

Setting a Static IP Address on Windows 11

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Use this procedure to place a Windows 11 computer on the same IPv4 subnet as a device during commissioning. For normal office or home networks, keep automatic addressing (DHCP) unless the network owner has assigned a manual address.

CURRENT ZGW-20 DIRECT-MANAGEMENT SETTINGS

Windows field	Current direct-management value
IP address	172.31.255.123
Subnet mask	255.255.255.0 (prefix length 24)
Default gateway	Leave empty
Preferred / alternate DNS	Leave empty
Gateway management address	172.31.255.1

These values apply to a current factory-provisioned ZGW-20 using the Core 26 network profile. Older, upgraded or manually configured Gateways can differ. Confirm the effective profile and physical management connector before use.

Before you start

- 1 Save or photograph the current **IP assignment** setting.
- 2 Run **ipconfig /all** and record the connected adapter's address, mask, gateway, DHCP state and DNS servers.
- 3 Confirm that the task is a temporary direct-device connection. For a permanent business-network address, obtain every value from the network administrator or use an approved DHCP reservation.
- 4 Connect the intended Ethernet adapter to the correct management port. Identify it by link state, not by a name such as Ethernet or Ethernet 2 alone.

Set the IPv4 address

- 1 Open **Settings**, then **Network & internet**.
- 2 Select **Ethernet**, then the connected Ethernet network.
- 3 Beside **IP assignment**, select **Edit**.
- 4 Change **Automatic (DHCP)** to **Manual** and turn **IPv4** on.
- 5 Enter the address and mask shown above. Leave default gateway and DNS empty for this direct management link.
- 6 Select **Save**. Keep an unfamiliar or direct-device network on the **Public** profile unless organisational policy says otherwise.

If Windows asks for a subnet prefix length instead of a subnet mask, enter **24**. This procedure changes the computer, not the Gateway.

Verify, troubleshoot and restore

EPI-261-01 • Windows 11

Verify the connection

```
ipconfig /all  
ping 172.31.255.1
```

- Confirm that the changed adapter shows **172.31.255.123** with mask **255.255.255.0**.
- Confirm that no default gateway or DNS server was added to the temporary management link.
- A successful ping proves an IP response, not that the required application or service is healthy. A failed ping can also reflect ICMP policy; continue with the commissioned protocol and port.

Restore DHCP when finished

- 1 Return to **Settings, Network & internet**, and the adapter you changed.
- 2 Beside **IP assignment**, select **Edit**.
- 3 Choose **Automatic (DHCP)**, then **Save**.
- 4 Reconnect the adapter if Windows does not immediately request a lease. Run **ipconfig /all** and confirm that the expected address, gateway and DNS settings have returned.

Troubleshooting

Symptom	Check
Device unreachable	Confirm the physical connector, cable and link. Check that both addresses are on 172.31.255.0/24 and that another adapter or VPN does not already own that route.
Address conflict	Stop and choose a known-free client address. Do not use .0, the Gateway's .1, or the broadcast address .255.
No internet	Expected on this direct link. Do not invent a gateway or DNS address merely to remove Windows' status message.
Gateway still absent	The profile may have been changed or may predate this factory arrangement. Verify the actual Gateway network configuration instead of widening the Windows subnet.

Do not disable security controls indiscriminately. Follow the organisation's approved process if firewall, endpoint or VPN policy is involved.

Live guide and sources

For the maintained web version, Microsoft source links and additional explanation, visit episensor.com/knowledge-base/setting-a-static-ip-address-on-windows-11.

Microsoft recommends DHCP for ordinary networks. The Windows steps in this guide follow Microsoft's current Network & internet settings guidance. The EpiSensor values apply only to the current ZGW-20 direct-management profile described above.