



ALARM LOCK

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Note: Technical Service is for security professionals only

ALARM LOCK Tech Support

TECH TIP



Date: Wednesday, April 17, 2013

Subject: When a Networx Gateway Cannot be Discovered

Models: All Networx Systems; DL-Windows V4.0 (or greater)

When an Alarm Lock Networx Gateway cannot be discovered by DL-Windows, either during initial set-up or after defaulting any Gateway, the solution is to verify that DHCP is enabled, as follows:

Open a command prompt on your computer (click **Start, All Programs, Accessories, Command Prompt**. Or you can open the **Run** dialog, type "CMD" and press **Enter**)

In the command prompt window type: "ipconfig/all".

This DOS command displays a list of settings named "Windows IP Configuration". Under the heading "Ethernet adapter Local Area Connection", find the line that reads, "Dhcp Enabled..... : Yes (or No). Ensure it displays "Yes" to allow DL-Windows to discover the Networx Gateway(s).