

TechNews: TN#522

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CS 3800 Wireless Intraoral Scanner

Scanner Wi-Fi Signal Not Detected

Description:

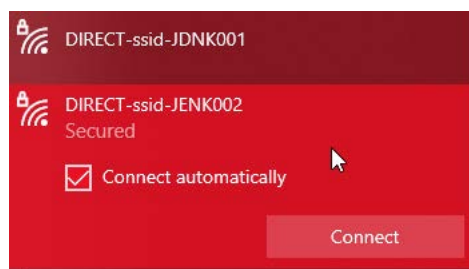
The purpose of this Tech News is to inform the service personnel about how to resolve the issue when the scanner's Wi-Fi signal is not detected.

Trouble Shooting Steps

1. Check if the Wi-Fi adapter is connected to the USB 3.0 port and the adapter is detected in device manager.



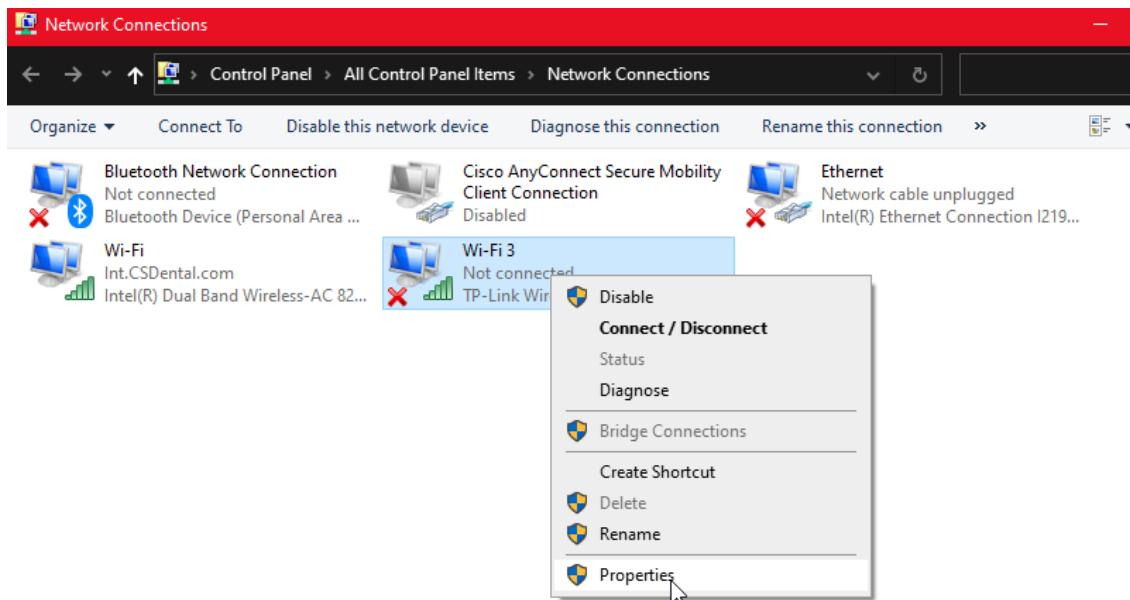
2. Check if the fan of the scanner is spinning. If the fan is not spinning after power on, there might be some hardware issue.
3. Check if the Wi-Fi signal can be detected by the PC or a mobile phone. If the signal can't be detected, the scanner may have hardware issue.



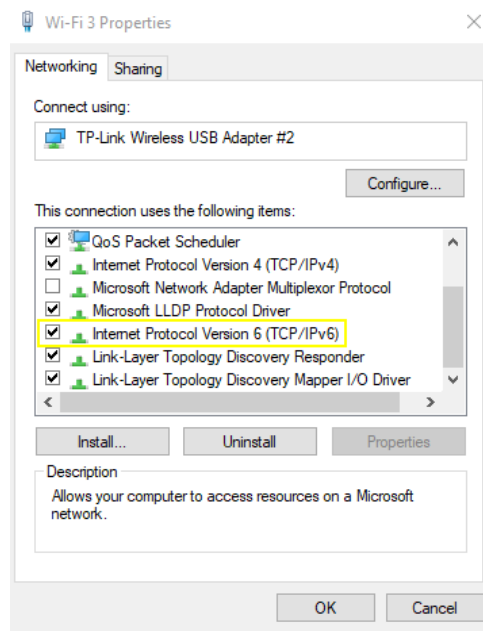
4. If the signal can be detected by the PC or mobile phone but can't be detected by CS ScanFlow. It may be related to IPv6 setting. The IPv6 protocol **MUST** be enabled for the communication between CS ScanFlow and CS 3800 wireless.

Steps for setting IPv6

1. Go to "Control Panel\All Control Panel Items\Network Connections", right click TP-Link Wireless USB Adapter and select Properties



2. Check "Internet Protocol Version 6 (TCP/IPv6)" and click OK.



In some clinics, IPv6 may be disabled by IT department. Please follow below steps to check if IPv6 is enabled.

- Open Windows Power Shell with admin and type “**Get-NetAdapter -Physical | Get-NetIPInterface -AddressFamily Ipv6**” and check if they are enabled.

```
Select Windows PowerShell
PS C:\Users\[redacted] Get-NetAdapter -Physical | Get-NetIPInterface -AddressFamily Ipv6
```

| ifIndex | InterfaceAlias | AddressFamily | NIMtu(Bytes) | InterfaceMetric | Dhcp | ConnectionState | PolicyStore |
|---------|----------------|---------------|--------------|-----------------|---------|-----------------|-------------|
| 17 | Ethernet | IPv6 | 1500 | 5 | Enabled | Disconnected | ActiveStore |
| 25 | Wi-Fi | IPv6 | 1500 | 35 | Enabled | Connected | ActiveStore |

- In Windows Power Shell, type “ipconfig /release6” and check if you can see Link-local IPv6 Address.

```
Windows PowerShell
PS C:\Users\[redacted] ipconfig /release6

Windows IP Configuration

No operation can be performed on Ethernet while it has its media disconnected.
No operation can be performed on Local Area Connection* 2 while it has its media disconnected.
No operation can be performed on Ethernet 3 while it has its media disconnected.

Ethernet adapter Ethernet:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Wireless LAN adapter Local Area Connection* 2:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Ethernet adapter Ethernet 3:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Wireless LAN adapter Wi-Fi:

    Connection-specific DNS Suffix  . : Int.CSDental.com
    Link-local IPv6 Address . . . . . : fe80::69cd:b5af:1b22:671e%25
    IPv4 Address. . . . . : 10.196.102.23
    Subnet Mask . . . . . : 255.255.254.0
    Default Gateway . . . . . : 10.196.102.1
```

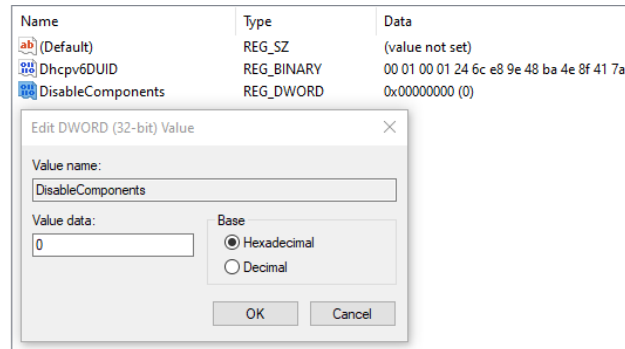
If you don't see the IPv6 is enabled, please contact the IT department to enable it.

Tips and tricks

If CS 3800 is still not detected by CS ScanFlow after IPv6 is enabled, you can try below steps, by which we successfully resolved the issue in one clinic.

- Registry modification**
 - Go to the registry
[Computer\HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip6\Parameters]
 - Create a new registry key DWORD (32-bit) Value. Set the value name to DisableComponents and set the

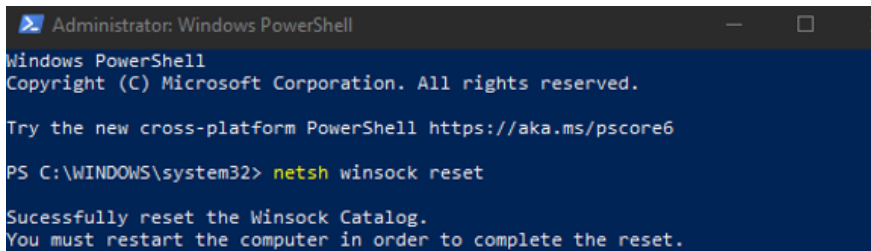
value data to 0.



- **Reset Netsh Winsock**

Open Windows Power Shell as admin. Run the following command and then restart the PC.

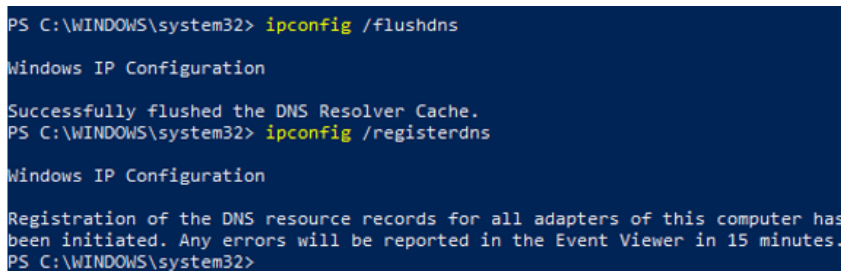
- netsh winsock reset



- **Flush DNS**

Open Windows Power Shell as admin and run the following commands:

- ipconfig /flushdns
- ipconfig /registerdns



Any error happened with the Wi-Fi adapter in 15 minutes after registering DNS will be recorded in windows event log.

End of Document