IP Finder Q & A

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Q1: **Why can't I search out device in this segment in Windows 10 OS?**

Ans: Current network is composed of multicast search and broadcast search. Search method of broadcast after win10 (1607 version) is not available due to certain reasons, so some devices that do not support multicast cannot be searched, solution：

- Use other segment to search

- Switch OS, you can use WIN7

Q2: **When current network segment is refreshed, why do device type and model of some devices change?**

Ans: Current network is composed of multicast search and broadcast search. For these two methods of search, their returned device info does not match so causing change in IP Finder display.

Q3: **Why still can I not search out some devices in non-WIN10 OS？**

Ans: Because a few devices still return "unknown" as device type when you search device and to eliminate confusing of user, the tool automatically filter out these devices.

Q5: **Why does upgrading fail？**

Ans: Reasons of upgrading failure are various, the followings are the most common reasons.
- Incorrect username or password
  Solution: please modify default username and password according to the device's actual username and password in Search Setting

- Upgrade timeout
  Solution: Modify Upgrade Timeout on Setting.

- Network timeout
  Solution: ①Check network environment ②Please modify Network Timeout in Setting

- Failed to send file
  Solution: Check whether upgrading file is correct.