

Troubleshooting duplicate IP or Changed IP on a Sharp MFP

Hello all.

A quick note that could save you some time when troubleshooting a possible duplicate IP address on a Sharp machine.

If you think that there is a possible duplicate IP, or possibly the IP on the MFP has changed without the users knowledge ask them to open a command prompt and do a simple ping test.

If they get a reply, have them issue the following at the command line. `arp -a`.

The ARP -A will show the Mac address for each IP that the device has been in communication with in the past few minutes.

Look for the IP address that they just pinged and make sure that the first part of the MAC address matches the following MAC address prefixes assigned to Sharp.

If the Mac address does not match any of these you can put the first 6 characters in the following web site to determine the actual manufacturer.

<http://curreedy.com/stu/nic/>

Happy troubleshooting.

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Les Olson Company Knowledge Base

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