

APPLICATION NOTE

Converge Console (Version 1.0.4)
Converge Pro Firmware (Version 1.0.4)

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PREVENTING NETBIOS NAME CONFLICTS

Purpose

This document describes how to prevent potential NetBIOS name conflicts when assigning device names to Converge Pro devices.

NOTE: Potential device name conflicts only occur when using IP to connect to Converge Pro devices.

Overview

Converge Pro devices use two unique identifiers for network communications. The first identifier is the Device ID (DID) assigned to all Converge Pro units. The DID is appended to all serial commands, and is used to manage communications between Converge Pro devices on the expansion bus. Because DIDs must be unique, Console does not allow duplicate DIDs within the same site file.

The second identifier is the Device Name. The device name is an alphanumeric string that also serves as the NetBIOS name for Ethernet communications on local area networks. If two devices have the same name and are connected to the same Ethernet network or sub network, unreliable network communications may occur.

Unlike DIDs, Console does NOT automatically check device names to ensure that they are unique, creating the potential for conflicts. These conflicts can occur if a site file is created and used multiple times for different venues.

The Solution

Converge Pro devices that use factory settings will have automatically have unique device names (and thus unique NetBIOS addresses). The factory settings use a combination of the product name and the last two digits of the unit's Machine Address Code (MAC) address, (or a unique sequential numeric identifier assigned by Console if a unit is added while offline) and cannot be accessed, distinguishes it from all other units of the same type in the site.

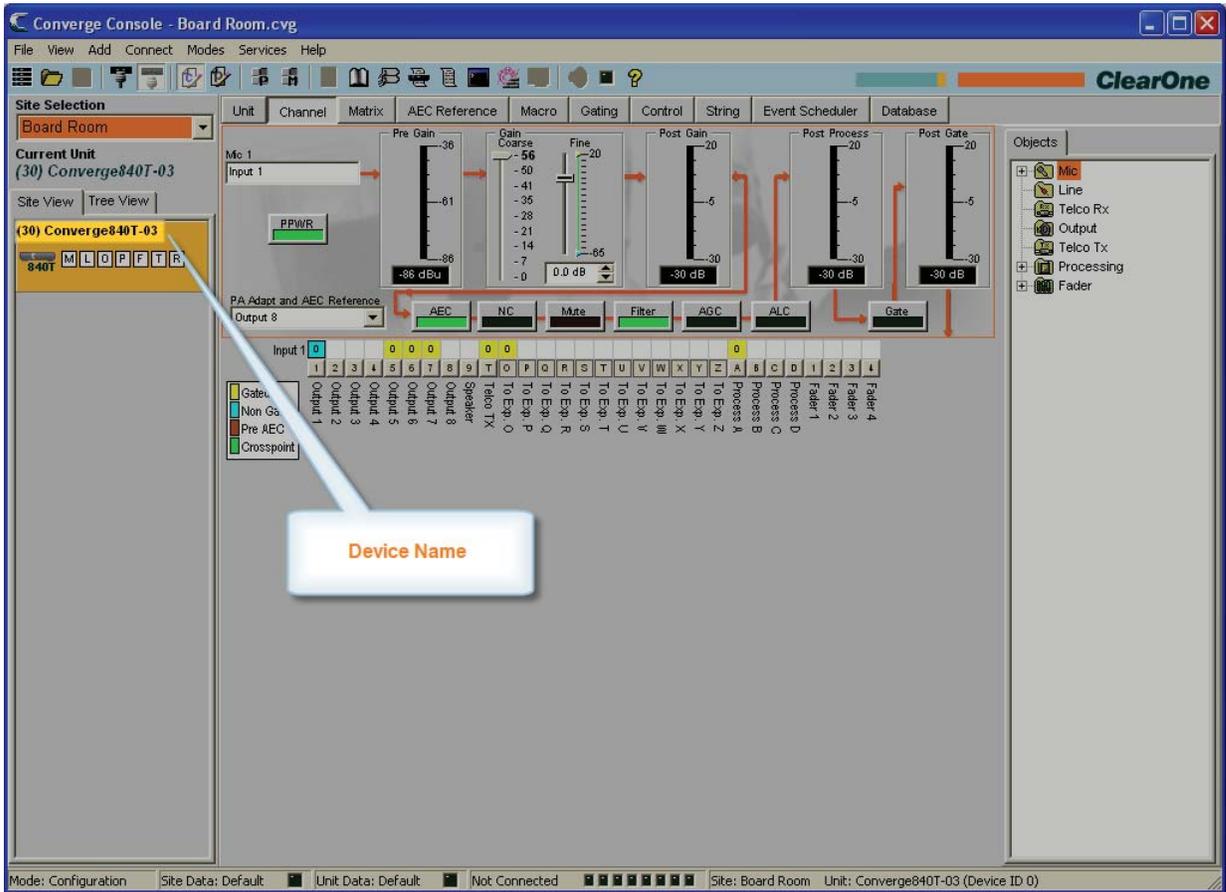
If the default device names are not modified, and the site file is not used repeatedly for different venues, no further action is needed to prevent potential NetBIOS name conflicts.

Troubleshooting Device Name Conflicts

If you experience Ethernet communication errors, or communications with a Converge Pro device become unreliable or sporadic on a NetBIOS network, verify that the device names are unique for every Converge Pro device, and change any names that are in conflict.

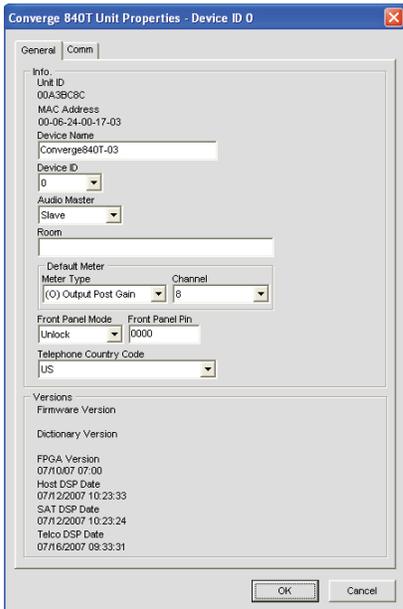
Verifying Device Names

To view device names, open Console and look at the **Site View** or **Tree View** on the left side of the screen (see the example below).



Changing Device Names

Change devices names as needed to prevent or resolve conflicts using the following procedure:



In Console, right-click on the unit you want to change in the **Site View** pane, and select **Unit Properties** on the short-cut menu that appears.

Enter a descriptive name in the **Device Name** field. Device names must start with a letter and can contain both letters and numbers, with a maximum length of 15 characters. No special characters are allowed except for “-”.