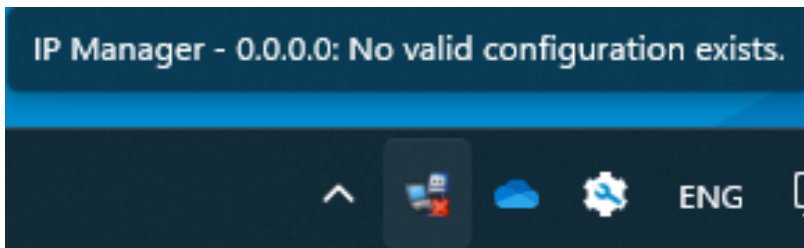## Question

What should the user do if the following error occurs?
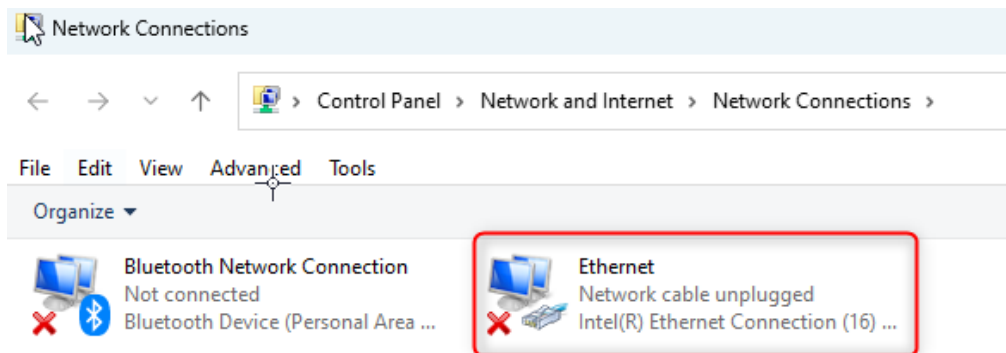**The network manager shows the error "IP Manager - 0.0.0.0: No valid configuration exists."**

Answer

Please check the following three options:

1. Is there an active VPN connection?
    -   If yes, please switch it off.

2. Check the network connection:

-   If there is a red cross on the port to be used, no link to the remote station could be established. Please check the hardware, power supply and network cable.

3. If there is no red cross:
   - Close INCA.
   - In the path *C:\ProgramData\ETAS\IPManagerNG* delete the following file - *IPMServer.xml*
   - Open INCA and carry out the network settings again in the ETAS Network Manager.
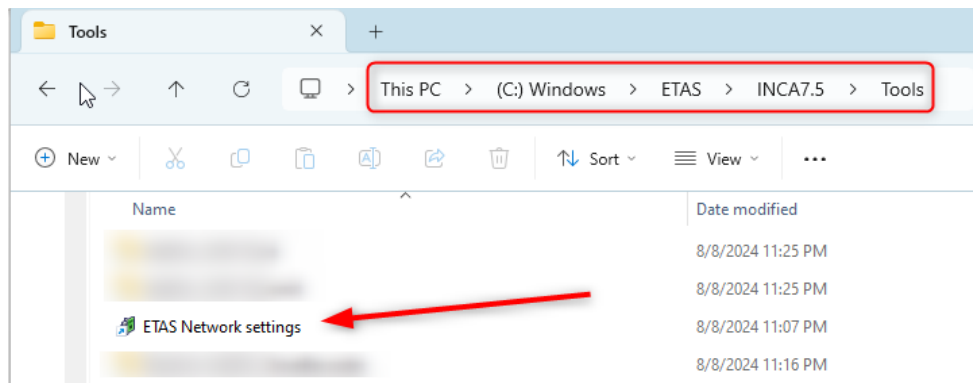
   - Afterwards, please check whether a new *IPMServer.xml* file has been created in the path *C:\ProgramData\ETAS\IPManagerNG*

Expected result:

Support

Please feel free to contact our Support Center, if you have further questions.

Here you can find all information: http://www.etas.com/en/hotlines.php