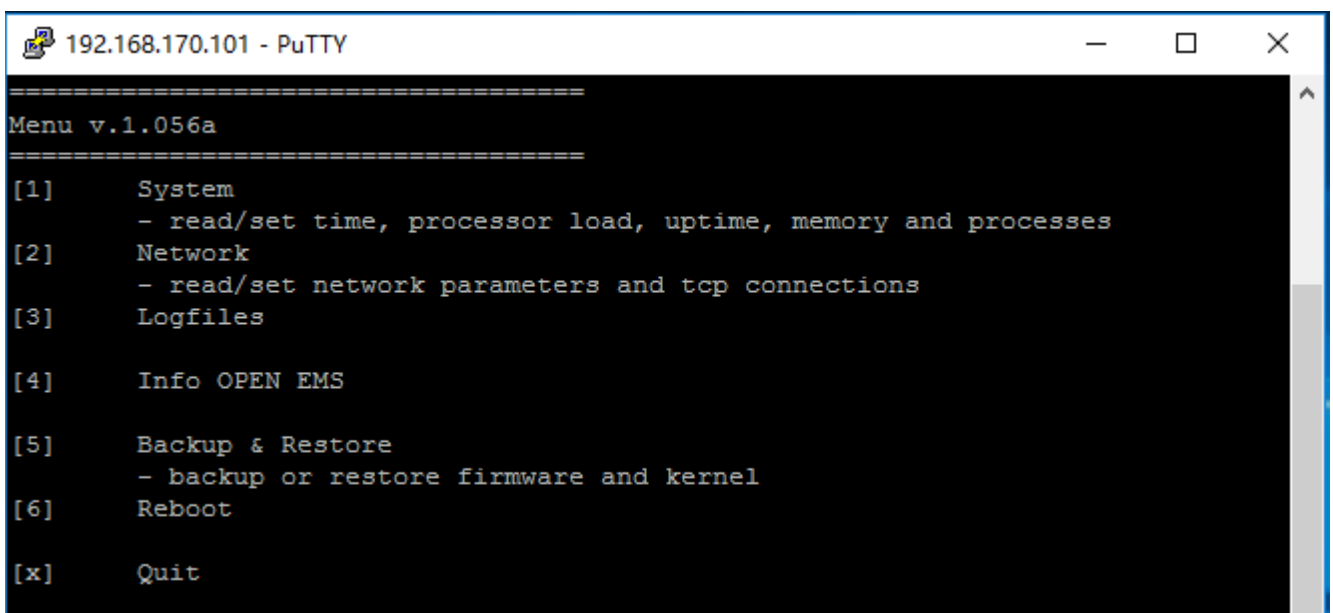
1. Sometimes you may want to reset the controller IP address and subnet mask to the default settings. (If you don't know the current controller IP address, please refer to TT180702 to find the IP using COM port)
2. To reset the controller IP address, start PuTTY and connect the COM cable to "COM 1+2" on the controller (refer to TT180702 for details)
3. Select "Serial", type in "COM1" and speed "19200" (or other COM port you setup in your PC), and then click "Open"



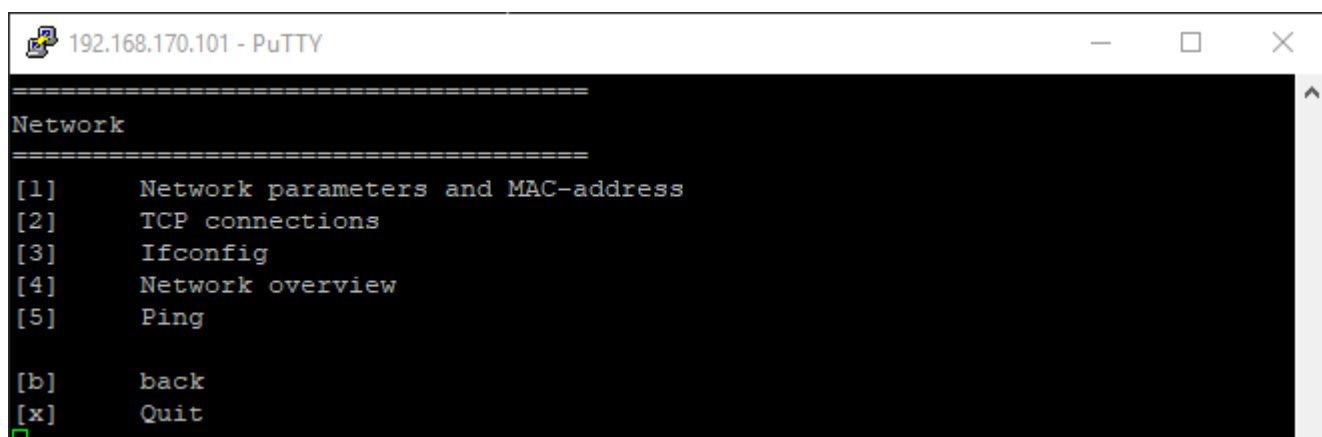
4. Type "User Name" and "Password", and press "Enter" to login. Please contact us if you need the password



5. Type "2" to enter "Network"



6. Type "1" to enter "Network parameters and MAC-address"



```
192.168.170.101 - PuTTY

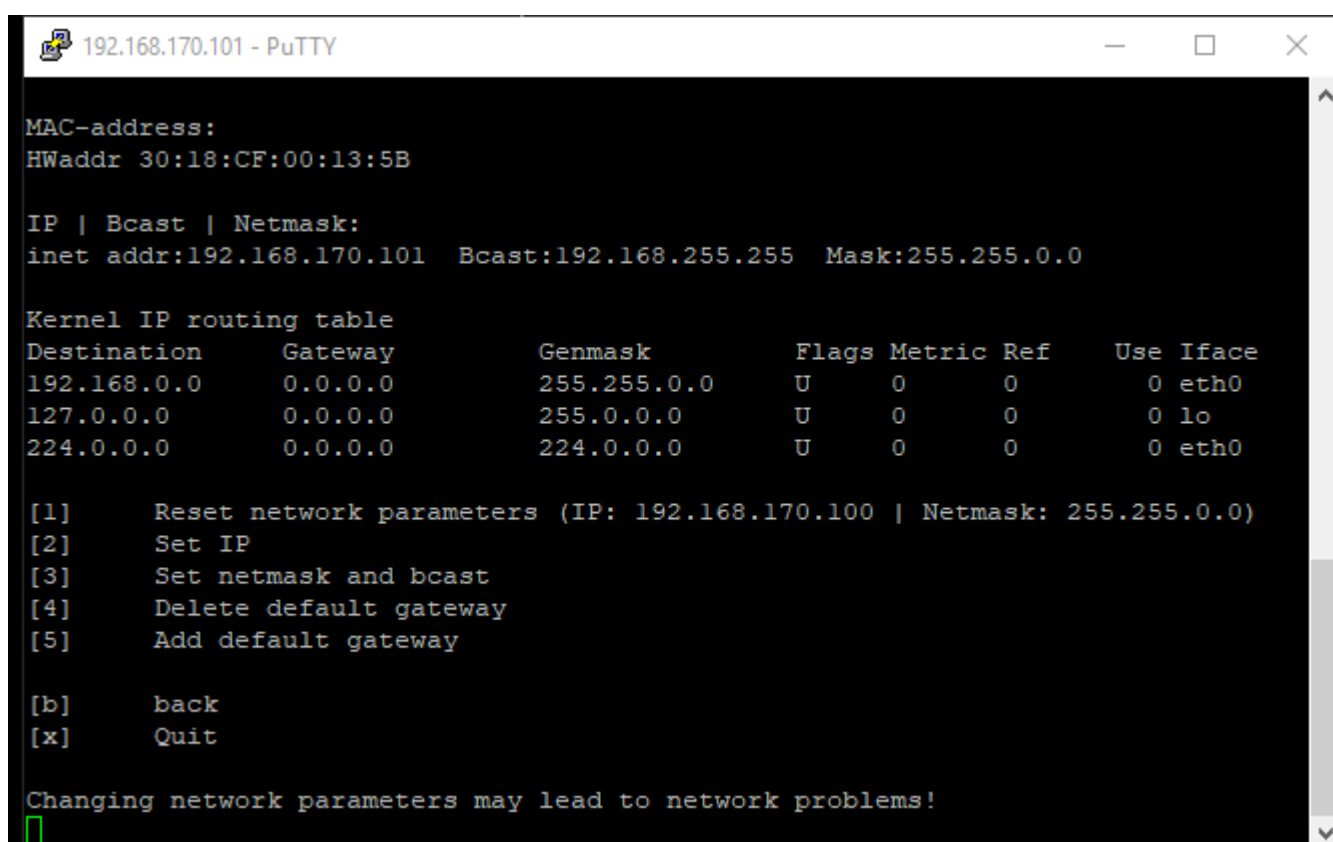
=====
Network
=====

[1]    Network parameters and MAC-address
[2]    TCP connections
[3]    Ifconfig
[4]    Network overview
[5]    Ping

[b]    back
[x]    Quit

█
```

7. In this screen, you can see the existing IP address and subnet mask of the controller. You can also check the controller MAC address here



```
192.168.170.101 - PuTTY

MAC-address:
HWaddr 30:18:CF:00:13:5B

IP | Bcast | Netmask:
inet addr:192.168.170.101  Bcast:192.168.255.255  Mask:255.255.0.0

Kernel IP routing table
Destination      Gateway          Genmask         Flags Metric Ref    Use Iface
192.168.0.0      0.0.0.0          255.255.0.0     U        0      0        0 eth0
127.0.0.0        0.0.0.0          255.0.0.0       U        0      0        0 lo
224.0.0.0        0.0.0.0          224.0.0.0       U        0      0        0 eth0

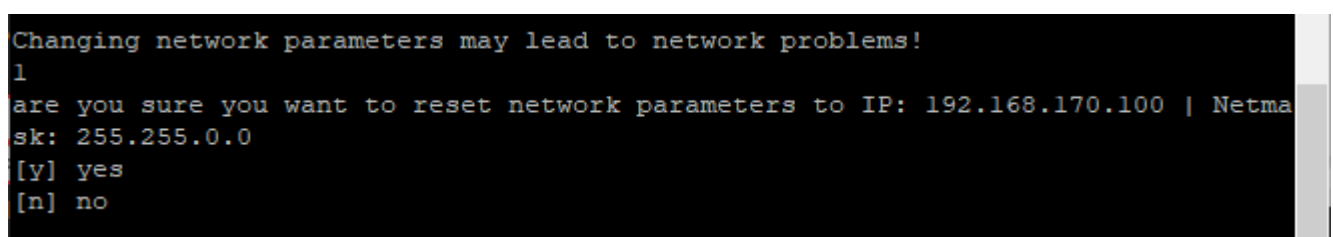
[1]    Reset network parameters (IP: 192.168.170.100 | Netmask: 255.255.0.0)
[2]    Set IP
[3]    Set netmask and bcast
[4]    Delete default gateway
[5]    Add default gateway

[b]    back
[x]    Quit

Changing network parameters may lead to network problems!

█
```

8. Type "1" to reset to default IP address (192.168.170.100) and subnet mask, and type "y" to confirm the action



```
Changing network parameters may lead to network problems!

1
are you sure you want to reset network parameters to IP: 192.168.170.100 | Netma
sk: 255.255.0.0
[y] yes
[n] no
```