



INCA is unable to detect connected hardware.

PROBLEM DESCRIPTION

INCA or the HSP show error message announcing that there was no Ethernet hardware to detect or initialize.

This message appears even though the network settings (IP address etc.) are correct and the hardware is connected and turned on.

CAUSE

A firewall is installed and running in the background.

SOLUTION

Deactivate the firewall. You will usually have to do this every time you restart the PC. Another option is to release the IP-address 192.168.40.240 (used by INCA) as well as the Ports 18000 – 18005 to the firewall.

Hint:

Many firewalls run undetected in the background. Here is a list of commonly used programs:

- BlackICE ("ISS" is the installation register)
- Symantec
- McAfee
- ZoneAlarm

Ever since MS Windows XP Service Pack 2, the operating automatically activates the integrated firewall.

If you are not sure if a firewall is activated for your PC and how to configure it, please contact your IT administrator.

APPLIES TO PRODUCTS

INCA, ES3xx, ES5xx, ES6xx, ES7xx

