



IAM

DHCP Troubleshooting Guide

Version 12.0.18



Change Log

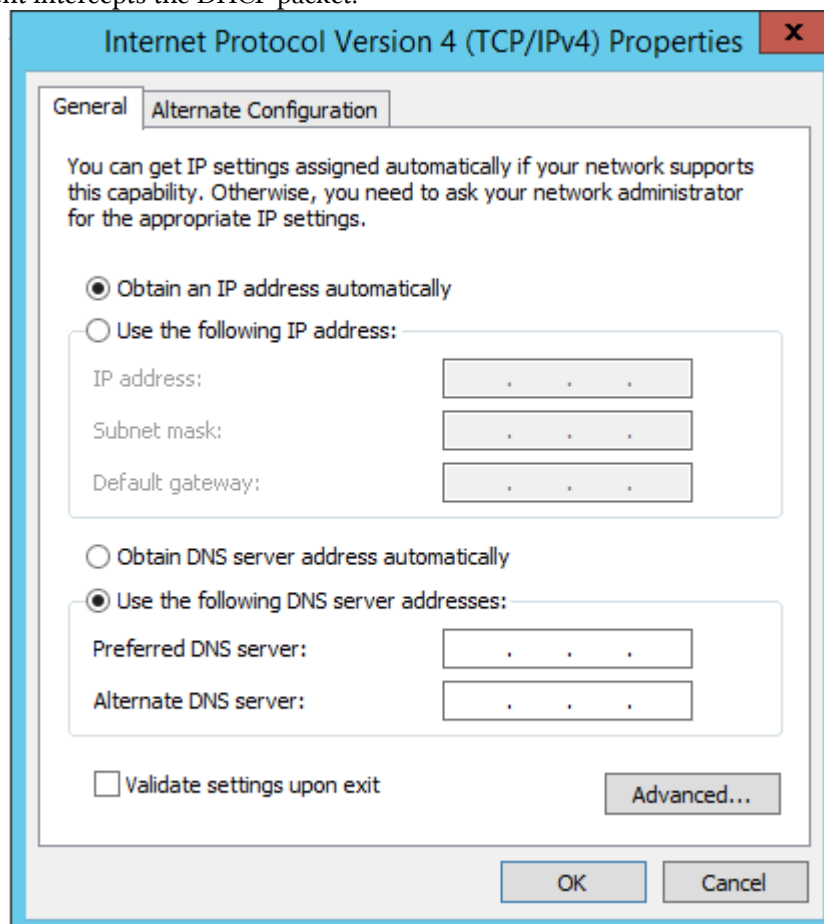
Date	Change Description
May 13, 2019	Version 12.0.18 document release.

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Chapter 1 PC unable to obtain IP address

- If all PCs cannot obtain an IP address, use the test PC to directly connect to the IAM's LAN port and test whether the IP address can be obtained. Please set the IP address of the PC's NIC to "Obtain an IP address automatically". If the test PC directly connects to the IP address, check if the intranet environment intercepts the DHCP packet.



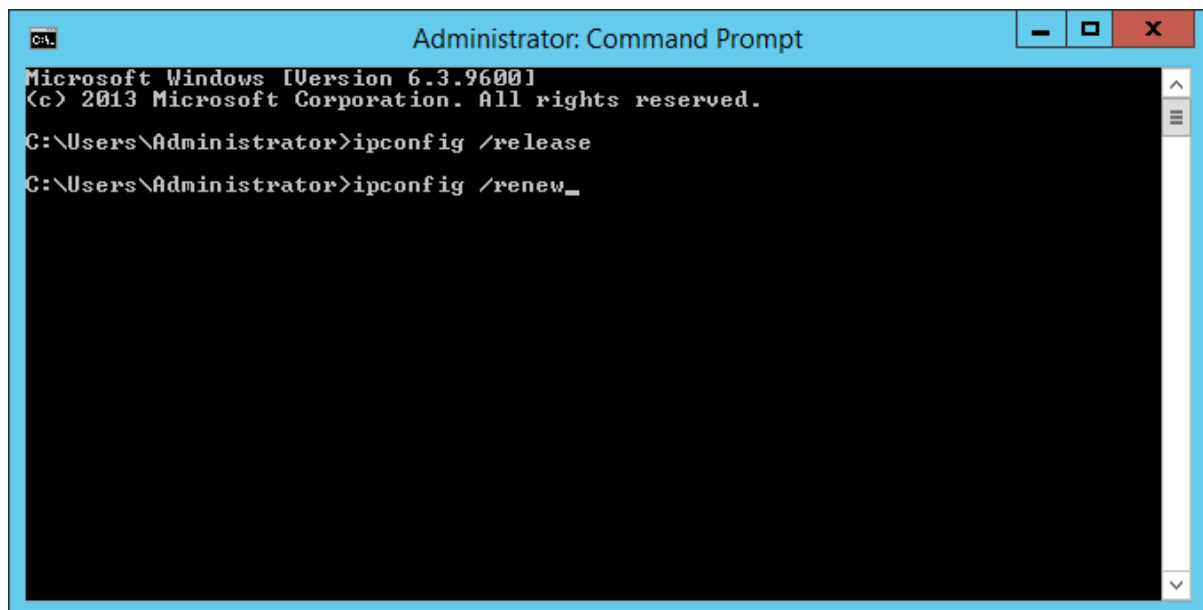
- If you can't get the IP address if you use the test PC to connect directly to the computer, use Wireshark to analyze whether the PC does not send a **DHCP DISCOVER** packet or if the IAM does not return the packet.

0.0.0.0	255.255.255.255	DHCP	342 DHCP Discover
172.16.114.1	255.255.255.255	DHCP	350 DHCP Offer
0.0.0.0	255.255.255.255	DHCP	351 DHCP Request
172.16.114.1	255.255.255.255	DHCP	350 DHCP ACK

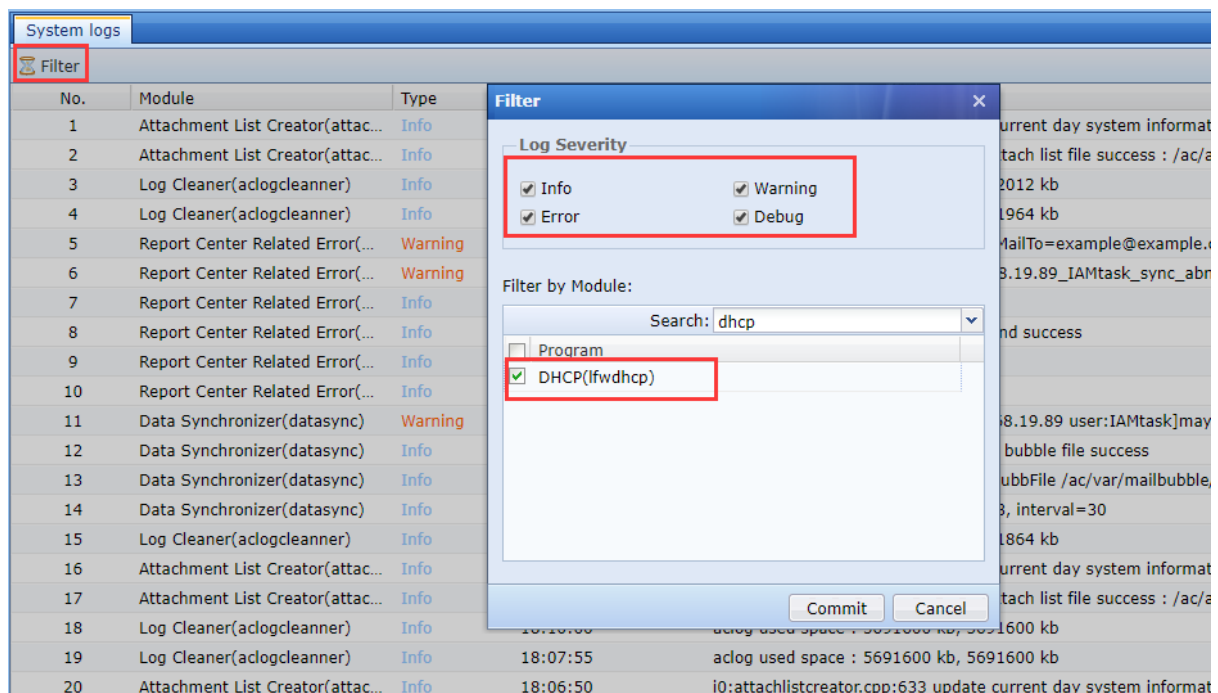
- The PC cannot obtain the reserved IP. Please try the following command on the PC to see if the IP can be obtained.

ipconfig /release

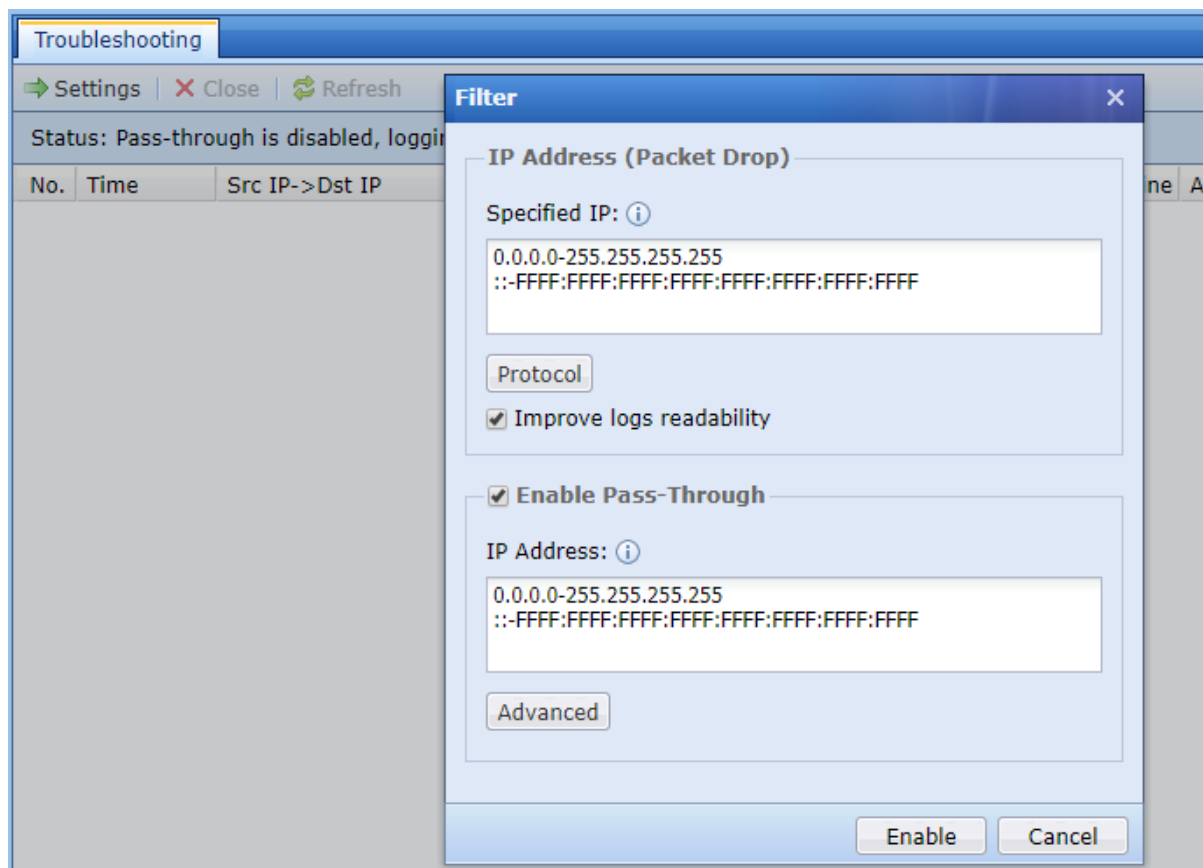
ipconfig /renew



- Check whether System Logs has DHCP-related alarms or error logs.



- If IAM is in between PC and DHCP server in network topology, IAM itself does not act as a DHCP server. When the PC cannot obtain IP address, first enable Troubleshooting on the IAM to ensure that the IAM does not intercept DHCP-related packets.





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