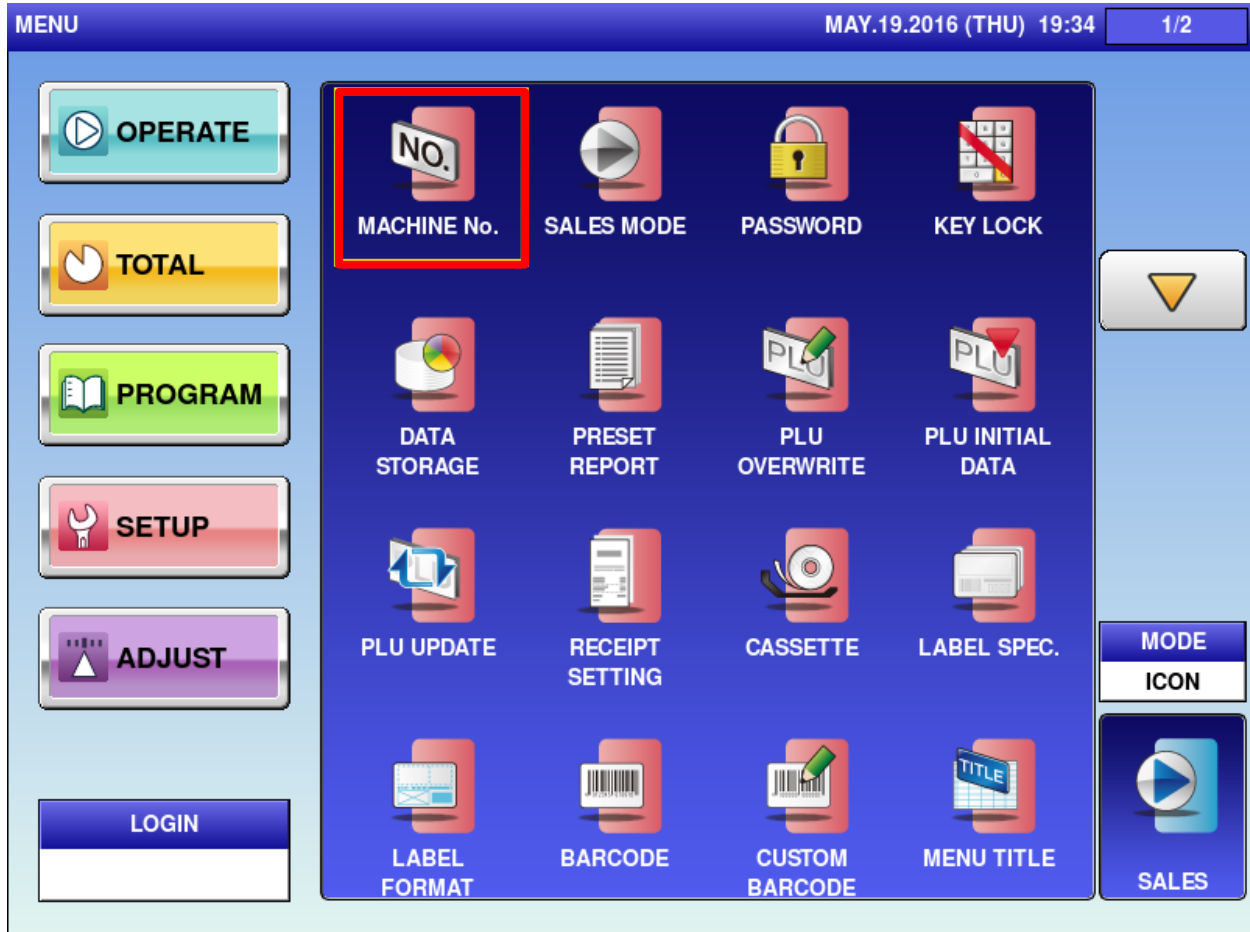


## Ethernet Adapter (No MAC Address) Fix

There have been reports of some Uni-9 scales which are unable to connect via static IP address, but will via DHCP. This happens when the Ethernet adapter's physical address gets mounted to a different slot.

To determine if this is the connectivity issue a Uni-9 is experiencing, first go into the setup menu. Enter the service password and select **Machine No.**



## Ethernet Adapter (No MAC Address) Fix

Then press the **IP ADDR.** Tab:

The screenshot displays the configuration interface for a Rice Lake Weighing System. At the top, a blue header bar contains the text "MACHINE No. (BASIC)" on the left and "MAY.19.2016 (THU) 19:34" on the right. Below the header, the main configuration area is divided into several sections:

- MACHINE No.:** A field containing the value "1".
- NETWORK No.:** A field containing the value "1".
- MASTER IP ADDRESS:** A field containing the value "0.0.0.0".
- MACHINE SET:** A section with three tabs: "ALONE" (highlighted in yellow), "MASTER", and "SAT.".
- MASTER PORT:** A field containing the value "0".
- SAT. PORT:** A field containing the value "0".
- COMMUNICATION MODE:** A section with two tabs: "OFFLINE" and "ONLINE".
- PLU SYNC.:** A section with two tabs: "YES" and "NO".
- PLU REFERENCE:** A section with two tabs: "LOCAL" and "MASTER".

At the bottom of the interface, there is a row of five tabs: "BASIC", "IP ADDR." (highlighted with a red border), "PC COM", "WiFi", and "GLOBAL SV.". To the right of the main configuration area, there is a vertical sidebar containing a yellow arrow icon pointing up and left, and a button labeled "PING TO MAS.".

## Ethernet Adapter (No MAC Address) Fix

Check if the “MAC ADDRESS” field is blank:

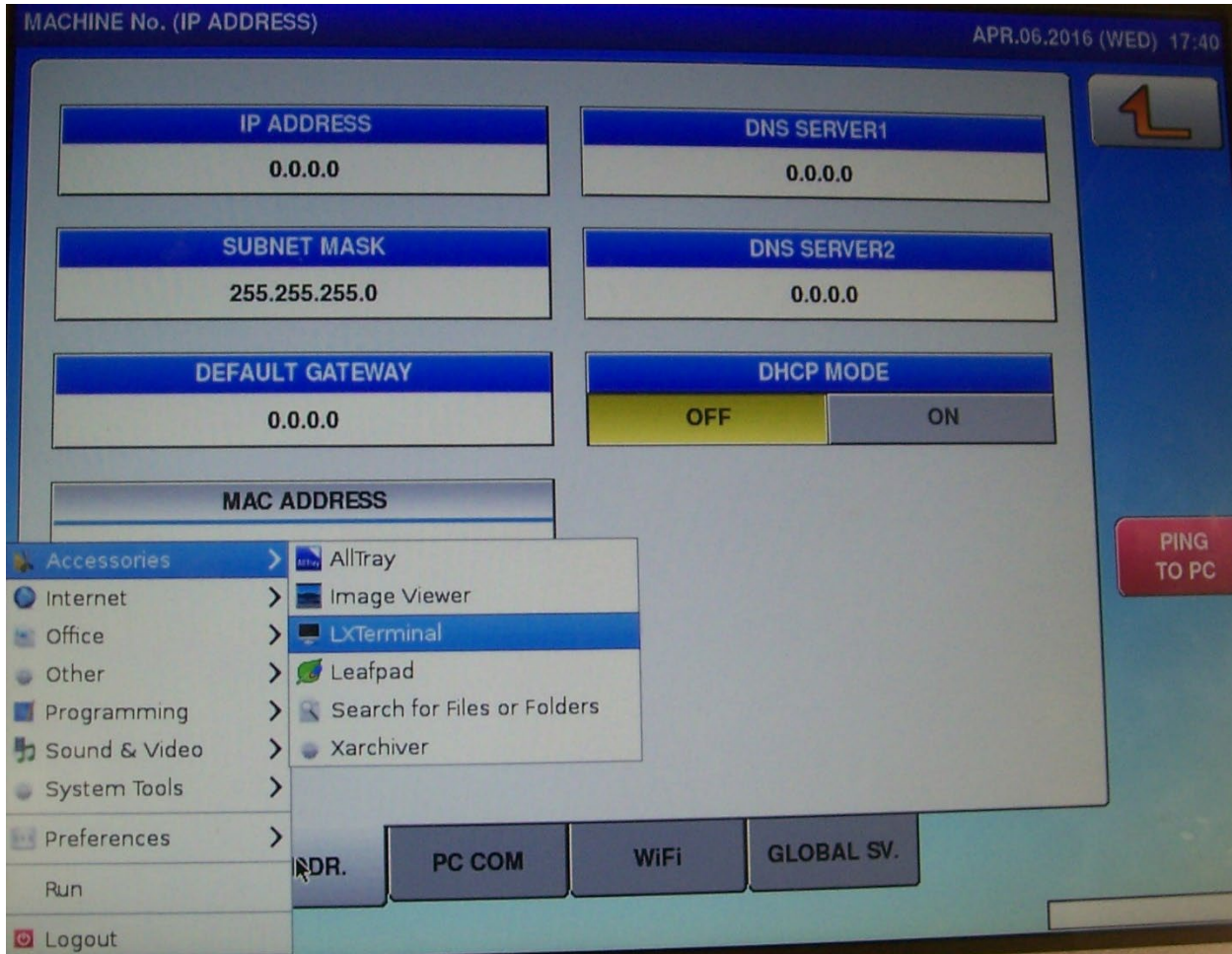
The screenshot shows a configuration window for a machine. At the top, it displays "MACHINE No. (IP ADDRESS)" on the left and "MAY.19.2016 (THU) 18:52" on the right. The main area contains several fields for network configuration:

- IP ADDRESS: 0.0.0.0
- SUBNET MASK: 0.0.0.0
- DEFAULT GATEWAY: 0.0.0.0
- DNS SERVER1: 0.0.0.0
- DNS SERVER2: 0.0.0.0
- DHCP MODE: OFF (selected) and ON
- MAC ADDRESS: (This field is highlighted with a red border and is currently blank)

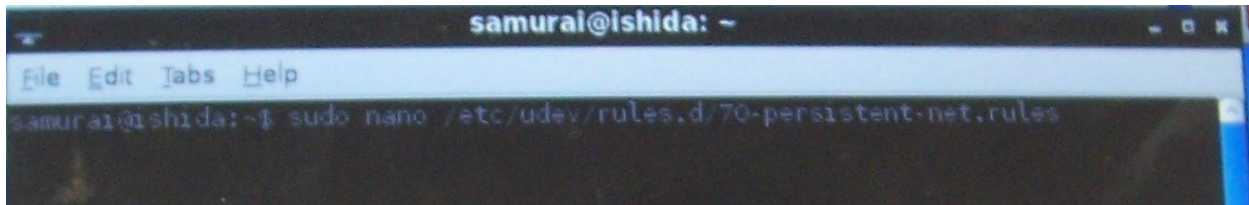
At the bottom, there are navigation tabs: BASIC, IP ADDR., PC COM, WiFi, and GLOBAL SV. A "PING TO PC" button is located on the right side of the interface.

## Ethernet Adapter (No MAC Address) Fix

To fix this issue attach a USB keyboard to the Uni-9, then press and hold the **Ctrl** key and then press the **Esc** key. This will display a menu at the lower left. Press the **Down Arrow** to highlight "Accessories", then press the **Right Arrow** followed by the **Down Arrow** to select "LXTerminal":

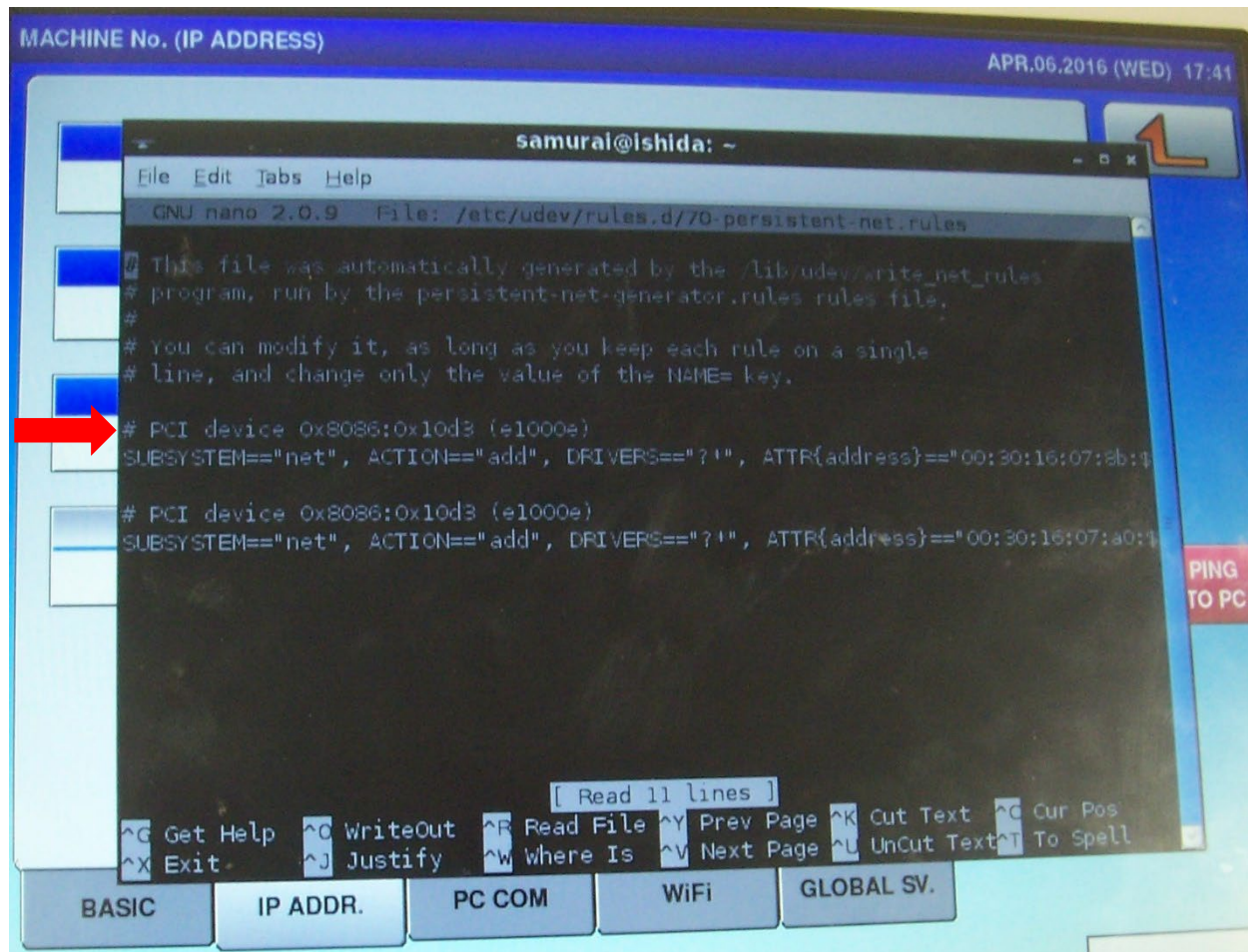


When the terminal window opens, the prompt "samurai@ishida:~\$" is displayed. At the prompt type "sudo nano /etc/udev/rules.d/70-persistent-net.rules" followed by **Enter**:



## Ethernet Adapter (No MAC Address) Fix

After pressing **Enter**, the screen should look like this:



Press the **Down Arrow** until the cursor is at the beginning of the first "**# PCI device ....**" line and delete that line and all the lines that follow.

After this is complete hold **Ctrl** and press **O** (letter) to save the changes. At prompt for file name hit **Enter**, then hold **Ctrl** and press **X** to return to the root drive.

Power the Uni-9 off. The Ethernet adapter should now be properly assigned and display the MAC Address and communicate normally.