Troubleshoot Static Internet Protocol (IP) Address Configuration Settings on FindIT Network Probe

Objective

A recent error has been encountered where upon configuring the FindIT Network Probe to have a static IP address with a single zero value in at least one of the octets (such as **192.168.0.123** or **10.0.0.3**) through the virtual machine console, a **Please input the correct value!!!!!!** error message appears.

Scenario:

The scenario below highlights the error when trying to configure a static IP address with a zero value in the IP address octets. Upon using the **config_vm** command to configure the static IP address of the FindIT Network Probe, the error message appears.

Solution #1:

The virtual machine console of the FindIT Network Probe version 1.0.0 does not accept a static IP address when an octet is 0. To resolve this, download and upgrade your FindIT Network Manager and Probe to the latest version.

Note: In this example, the FindIT Probe version used is 1.0.1.18.717.

> **Solution #2:**

Alternatively, you can assign a static IP on the Probe through its Administrative GUI instead. This article will provide you with instructions on how to troubleshoot, set, and verify the static IP configuration settings on your FindIT Network Probe.

Troubleshoot Static IP Configuration Settings on FindIT Network Probe

Configure Static IP Address on the Probe

Step 1. Access the console of the FindIT Network Probe virtual machine (VM).

Step 2. Log in to the VM console then enter the username and password. The default username and password is: cisco/cisco.

Note: If you have changed the password, enter the new password instead.

The DHCP IP Address and Administration GUI address will be displayed.

Note: In this example, the IP address of FindIT Network Probe is 10.0.0.102 and the Administration GUI address is https://10.0.0.102.

Step 3. On your web browser, enter the Administration GUI address of the Probe then press **Enter**.
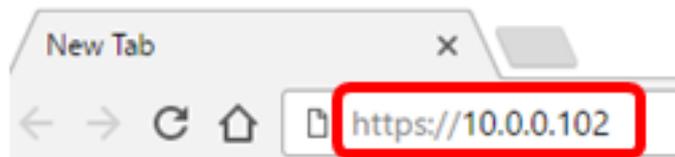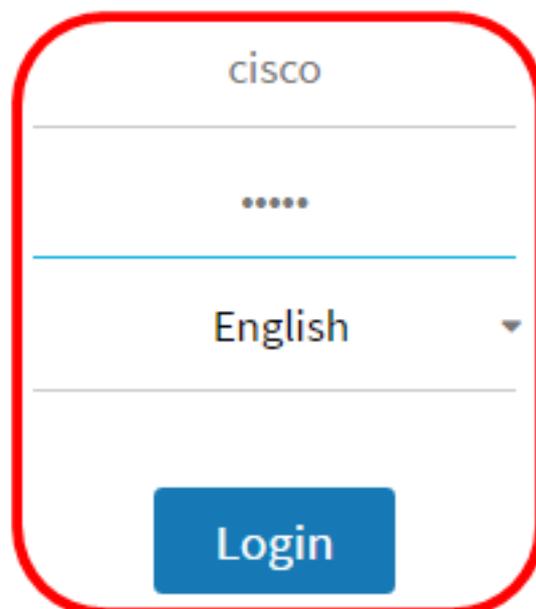

Note: In this example, Google Chrome is used.

Step 4. Log in to the Administration GUI using your username and password. The default username and password is cisco/cisco.

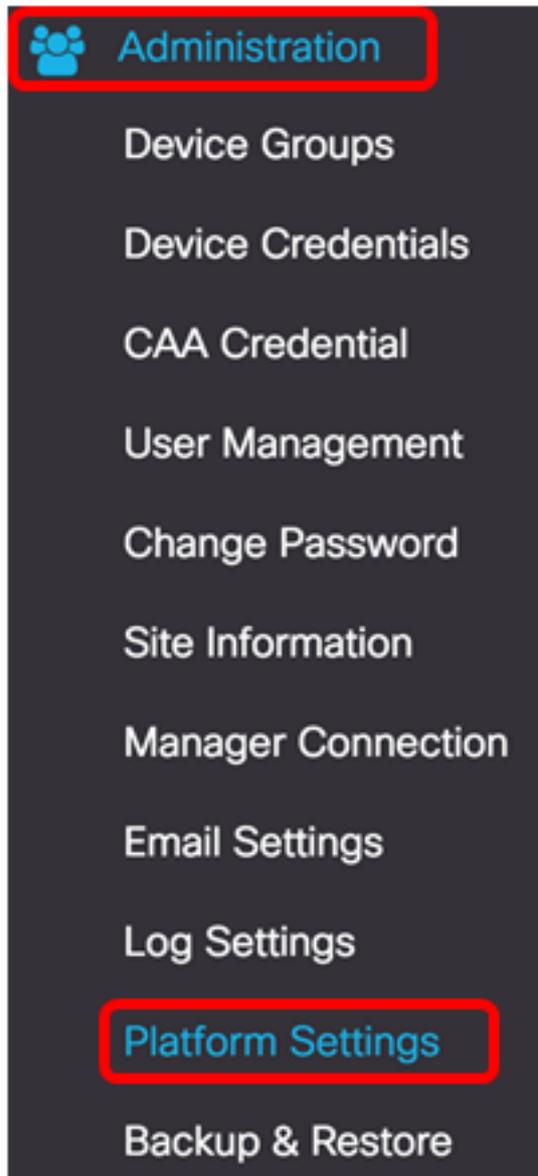**Note:** If you already have changed the password or created a new account, enter your

credentials instead.

Step 5. Choose **Administration > Platform Settings**.

Step 6. (Optional) If you want to change the hostname of your Probe, enter the new hostname in the *Hostname* field. The hostname is used to identify the Probe when generating Bonjour advertisements and sending mail.

Note: In this example, FindITNetworkProbe is used.

Step 7. In the IP Settings area, click the **Static IP** radio button.

The options are:

- DHCP — The Probe will automatically get its IP address from the router. This is the default setting.
- Static IP — You can manually configure the IP address, subnet mask, default gateways and DNS servers.

Step 8. Enter the static IP address for the FindIT Network Probe in the *IPv4 Address* field.

Note: In this example, 10.0.03 is used.

Step 9. Enter the subnet mask of your network in the *IPv4 Netmask* field.

Note: In this example, 255.255.255.0 is used.

Step 10. Enter the default gateway address in the *IPv4 Default Gateway* field.

Note: In this example, 10.0.0.1 is used.

Step 11. Enter the static DNS address in the *Static DNS 1* field.

Note: In this example, 10.0.0.1 is used.

Step 12. (Optional) Enter another static DNS address in the Static DNS 2 field.

Step 13. (Optional) Enter the static IPv6 address in the *IPv6 Address* field. If you do not wish to configure the IPv6 settings of the Probe, skip to Step 18.

Step 14. (Optional) Enter the IPv6 prefix length in the *IPv6 Prefix Length* field. The range is 0 to 128.

Step 15. (Optional) Enter the IPv6 default gateway address in the *IPv6 Default Gateway* field.

Step 16. (Optional) If you want to configure the Time Settings of the Probe, choose a time source. The options are:

- Network Time Protocol — The Probe will synchronize the date and time with the specific NTP server or servers. This is the default setting.
- Local Clock — The Probe will synchronize the date and time based on what is set on the computer.

Step 17. (Optional) Enter the NTP Server in the *NTP Server 1* and *NTP Server 2* fields.

Note: If you want to learn how to manage the platform settings of the Probe, click here for instructions.

Step 18. Click **Save**.

System settings:

Hostname : | FindITNetworkProbe | ✔

IP Settings:

Connection Type : ○ DHCP ⊙ Static IP

IPv4 Address : | 10.0.0.3 | ✔

IPv4 Netmask : | 255.255.255.0 | ✔

IPv4 Default Gateway : | 10.0.0.1 | ✔

Static DNS 1: | 10.0.0.1 | ✔

Static DNS 2 : | |

IPv6 Address : | |

IPv6 Prefix Length : ❓ | |

IPv6 Default Gateway : | |

Time Settings:

Source : ⊙ Network Time Protocol ○ Local Clock

NTP Server 1 : | 0.ciscosb.pool.ntp.org |

NTP Server 2: | 1.ciscosb.pool.ntp.org |

[Save] [Reset]

Step 19. (Optional) Click the **Reset** button to restore the previous settings.

Step 20. Once you are prompted by the popup message below, click **Ok**.

Reminder

(i) After configuring a new static IP address, you need to refresh the browser using the new IP address

Ok **Cancel**

You should now have configured the static IP address settings on your FindIT Network Probe.

Verify the Configured Static IP Address on the Probe

There are two ways on how to verify that you have successfully configured the static IP address of the Probe.

Step 1. On your web browser, enter the new Administration GUI address of the Probe then press **Enter**. You should be able to access the Administration GUI of the FindIT Network Probe.
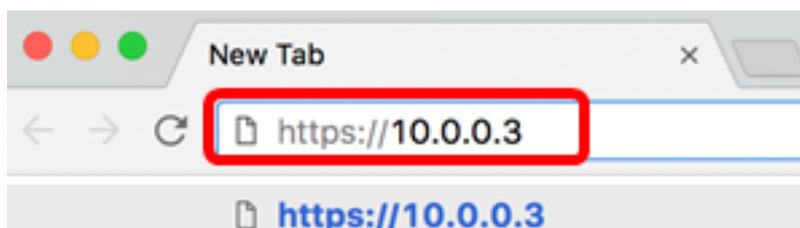
Step 2. Access and log in to the console of the FindIT Network Probe virtual machine (VM). The new IP Address and Administration GUI address will be displayed.

You should now have verified the new static IP address of the Probe.

View a video related to this article...

Click here to view other Tech Talks from Cisco