

Advantech AE Technical Share Document

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Category	■ FAQ □ SOP	Related OS	WinCE, WinXPE, WES7
Abstract	How to connect the PAC when the DiagAnywhere can't search the PAC		
Keyword	PAC, DiagAnywhere		
Related Product	ADAM-5550, ADAM-5560, APAX-5520 APAX-5522, APAX-5620, APAX-6572, APAX-5580		

[Problem]

How to connect the PAC when the DiagAnywhere can't search the PAC?



[Solution]

Sometimes you can't use the DiagAnywhere to search the PAC controller. You can follow the below steps to check and connect PAC by using add it in the favorite group.

1. Try to ping the PAC and check the connection is existing or not

```

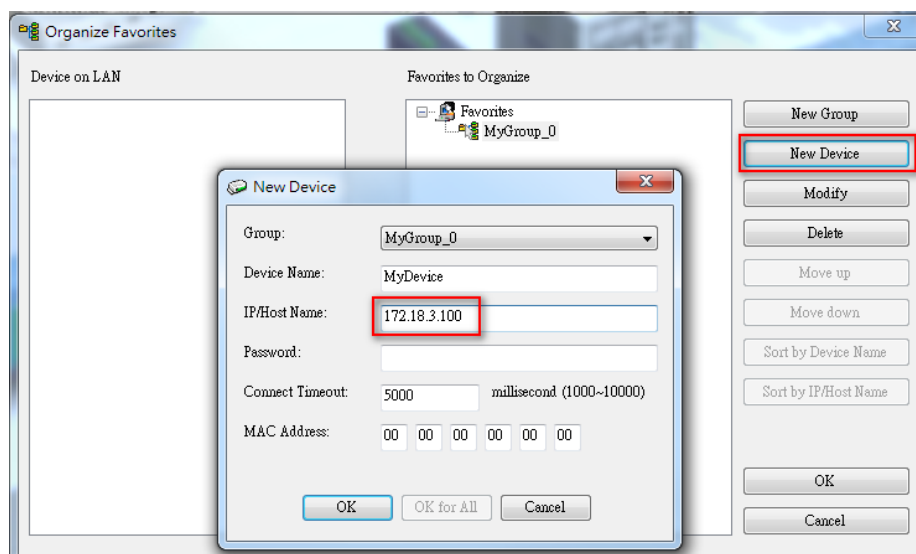
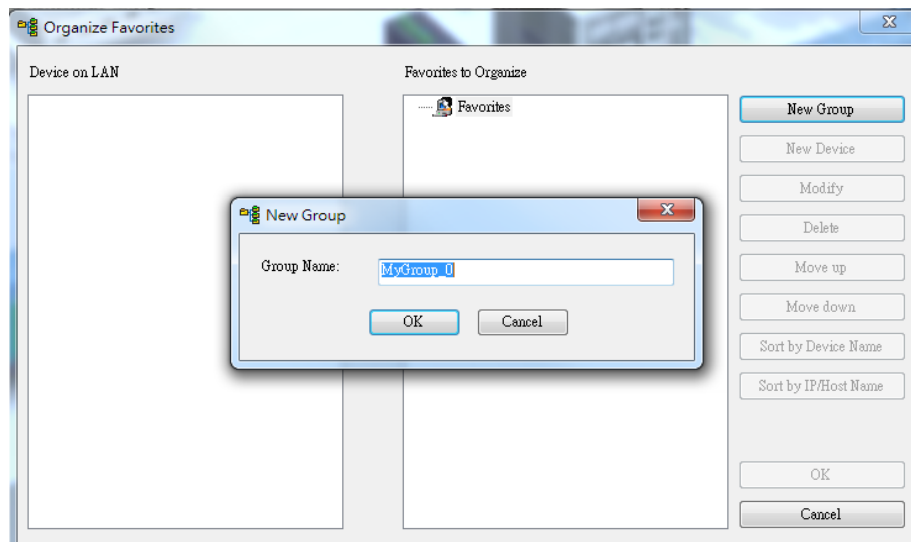
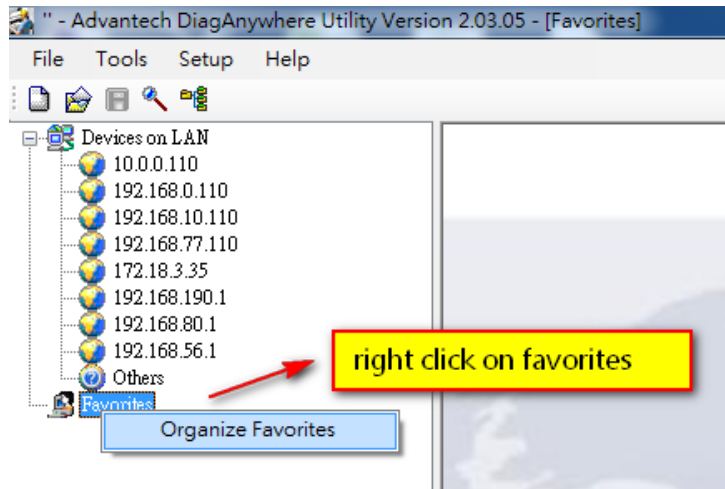
命令提示字元 - ping 172.18.3.100 -t

C:\Users\neal.chen>ping 172.18.3.100 -t

Ping 172.18.3.100 <使用 32 位元組的資料>:
回覆自 172.18.3.100: 位元組=32 時間=2ms TTL=128
回覆自 172.18.3.100: 位元組=32 時間=1ms TTL=128
回覆自 172.18.3.100: 位元組=32 時間=1ms TTL=128
回覆自 172.18.3.100: 位元組=32 時間=1ms TTL=128
  
```

2. If you can't ping the PAC, you can use the VGA port of PAC to check and change the IP address setting. When you change the IP address setting of PAC embedded system, you need to save the register setting to make sure the IP will effective when the next system reboot.

- If you can ping to PAC and also change the IP setting address and you still can't search the PAC, you can use the favorite group to add your PAC.



4. You can remote the PAC by click the device of favorite group

