

# MX700/MX800/SX80 Unable to Add IP Settings Manually CE Software

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## Introduction

This document describes how to bypass the Dynamic Host Configuration Protocol (DHCP) requirement when DHCP server is unavailable on MX700/MX800/SX80 that runs CE software.

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## Problem

When a newly install MX700/MX800/SX80 or after a factory reset to the codec, the device looks for IP settings via DHCP but if the DHCP option is disabled and you try to insert the IP settings manually, the device rejects the settings and shows a message that states DHCP server cannot be found.



From the release notes:

Endpoints always use option 150 in the DHCP request. This is not configurable.

<http://www.cisco.com/c/dam/en/us/td/docs/telepresence/endpoint/software/ce8/release-notes/ce-software-release-notes-ce8.pdf>

## Solution

### Components needed:

- Laptop with Putty (or similar software)
- RS232(DB9)-USB Cable

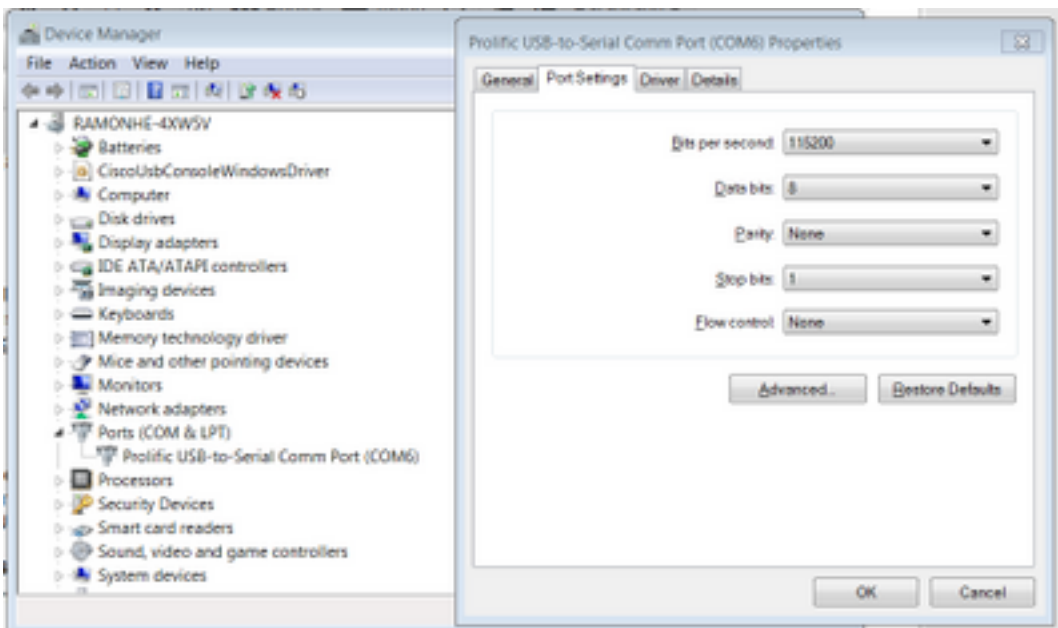


**Procedure**

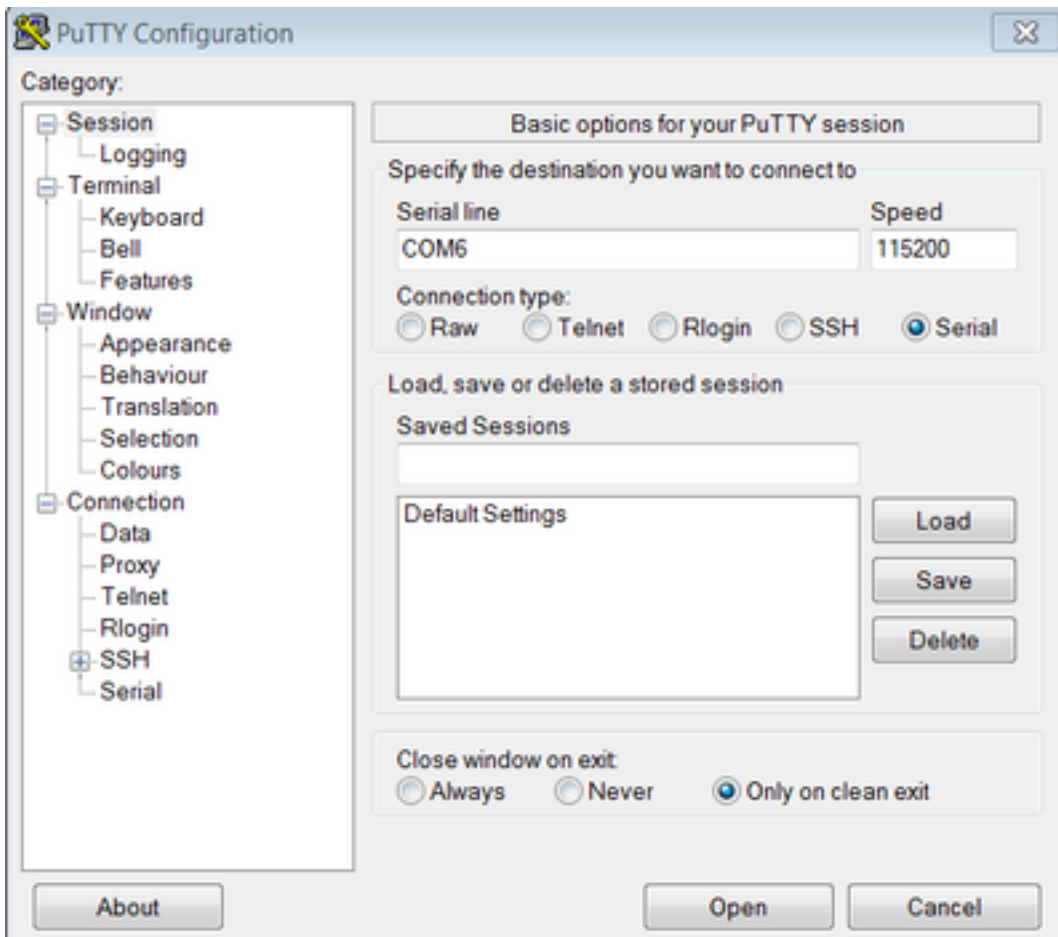
Step 1. Connect to the COM port on the codec.



Step 2. Get the COM port number and set the baud rate to 115200 bps.



Step 3. Open Putty, select Connection type: **Serial**, set speed to **115200** and type the COM port number.



Step 4. Login with the username as admin, and password is not required.

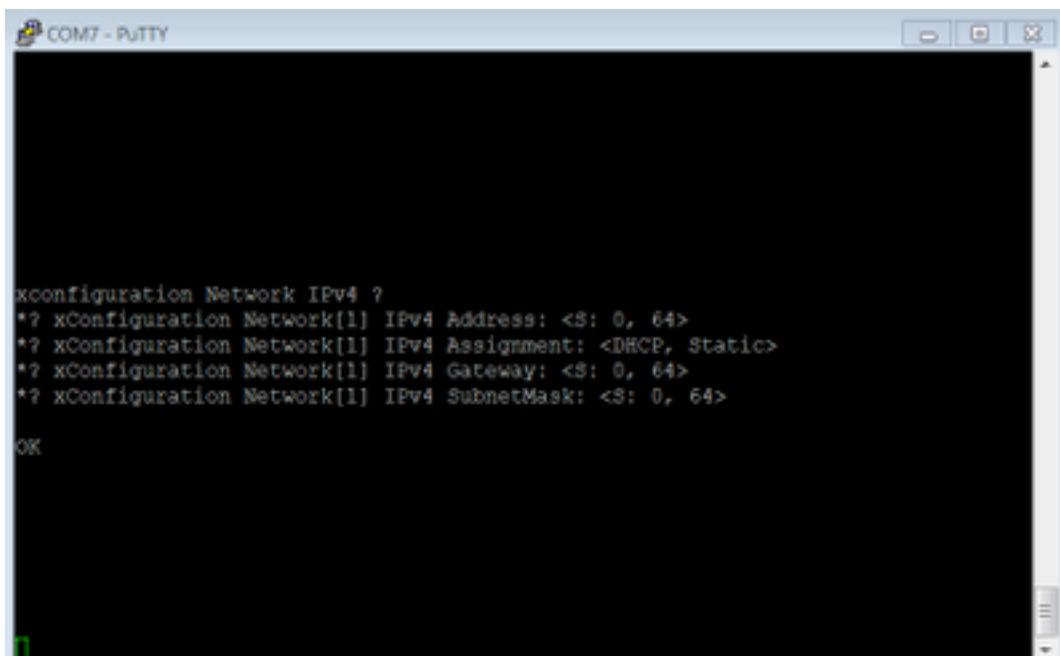
Enter these commands with the complementary information.

**xConfiguration Network IPv4 Assignment: Static**

**xConfiguration Network IPv4 Address: x.x.x.x**

**xConfiguration Network IPv4 SubnetMask: x.x.x.x**

**xConfiguration Network IPv4 Gateway: x.x.x.x**

A screenshot of a PuTTY terminal window titled "COM7 - PuTTY". The terminal displays the following text:

```
xconfiguration Network IPv4 ?  
*? xConfiguration Network[1] IPv4 Address: <S: 0, 64>  
*? xConfiguration Network[1] IPv4 Assignment: <DHCP, Static>  
*? xConfiguration Network[1] IPv4 Gateway: <S: 0, 64>  
*? xConfiguration Network[1] IPv4 SubnetMask: <S: 0, 64>  
  
OK
```

A green cursor is visible at the bottom left of the terminal window.

After these commands are entered, the device will accept the IP address and moves to the next steps to finish the initial configuration.