

Section 4: Troubleshooting

This section details possible solutions to common problems that might occur in using the router.

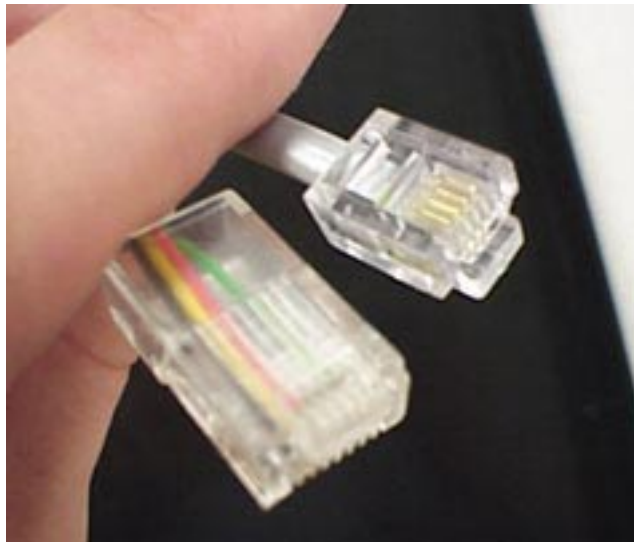
Contact Us

If you are unable to locate a solution here, please access our website at www.motorola.com/broadband/networking for the latest information. You can also reach us 7 days a week, 24 hours a day at 1-877-466-8646.

Hardware Solutions

My computer is experiencing difficulty in connecting to the router.

- Check all of your cabling connections that they are tight and secured. This includes the cables from the wall to your modem, between the router and modem, and, if available, from the router to your PC. Ensure that your LEDs are not lit **Red** or not at all. For further information about LED descriptions, see **Section 1: Overview**.
- Ensure that you are using Ethernet cables and not telephone cables between the router and modem or router and PC. Ethernet cables use a wider RJ-45 style plug using 8 wires where telephone style plugs use the smaller RJ-11 style plug using 4 to 6 wires.



The plug on the left is RJ-45; the plug on the right is RJ-11 – use only RJ-45.

- Ensure that your Ethernet adapter is enabled. Check the System Tray at the bottom right of your display to see an icon that looks



like a monitor. You can click on this to see the status of your Ethernet adapter. Also on your PC in Control Panel > Network and Dial-Up Connections, you can examine the state of your Ethernet adapter.

My broadband modem already uses a built-in router.

Because the two routers will cancel each other out, turning off the NAT function in the modem will enable access for your router. Refer to your modem's documentation for further instructions.

Software Solutions

I would like to test to see if my Internet connection is alive.

For this, you will use the *ping* command to test the connection. Before attempting, ensure that **Obtain an IP address automatically** has been selected in the computer's settings and that you have an IP address assigned. Refer to Section 2: Configuration > Configure Your Computers, for further details.

- 1 Open a command prompt by clicking **Start** and **Run**.
 - For Windows 98 and ME, in the *Open* field, type **command** and press Enter or OK.
 - For Windows 2000 and XP, type **cmd**.
 - Or, navigate using your **Start** button to Programs>Accessories>Command Prompt.
- 2 In the Command window, type **ipconfig**.
 - You should see an IP address for your network adapter:

```
Ethernet Adapter Local Area Connection:

Connection-specific DNS Suffix.: Example.example.example.com.

IP Address. . . . . : 192.168.20.2

Subnet Mask . . . . . : 255.255.255.0

Default Gateway . . . . . : 192.168.20.1
```

- 3 In the *Command* window, type **ping the Router's IP address** and press **Enter**. For example type: **ping 192.168.20.2**.

There is a good possibility that the Default Gateway's IP address is the router's IP address. You can verify the router's IP address on the Internet > Basic screen.

- If you receive a reply (the first word will be *Reply...*), then your computer is connected to the router. Proceed to *Step 4*.
 - If you do NOT receive a reply, try from a different computer to verify that the first PC is not the cause of the problem.
- 4 In the *Command* window, type **ping** and your **ISP's default gateway** and press **Enter**. For example, type ping 192.168.20.1.
- If you receive a reply (It might look something like this: *Reply from 216.109.125.72...*), then your connection to the internet is alive and well. You can verify the ISP's IP address at the Default Gateway field on the Internet > Basic screen.
 - If you do NOT receive a reply, try from a different computer to verify that the first PC is not the cause of the problem.
- 5 If you cannot determine your ISP's default gateway, ping www.yahoo.com or another known web location.

I cannot access the Configuration Utility for the router.

- Verify your Ethernet connection to the router.
- Verify that the IP address of the PC being used to configure the router is on the same network as the router's configuration IP address.
- The IP address of your network adapter must be on the same network and not a duplicate of any others on the network (for example: 192.168.20.3 and using a subnet mask of 255.255.255.0 can be used to login to the router's default IP address of 192.168.20.1). Refer to Section 2: Configuration > Configure Your Computers on how to adjust the IP address for your PC.
- Verify that you can ping the router on this IP address.
 - In the *Command* window, type **ping** and your router's default IP address and press **Enter**. For example, type:
ping 192.168.20.2.
 - If you have changed the factory configured default IP address of the router, you will need to set your network adapter accordingly.
- Verify you are entering the correct URL in the browser. The default is <http://192.168.20.1>. If you think you have changed the IP address used to configure the router and cannot remember it, you must reset the unit back to factory defaults. To do this, press and hold the reset button for more the 5 seconds. This clears the router's user settings, including User ID, Password, IP Address, and Subnet mask.

- Once the router is reset to factory default setting, re-verify the Ethernet connectivity and IP address issues.
- Verify you are using the latest version of IE or Netscape. IE 5.2 and below are not supported.