



NGAF

DHCP Troubleshooting

Version 8.0.8



Change Log

Date	Change Description
Nov 20, 2019	DHCP Troubleshooting.

CONTENT

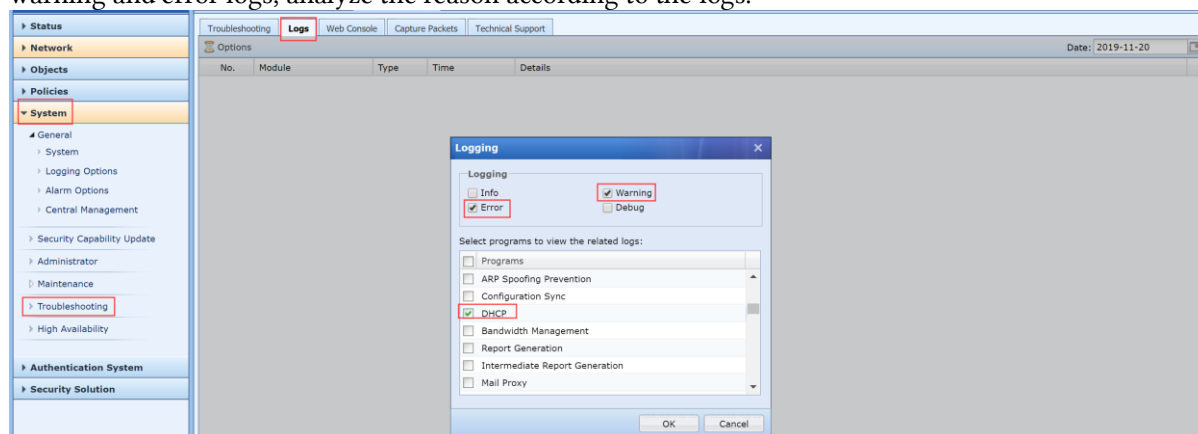
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Chapter 1 Application Scenario

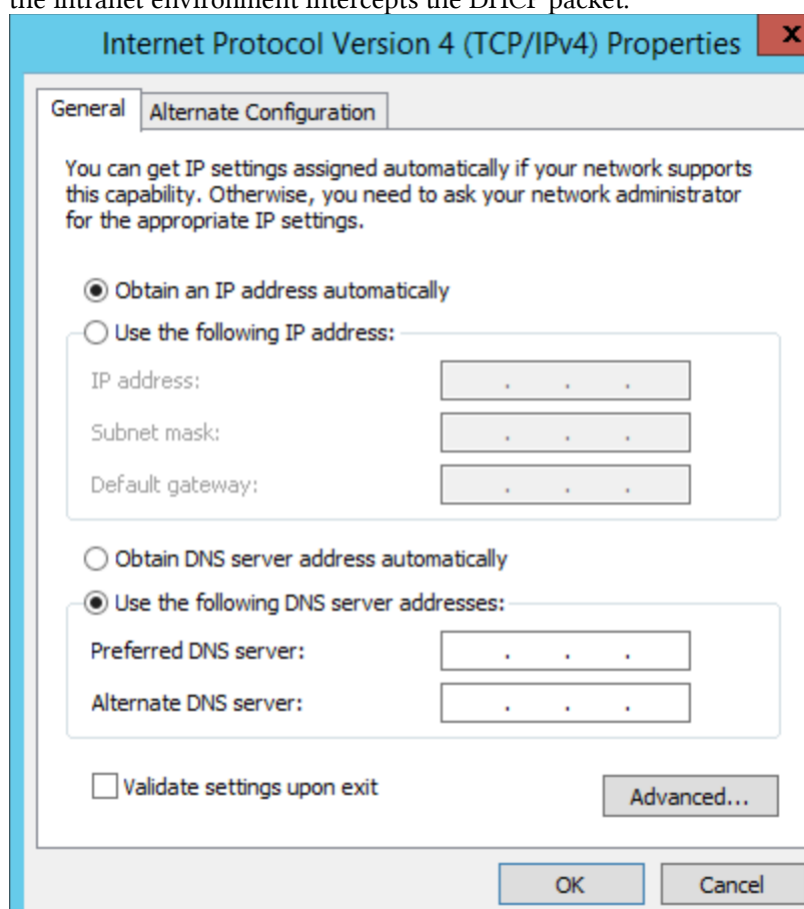
NGAF acts as the DHCP server, and the intranet PC cannot automatically obtain the correct IP address.

Chapter 2 Troubleshooting Methods

1. Go to **Network>Advanced Options>DHCP** check if the relevant basic configuration information is filled in correctly.
2. Go to **System>Troubleshooting>Logs** check for DHCP related errors and Warning. If there are warning and error logs, analyze the reason according to the logs.



3. If all PCs cannot obtain an IP address, use the test PC to directly connect to the NGAF's LAN interface 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.

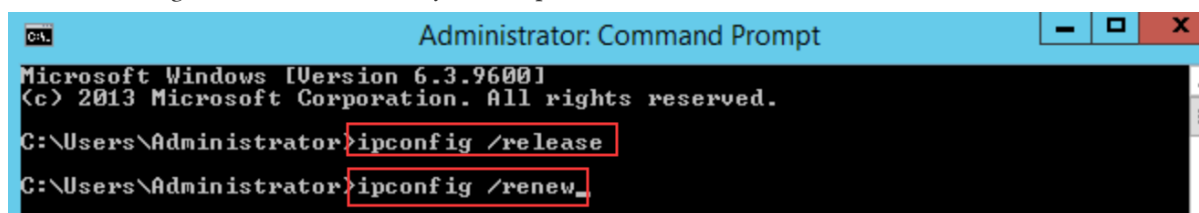


4. If you can't get the IP address if you use the test PC to connect directly to the computer, use

Wireshark tools to analyze whether the PC does not send a **DHCP DISCOVER** packet or if the NGAF does not return the packet. If the PC does not send a DHCP Discover, try to replace other PCs to confirm if the client is abnormal.

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

5. The PC cannot obtain the reserved IP. Please try the following command on the PC to see if the IP can be obtained.
 - (1) Type **ipconfig /release** at the command prompt window, press **Enter**, it will release the current IP configuration.
 - (2) Type **ipconfig /renew** at the command prompt window, press **Enter**, wait for a while, the DHCP server will assign a new IP address for your computer.



```

Administrator: Command Prompt
Microsoft Windows [Version 6.3.9600]
(c) 2013 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>ipconfig /release

C:\Users\Administrator>ipconfig /renew
  
```



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