

Section 4: Troubleshooting

This section details possible solutions to problems that might occur when using the Wireless Ethernet Bridge WE800G.

Contact Us

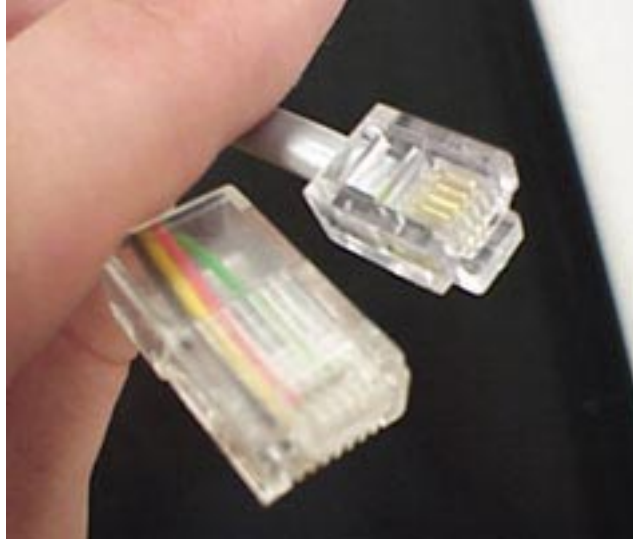
If you are unable to locate a solution here, please access our website at www.motorola.com/broadband/networking for the latest information. You can also reach us 7 days a week, 24 hours a day at 1-877-466-8646.

Hardware Solutions


My computer is experiencing difficulty connecting to the wireless network.

- Ensure that your wireless access point/wireless router is powered on and that the Wireless LED is lit.
- Check your cable connections to ensure they are tight and secured.
- 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 WE800G and your computer. 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.

- 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 WE800G. Also in Start > Settings > Control Panel > Network and Dial-Up Connections, you can examine the state of your Ethernet connection with the WE800G. Make sure “Show icon in task bar when connected” is checked.
- Ensure that your WE800G is within range of your wireless access point/wireless router or is not behind an obstruction. For example, metal structures may interfere with the signal, as will 2.4 GHz cordless phones, and microwaves.
- Ensure that your wireless access point/wireless router’s antenna and your WE800G antenna are connected.

Software Solutions

I cannot access the Configuration Utility for the unit.

- Verify your Ethernet connection to the WE800G.
- Verify that you are using the correct version of Internet Explorer or Netscape (Internet Explorer must be above version 5.2).
- 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 default IP address of WE800G is 192.168.30.1. If after initial set up, the PC that's used to configure the WE800G has been assigned a different IP address by DHCP or assigned a different static IP address which is not on the same 192.168.30.x network, it may be necessary to do one of the following two things:
 - If the WE800G configuration utility needs to be accessed "on-the-fly". Write down the PC's current IP address. Temporarily change the PC's IP address to static 192.168.30.10 (or something similar). Log into the WE800G. Set the WE800G's network address to DHCP or to a static address that will be on the same network as the PC's current IP address and not a duplicate of any others on the network. Record the new WE800G IP address (in case of DHCP, it can be retrieved from the access point/wireless router after the WE800G has restarted.) Restore the PC's IP configuration. Use the recorded new WE800G IP address to access the WE800G configuration utility.
 - If the WE800G configuration utility only needs to be accessed occasionally: Temporarily change the PC's IP address to static 192.168.30.10 (or something similar). Log into the WE800G. After configuring the WE800G, log out. Restore the PC's IP configuration.
- Verify you are entering the correct URL in the browser. The default is `http://192.168.30.1`. If you think you have changed the IP address used to configure the WE800G 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 WE800G user settings, including User ID, Password, IP Address, and Subnet mask.
- Once the WE800G is reset to factory default, re-verify the Ethernet connectivity and IP address issues.

My WE800G cannot associate with the wireless access point/router.

- Ensure that your WE800G and the wireless access point/wireless router have the same security settings that enable your computer to access the wireless network. Section 2: Configure Your Wireless Security Settings describes how to adjust security settings. Some of the key settings are:
 - ESS Auth Mode (Open versus Pre-Shared Key (PSK))
 - Encryption status (none, 64WEP, 128WEP)
 - Content of Passphrase if the Passphrase option is selected
 - Active key (1-4 for 64WEP, 1-2 for 128WEP)
 - Actual key value for the current active key
 - SSID. The WE800G must have the exact SSID as the wireless access point/wireless router. For Motorola wireless access points or wireless routers, the default SSID is “motorola xyz”, where “xyz” is the last three digits of the wireless access point/wireless router’s MAC address. The SSID is case sensitive. Make sure there are no trailing spaces.

The WE800G must be set to match the wireless access point/wireless router for those settings

- As a suggestion, it may be easier to set the wireless access point/wireless router’s security to open system and no encryption and set the WE800G accordingly. After making sure the WE800G can work under this condition, turn on the security features on the wireless access point/wireless router and then turn on the security features on the WE800G and try again.

I would like 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 the configuration information that came with your router.

- 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:

Connectionspecific DNS Suffix.: Example.example.example.com.

IP Address. . . . . : 192.168.30.2

Subnet Mask . . . . . : 255.255.255.0

Default Gateway . . . . . : 192.168.30.1
```

3 If using a router at home, in the *Command* window, type **ping** followed by **the Router's IP address** and press **Enter**. For example type: **ping 192.168.30.1**.

The router's IP address is most likely the default gateway.

- 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 192.168.30.1**.

- 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 by referring to documentation that came with your wireless access point/wireless router.
- 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.