

Stacks Connectivity Troubleshooting Guide

Stacks factory default network settings:

IP Address: 192.168.1.49
Subnet Mask: 255.255.255.0
Gateway: 192.168.1.1
NetBIOS Hostname: STACKS

Troubleshooting Network Connectivity:

1. Connect the Stacks Core (Core) to your network and connect the Core's power. Wait 10 seconds.
2. Verify the LED labeled "LAN" (second LED from the top) is lit on the rear of the Core. This indicates the network is connected. If this is not lit, please verify the Ethernet cable is connected. If still not lit, try a different Ethernet cable until the light shows activity.
3. Configure a computer to the same network as the Core.
 - a. Open the command prompt/terminal, and ping the IP address of the Core (default is 192.168.1.49).
 - b. If you have forgotten the Core's set IP address or need to reset it to default, follow the procedure in the section below for *Resetting the Core's Network Settings*.
4. If the computer is unable to ping the Core, try *Resetting the Core's Network Settings* described below and pinging the Core at the default address.
5. If still unable to ping the Core, connect the Core directly to the computer via Ethernet.
 - a. Use only one network cable, i.e. do not connect with a switch or hub.
 - b. Set the computer's IP address to 192.168.1.40 and subnet mask to 255.255.255.0.
 - c. Ping the Core at 192.168.1.49.
6. Once able to ping the Core, run the following script to verify communication:

```
import subinitial.stacks1 as stacks
core = stacks.Core(host="192.168.1.49")
core.print_console("id")
exit()
```

- a. Output should read:

```
>id
Deck Id: 1
```

7. To set the IP address to your desired IP address, run the following script, replacing "xxx.xxx.xxx.xxx" with the desired IP address, "yyy.yyy.yyy.yyy" with the desired subnet mask, and "STACKS" with the desired host name:

```
import subinitial.stacks1 as stacks
core = stacks.Core(host="192.168.1.49")
core.print_console("lanconfig i xxx.xxx.xxx.xxx")
core.print_console("lanconfig s yyy.yyy.yyy.yyy")
core.print_console("lanconfig h STACKS")
core.print_console("cfigsave")
core.print_console("lanconfig")
exit()
```

8. Manually cycle power to the Core. The core will boot with its new network configuration.

Resetting the Core's Network Settings:

- 1) Power the Core. Wait for the front LED to turn on (default color is purple), about 3 seconds.
- 2) Locate the reset button hole. It is located on the side of the Core directly above a screw, between the 3.5mm jack (headphone connector) and the power connector.
- 3) Press the button in the reset button hole with a fine-point object such as a ball point pen.
 - a. After 2 seconds, the rear LED0 will start flashing to indicate a soft reset state. This does not reset any settings.
 - b. To do a factory reset, continue to press the button for another 15 seconds until both LED0 and LED1 come on solid. This indicates the Core's settings, including network settings, have reset to factory defaults.