

Engineering Note: EN0121 Recovery of an Unreachable EA01

Summary: Procedure for recovering an Ethernet Adapter if the IP address is not reachable

Products affected: Ethernet Adaptor (EA01)

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Summary

Hydronix Ethernet Adapters can be configured to use a Fixed or Automatic (DHCP) IP address. If the adapter has been configured incorrectly or set to a fixed IP Address that is on a different Sub-net to the connected computer, it can become unreachable. Hydro-Com will no longer be able to communicate with the adapter if it is unreachable. To recover the adapter, it is necessary to reset the IP address settings to obtain an address automatically via DHCP. This can be achieved using the Lantronix DeviceInstaller software.

Note: This document supersedes EN0088 which provides an alternative procedure for resetting an Ethernet Adaptor via a serial connection. The procedure described below is the preferred method.

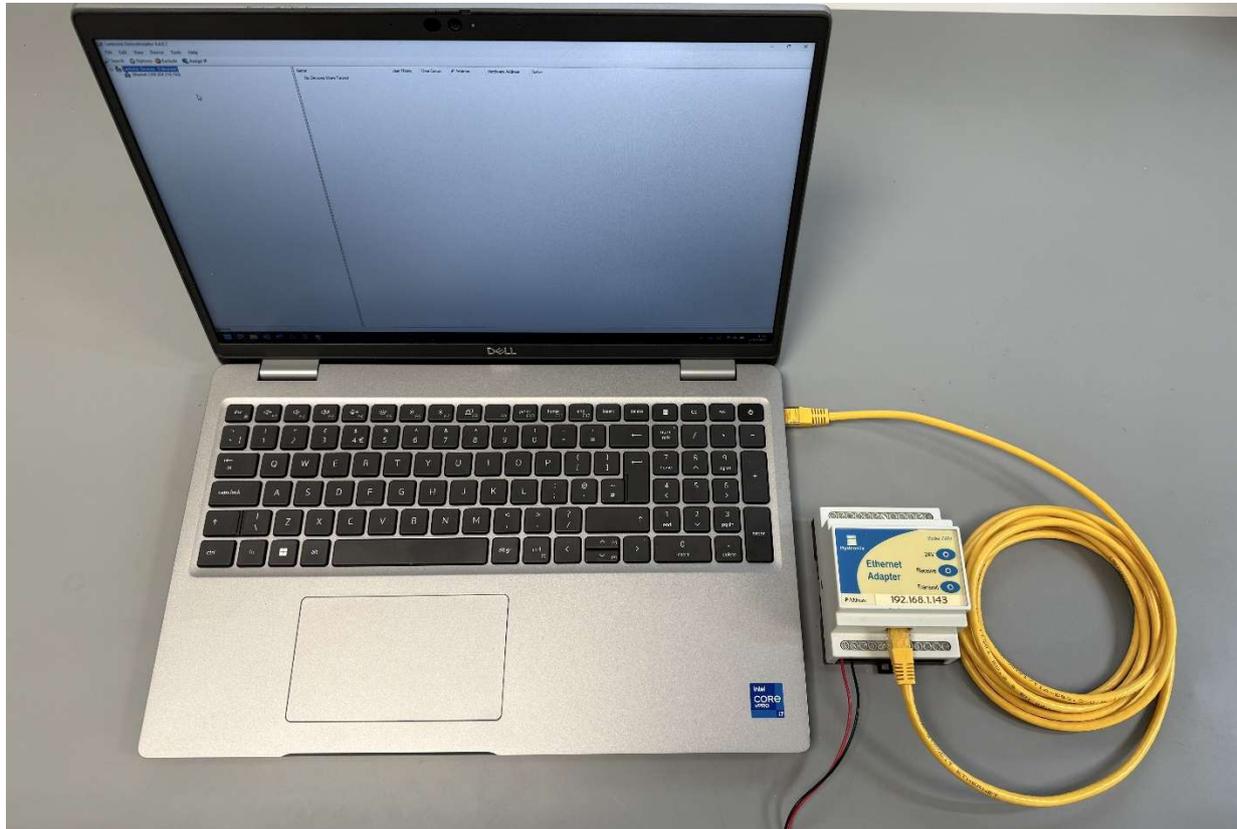
Equipment Required

- Windows PC
- Lantronix DeviceInstaller software:
<https://ts.lantronix.com/ftp/DeviceInstaller/Lantronix/4.4/4.4.0.7/Installers/SingleInstallFiles/DeviceInstaller-4407-SA.zip>
- Ethernet Cable
- 24VDC Power Supply
- 3mm Flat Blade Screwdriver

Equipment Setup

1. Connect the Ethernet Adapter directly to the PC's ethernet port using the ethernet cable.

To avoid confusion it is recommended to disconnect the PC from any other networks while performing the recovery, however, this is not essential.



2. Connect 24V DC power to the Ethernet Adapter:

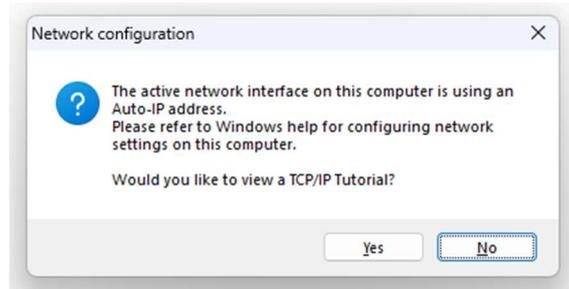
Pin 1: +24V

Pin 2: 0V

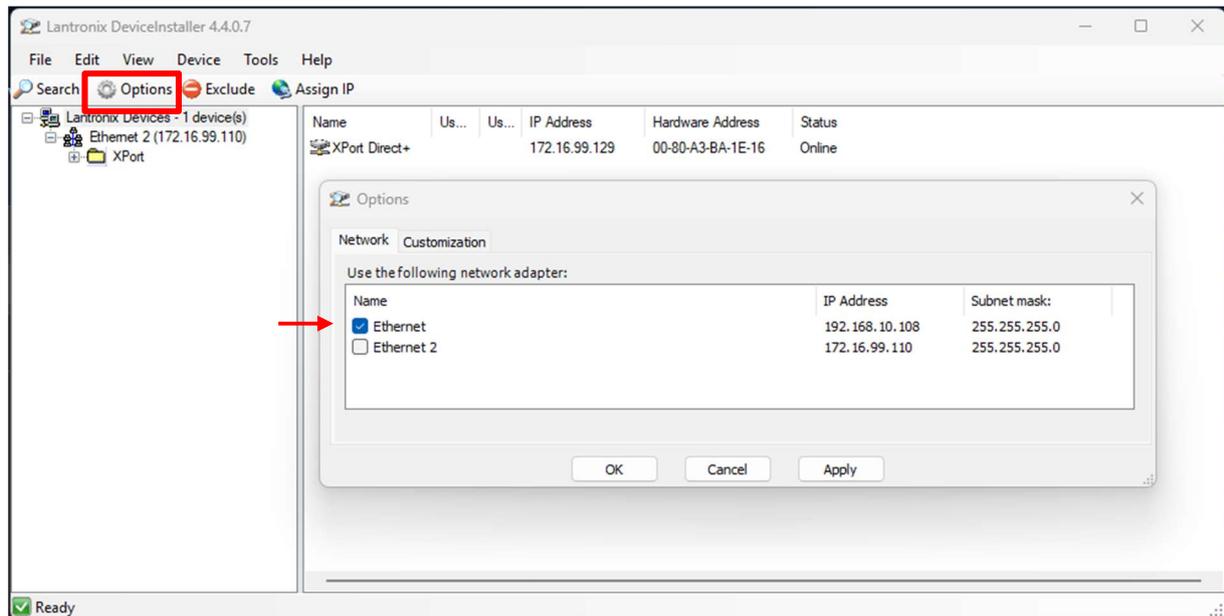
Resetting the IP Address

1. Launch Lantronix DeviceInstaller

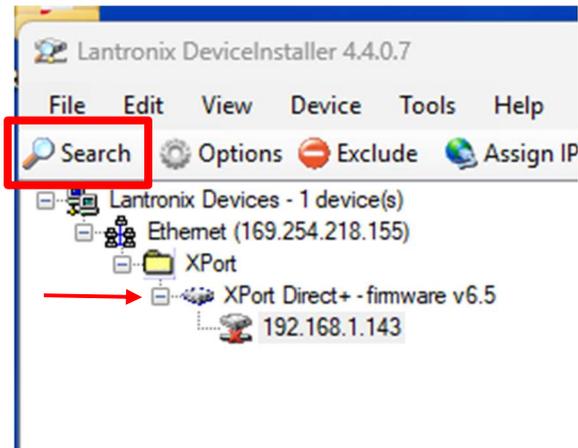
If the following dialogue appears, click “No”



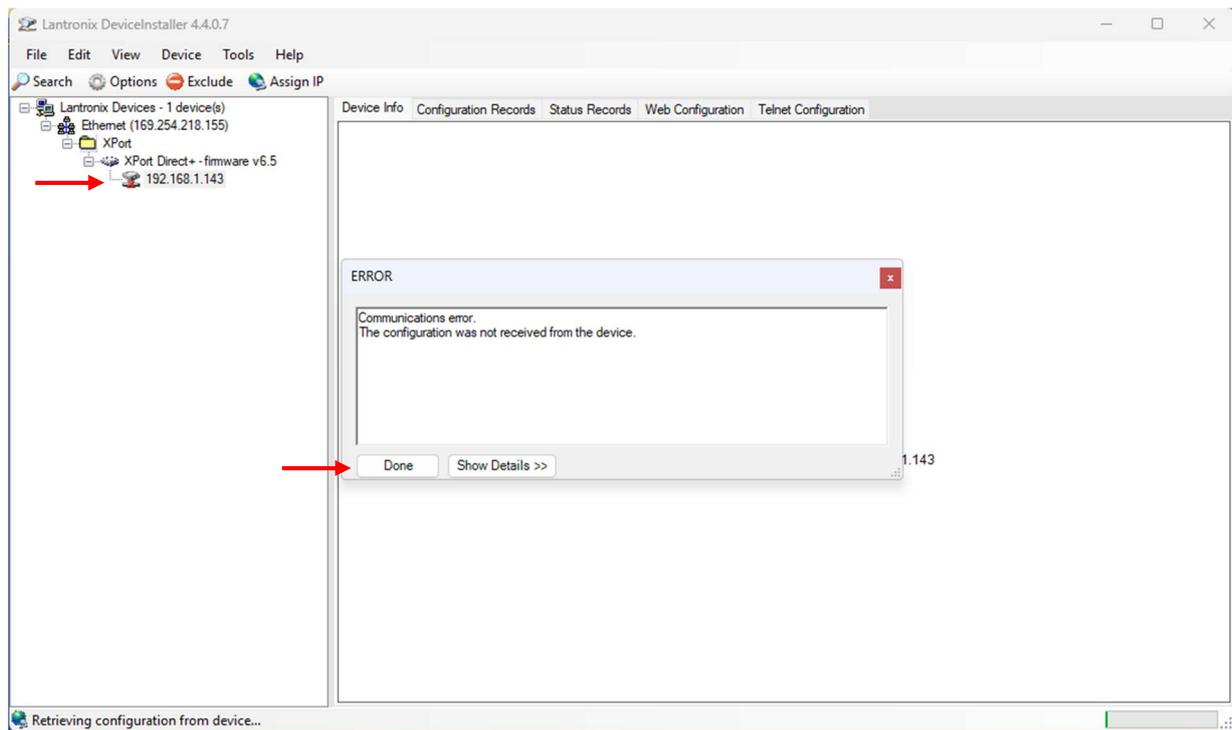
2. Click on the “Options” button in the top Menu bar and in the Network tab of the dialogue, check that the correct ethernet port is selected, this will be the one corresponding to the port on the PC that the cable has been plugged into (most likely called “Ethernet”). Click OK.



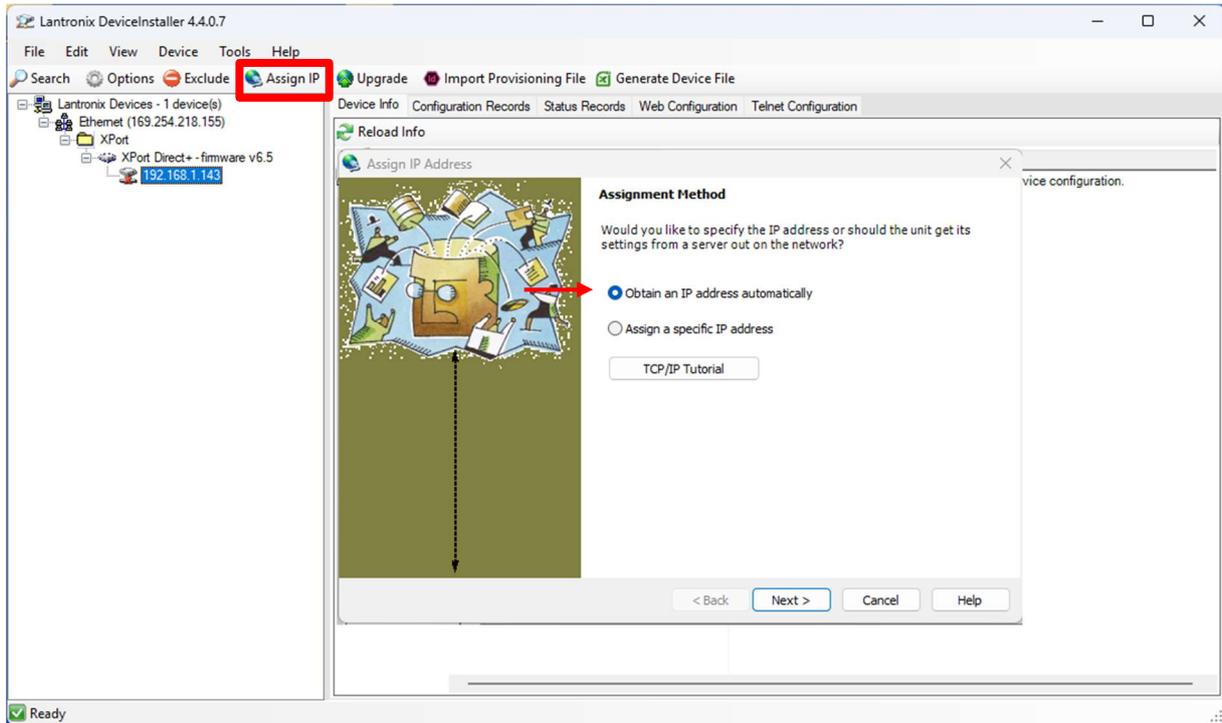
3. Click the “Search” button on the Menu bar, then expand the items shown on the left by clicking on the “+” next each item. DeviceInstaller should have found the connected Ethernet Adapter and will show its firmware version and the IP address that it has been configured with.



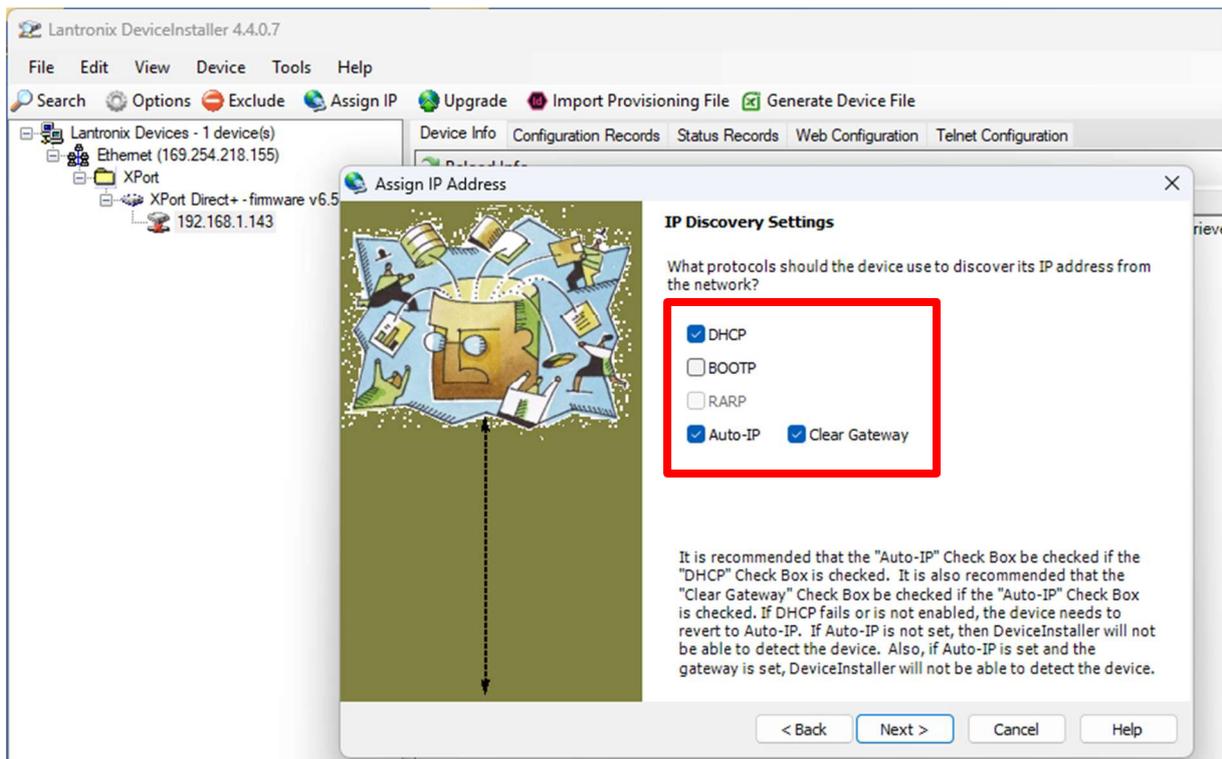
4. Click on the IP address. This will generate an error message as shown, so just click on “Done”



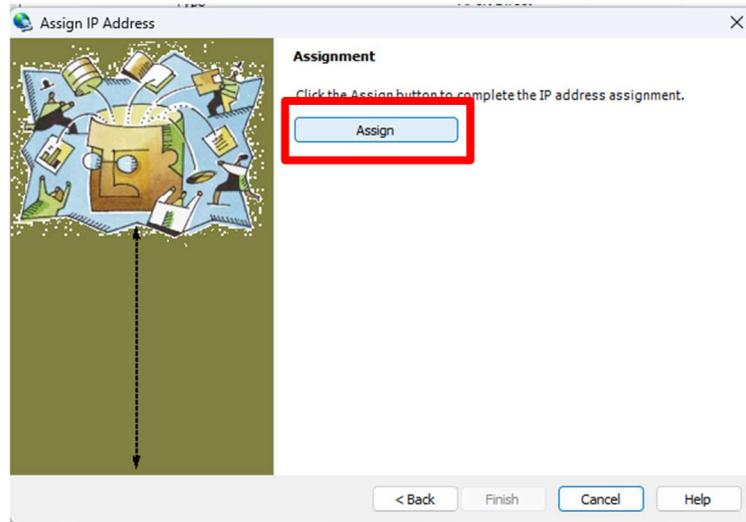
5. Click on “Assign IP” on the Menu bar, and in the dialogue, select “Obtain an IP address automatically”. Click Next



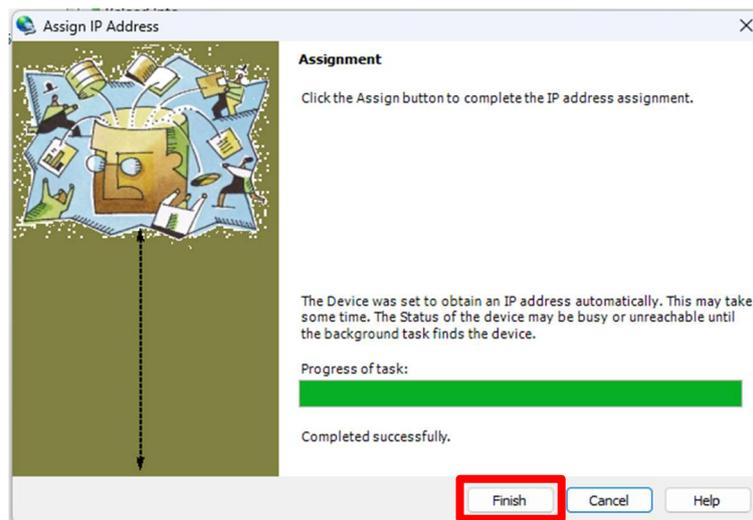
6. On the next dialogue, ensure that the “DHCP”, “Auto-IP” and “Clear Gateway” options are selected. Click “Next”



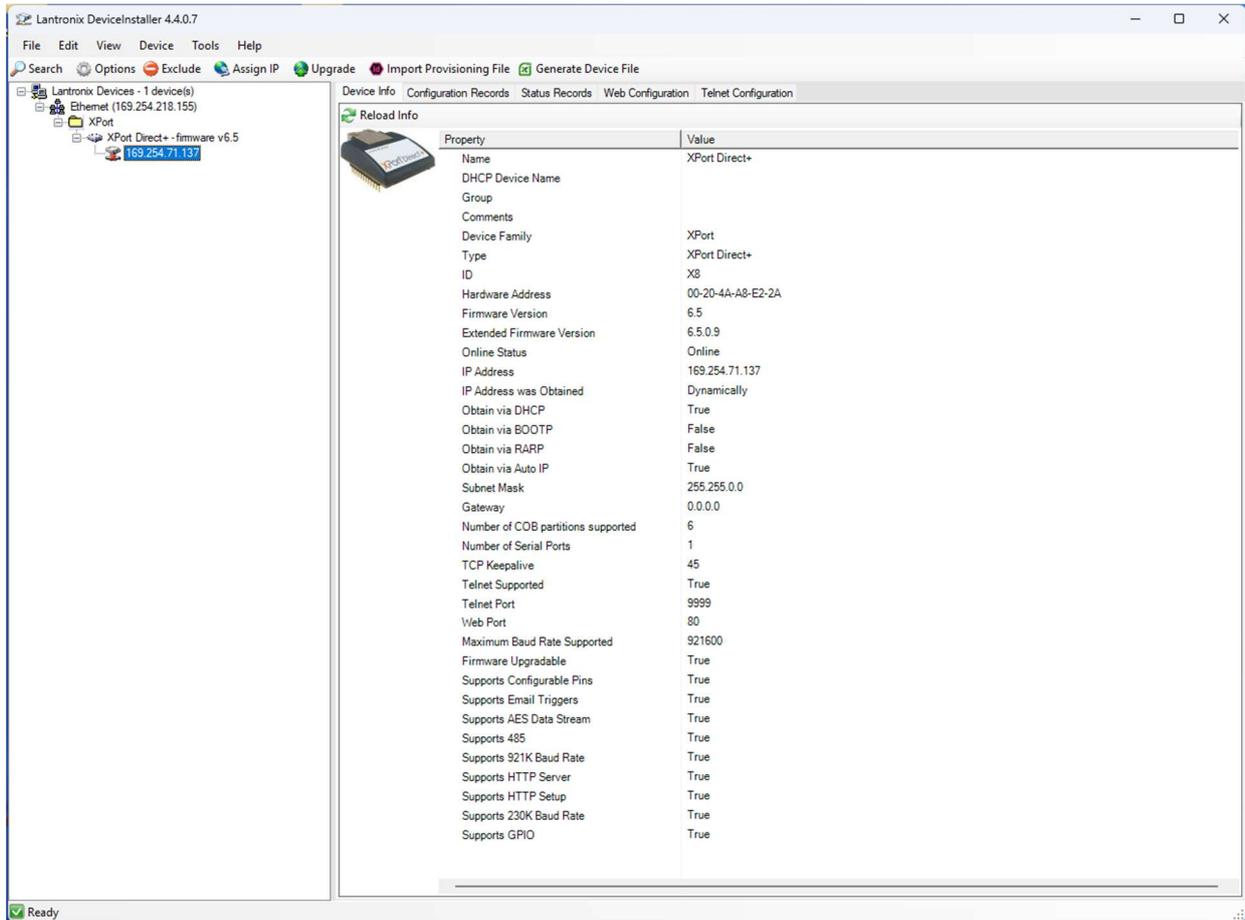
7. On the next screen, click the “Assign” button. When the operation has completed click “Finish”



8. When the operation has completed click “Finish”.



9. The device should now be set in DHCP mode and be discoverable and configurable on any network.



If any further information or assistance is required regarding this procedure, please contact support@hydronix.com