Q. How to clear the ARP Cache in Windows to prevent connection problems?

A: All PDS/tDS/tGW modules are shipped with the same IP address (default factory settings), but with different MAC address. However, because the IP addresses are the same, it can sometimes cause a problem with the TCP or web connection when attempting to configure individual modules within a network. The reason for this is that the original IP and MAC addresses is recorded in the cached ARP (Address Resolution Protocol) table, meaning that the TCP/IP packet is sent to the wrong MAC address and the connection will fail. Clearing the ARP Cache will resolve this issue.

Follow the procedure described below to clear the ARP Cache in Windows:

Step 1: Click the "**Start**" button and then click "**Run**" to open the "**Run Command**" dialog box.
(If you wish to use keyboard shortcuts, press the **[Windows logo key ⊞] + [R]** to open the Run Command dialog box.)

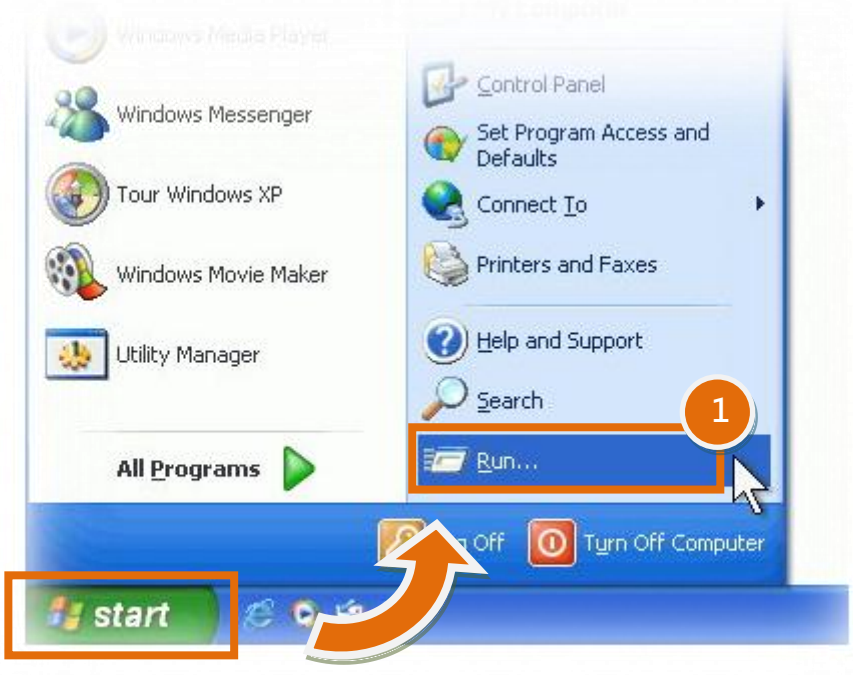


Figure 1-1

Step 2: In the "**Run Command**" dialog box, type "**cmd**" in the "**Open:**" field and then click the "**OK**" button to open a Command Prompt window, as indicated in Figure 1-2.

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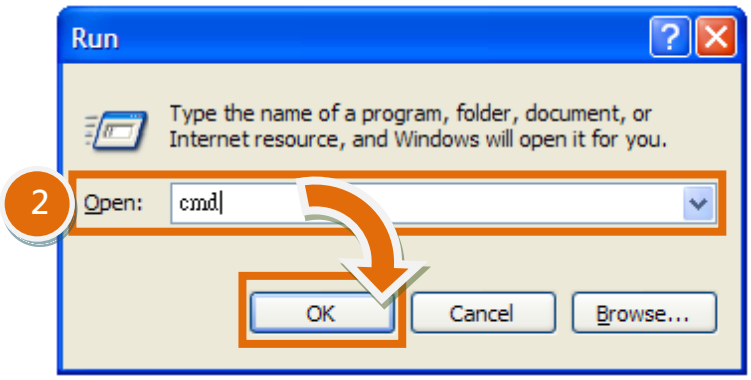


Figure 1-2

Step 3: In the Command Prompt window, type **"arp -d"** and then press **[Enter↵]** to delete the IP Address and MAC Address records currently stored in the ARP cache.

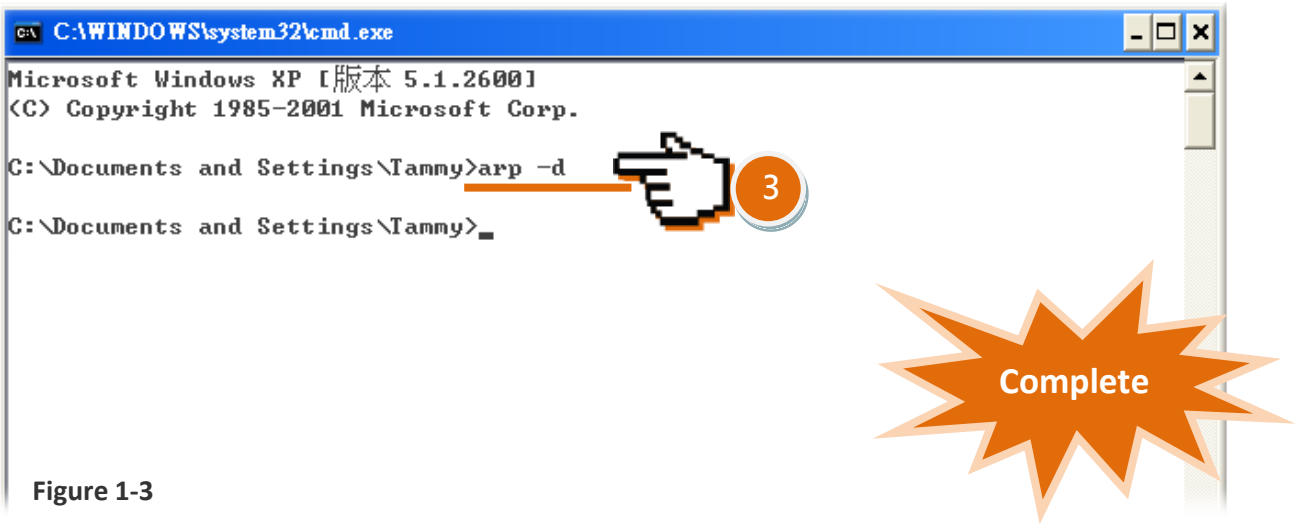


Figure 1-3

Step 4: Once the ARP Cache has been cleared, open a web browser (e.g., Internet Explorer, Firefor, or Chrome) and attempt to access the PDS/tDS/tGW module to verify the connection is functioning correctly.

Note: The ARP Command component provides functionality that allows you to **add, delete, or display** the IP Address and MAC Address translation. The table below provides an overview of the ARP Command parameters.

Syntax	Description
arp -a	Display all records currently stored in the ARP cache
arp -a [IP address]	Display the ARP cache entry for a specific IP Address
arp -d	Delete all records currently stored in the ARP cache.
arp -d [IP address]	Delete the ARP cache entry for a specific IP Address.
arp -s [IP address] [MAC address]	Add an entry to the ARP cache for a specific IP Address and MAC Address

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