**TRIO**
MOTION TECHNOLOGY

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| **Doc No.:** | **TB-1202** |
| **Version:** | **1.0** |
| **Date:** | **06 March 2012** |
| **Subject:** | **MC403 MAC Address Reset** |

# TECHNICAL BULLETIN

## 1. Summary

The MC403 has a reset button to allow the Ethernet port to be set to a default state.  It sets the IP address, Subnet Mask and Default Gateway to their initial values.

In firmware versions up to and including 2.0174, when this button is pressed, the MAC Address is incorrectly set to the default used during manufacture.

The issue has been fixed in V2.0175 and all MC403s must be updated to use this version.

This document shows how to restore the correct MAC Address after installing V 2.0175 or later.

## 2. MAC Address side effects

If more than one controller is on an Ethernet network, and those controllers have identical MAC addresses, then client devices will either fail to connect or will connect intermittently.  This will happen even though the controllers have different IP Addresses.

## 3. Solution

1. Load system software version 2.0175 or later.

2. Re-connect Motion Perfect and open the command line terminal.

3. Restore the correct MAC address with this command typed in the Motion Perfect terminal:

    ```
    ETHERNET(1,-1,13)
    ```

3. Check the MAC address with this command:

    ```
    ETHERNET(0,-1, 3)
    ```

Each MAC address must be unique and is pre-set from a range of MAC addresses allocated to Trio.