

# Frequently Asked Questions

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## Wrong camera list in IP Configuration Tool

#4300-0344 Version 1.0.0.1

**TOSHIBA TELI CORPORATION**

Information contained in this document is subject to change without prior notice.

## Document in Japanese

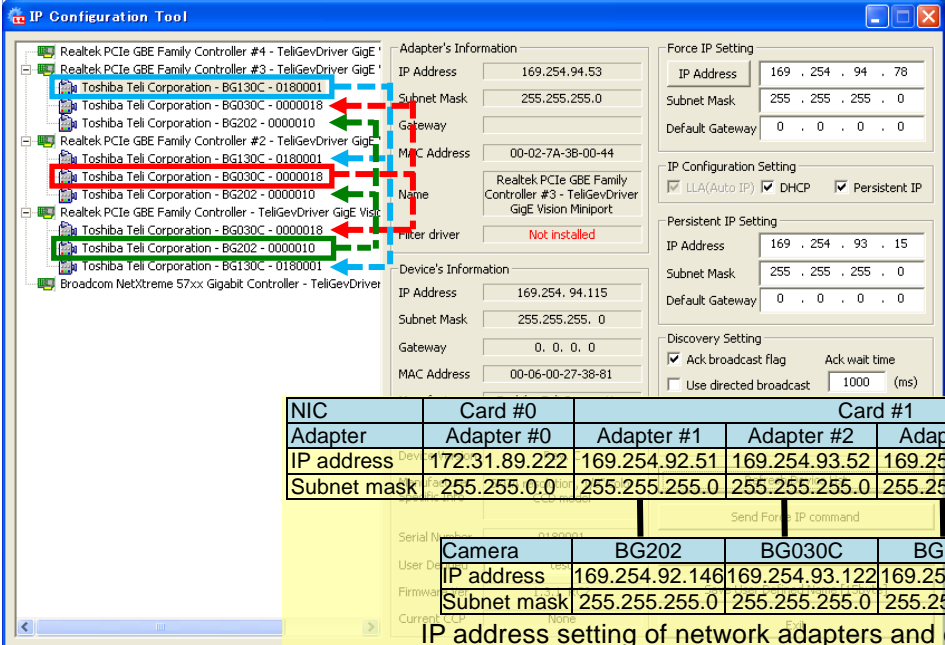
このドキュメントは IP Configuration Tool でカメラが複数ネットワークアダプタ下に重複して表示される事象に関するドキュメントです。日本語ドキュメントは英語ドキュメントの後にあります。

## End of document in Japanese

This document describes about the phenomenon that a GigE Vision camera is shown under multiple network adapters in IP Configuration Tool.

## 1. Phenomenon

A camera is shown under multiple network adapters in IP Configuration Tool.



The screenshot shows the IP Configuration Tool window. On the left, a tree view lists network adapters. In the center, the 'Adapter's Information' tab is selected, showing details for a specific adapter. On the right, the 'Force IP Setting' and 'IP Configuration Setting' tabs are visible. Below the screenshot, two tables are provided:

NIC	Card #0	Card #1			
Adapter	Adapter #0	Adapter #1	Adapter #2	Adapter #3	Adapter #4
IP address	172.31.89.222	169.254.92.51	169.254.93.52	169.254.94.53	169.254.95.54
Subnet mask	255.255.0.0	255.255.255.0	255.255.255.0	255.255.255.0	255.255.255.0

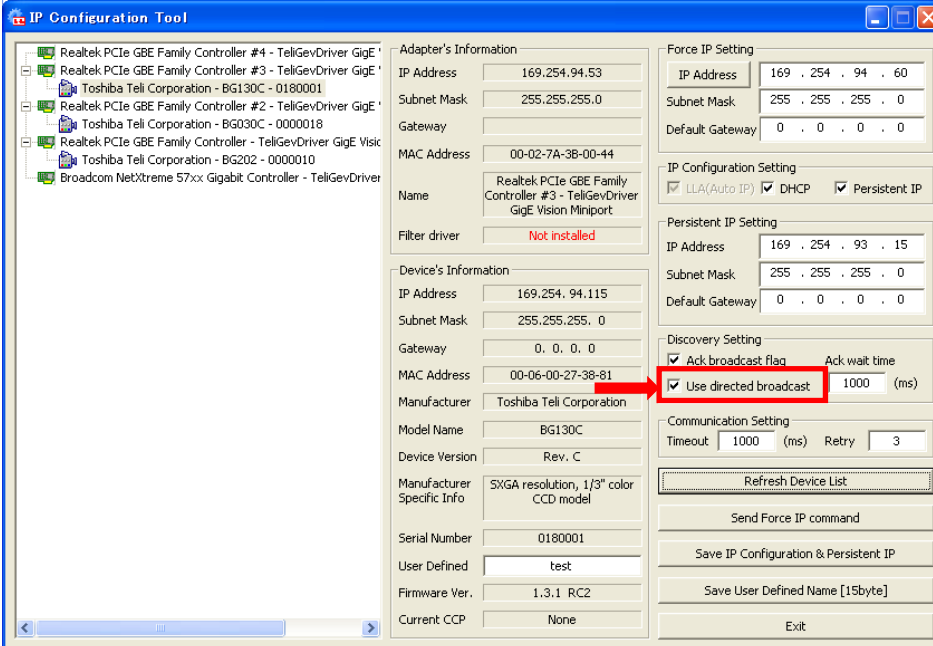
  

Camera	BG202	BG030C	BG130C
IP address	169.254.92.146	169.254.93.122	169.254.94.115
Subnet mask	255.255.255.0	255.255.255.0	255.255.255.0

IP address setting of network adapters and cameras

## 2. Solution

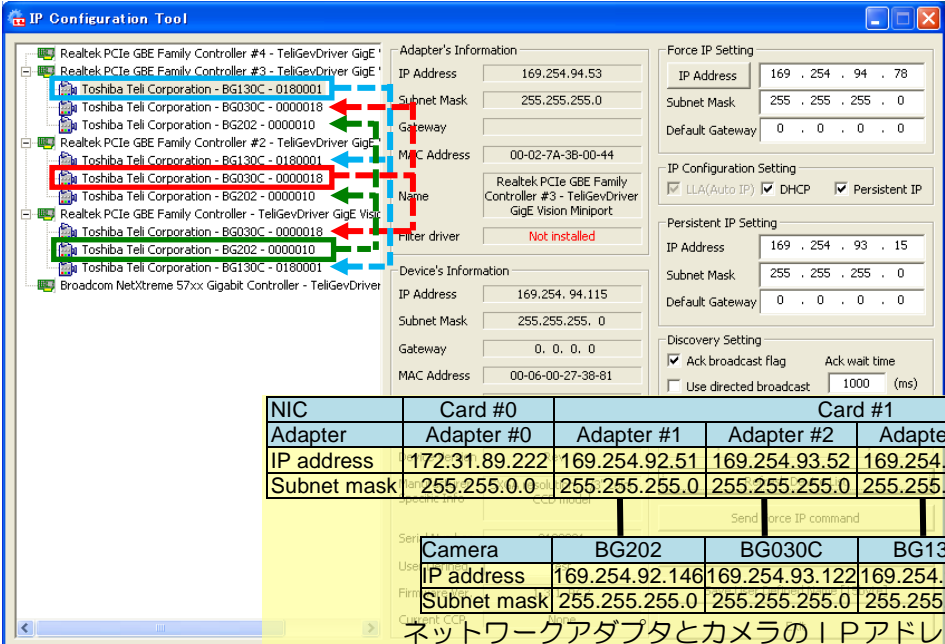
Set "Use directed broadcast" in IP Configuration tool window checked.



The screenshot shows the IP Configuration Tool window. The 'Discovery Setting' tab is selected. The 'Use directed broadcast' checkbox is checked. The 'Ack broadcast flag' checkbox is also checked. The 'Ack wait time' is set to 1000 (ms). The 'Communication Setting' tab is also visible, showing 'Timeout' set to 1000 (ms) and 'Retry' set to 3.

## 1. 不具合事象

カメラが複数のネットワークアダプタ下に重複表示される場合があります。



NIC	Card #0	Card #1			
Adapter	Adapter #0	Adapter #1	Adapter #2	Adapter #3	Adapter #4
IP address	172.31.89.222	169.254.92.51	169.254.93.52	169.254.94.53	169.254.95.54
Subnet mask	255.255.0.0	255.255.255.0	255.255.255.0	255.255.255.0	255.255.255.0

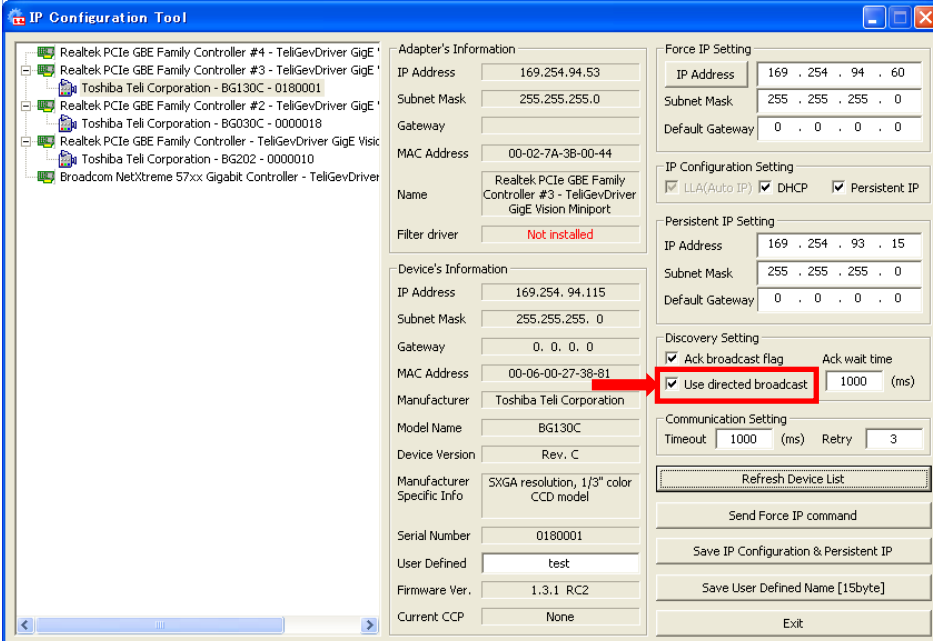
  

Camera	BG202	BG030C	BG130C
IP address	169.254.92.146	169.254.93.122	169.254.94.115
Subnet mask	255.255.255.0	255.255.255.0	255.255.255.0

ネットワークアダプタとカメラのIPアドレス設定

## 2. 対処法

IP Configuration tool 画面の“Use directed broadcast” をチェック状態にしてください。



The screenshot shows the 'IP Configuration Tool' window. In the 'Discovery Setting' section, the 'Use directed broadcast' checkbox is checked, highlighted with a red box. Other settings like 'Ack broadcast flag' and 'Ack wait time' are also visible.

End of document in Japanese

## 3. Others

### 3.1. Revision History

Date	Version	Description
2016/08/16	1.0.0	Created the initial version

### 3.2. Disclaimer

The disclaimer of this document including example code is described in "License Agreement TeliCamSDK Eng.pdf" in TeliCamSDK installation folder.

Make sure to read this Agreement carefully before using it.

Refer to TeliCamSDK installation folder/Documents/License folder