# Networking FAQs

## Redbox Networking

**I am using the Ethernet connection on my Redbox, but when I attempt to discover devices through your SCi software, the unit is not found.**

This may be down to several reasons. Some are obvious and some not so. The first thing to do, is make sure that the unit in question is connected to the network through a hub or switch using an appropriate cable. If you are connecting the unit directly to a laptop or desktop PC then a crossover cable maybe required. Make sure that the link LED on both the ends of the connection are lit. This confirms a physical link is established between the unit and the network.

Some units have DHCP clients which enable them to be dynamically configured for the network through a DHCP server. Depending on your network, this may or may not be available. If you are connecting directly to your laptop or desktop PC then chances are there is no DHCP server available, so make sure it is disabled on the unit. Some units have no means of enabling or disabling DHCP via the front panel and this can only be done through the SCi software. In these cases, the units will normally revert to a static address after a certain amount of time to allow connection to a PC. The default static IP address will normally be a value of 192.168.0.100 with a subnet mask of 255.255.255.0 but check with the manual to make sure. If DHCP is not available or not required, then make sure that the static address on the unit is compatible with your network, and also make sure there are no address clashes. Some units also carry a separate RS-232 port for configuration and control. This provides another way to configure your unit's network settings.

If all of the above seems correct, then try opening a command prompt and pinging the unit directly using the "ping" command. For example, if your unit's IP address is 192.168.1.5, then type "ping 192.168.1.5" in the command prompt. If this is successful then the link between the PC and unit is working correctly. So communication between the SCi software and the unit is failing. If you're PC is protected through a firewall, make sure this is not blocking packets to/from the unit through port 31780 on both UDP and TCP.