

Testing a Network Connection

Testing a network connection to see if a loss of communication is related to the Data Logger, or the Network.

1. Pull the network cable out of the logger and plug it into the LAN port of your laptop. Do not use any other configuration. Use the EXACT cable your logger uses. (In this configuration, you will have one end of the network cable plugged into the network source and the other end plugged into your laptop Ethernet port)
2. Set you laptop to the same EXACT network configuration as the logger.
3. Open an internet browser
4. Go to www.stem.com
5. Go to www.google.com
6. If you can get out on the network, you most likely have a dysfunctional logger
7. If you cannot get out on the network, now you have two devices that can't (logger and laptop) and it's most likely related to networking. Troubleshoot with the onsite IT department. (Note, in this situation, you may also have a bad network cable. Also test with a known working Ethernet cable)