

TO: WMI Authorized Dealers

FROM: White Mountain Imaging, Technical Support

DATE: 12.22.2011

SUBJECT: IP Address defaults to Automatic after setting Static.

Product:

Genesis Archive Servers

Symptom:

THE USER INTERFACE ON THE NETWORK CARD DOES NOT SHOW THAT WE HAVE ASSIGNED A STATIC IP ADDRESS AND AT SOME POINTS IN TROUBLESHOOTING IT WOULD NOT EVEN PICK UP A NETWORK CARD ADDRESS AND EVEN AT ONE POINT IT HAD TWO IP ADDRESSES ASSIGNED TO THE SAME NETWORK CARD.

Resolution: (log in as Administrator)

The Issue:

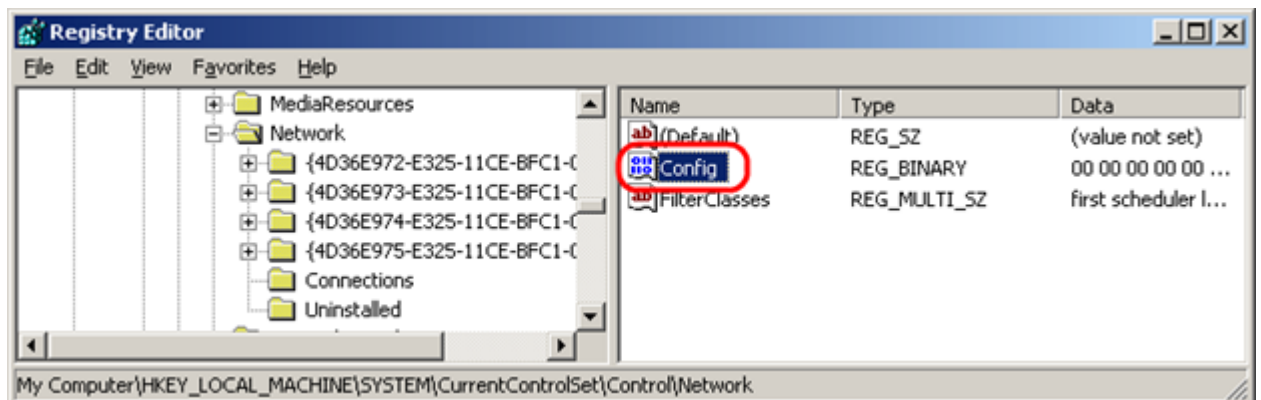
- a. A static IP address is set, but the NIC shows "Obtain an IP address automatically."
- b. Running **IPConfig /All** shows the static IP address.
- c. The Registry shows the static configuration under **HKLM\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters\Interfaces\{GUID}**

What to do:

- a. Remove the bad configuration from the Registry.

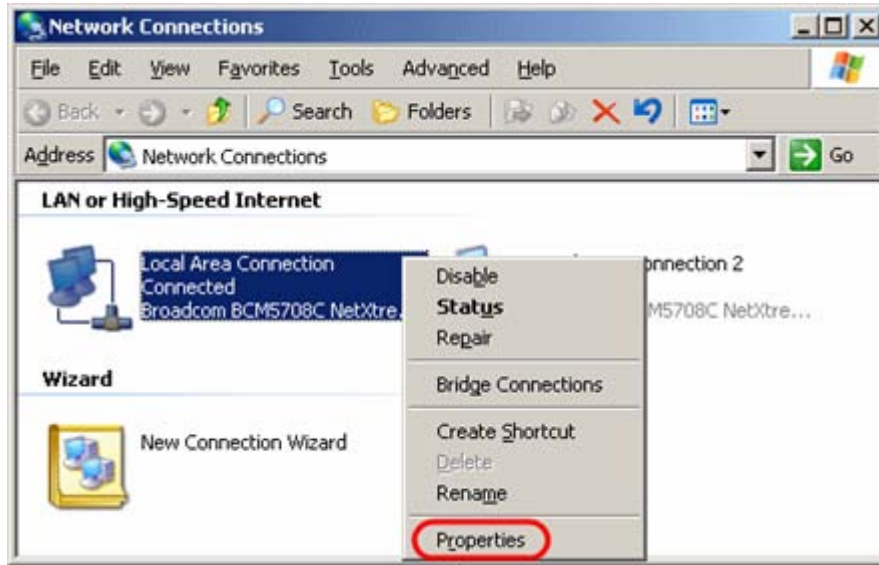
How to do it:

- a. Start → Run → **RegEdit**
- b. Navigate to: **HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Network**
- c. **Delete** the **Config** key

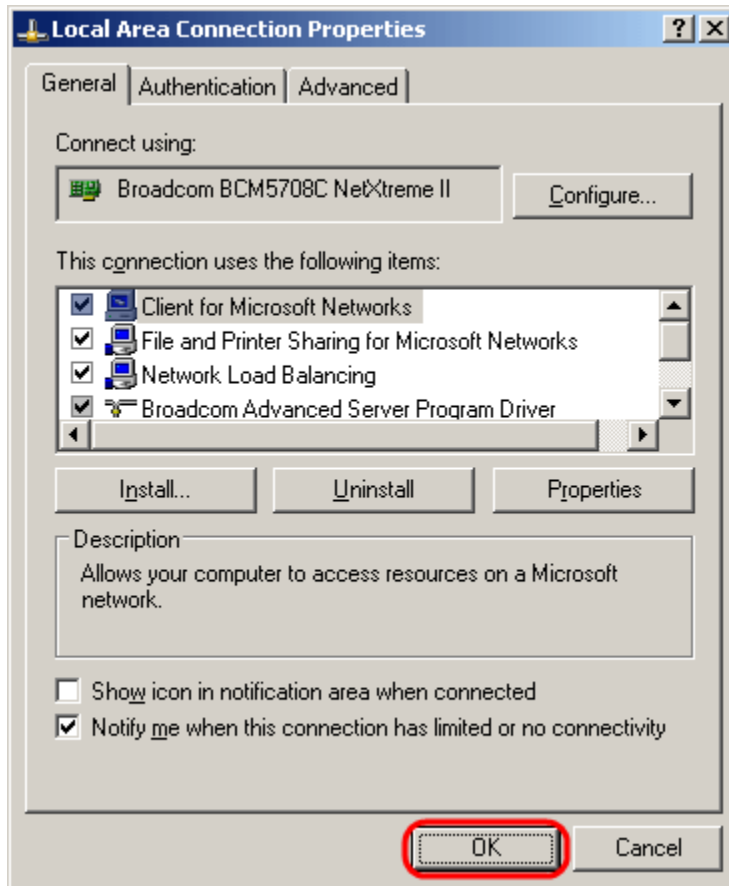


Service Bulletin

- d. Click Yes to delete the key.
- e. **Open Network Connections**
- f. **Right-Click Local Area Connection**
- g. **Select Properties**



- h. **Click OK**



Note: This process rewrites the Config key without requiring a reboot.

i. Reference:

i. <http://support.microsoft.com/kb/937056>

ii. “The Internet Protocol (TCP/IP) Properties dialog box displays the default IP address settings after you manually configure a static IP address in Windows 2000 Server or in Windows Server 2003”

Note: I also rebooted the machine and it stuck

Note: THIS PROCEDURE DOES NOT REPORT FOR WINDOW SERVER 2008 but it works for WINDOWS SERVER 2008 32 bit

