

Troubleshooting Wired Network Connection Issues

Be sure it's not your workstation's problem (to the best of your abilities): Check problem also occurs with another; restart it; disable its firewall if you can. Does it have correct IP, netmask, gateway & DNS addresses?

Local Info For: RIC
 Router (gateway): 192.168.1.3
 Modem: 10.0.0.1
 Your workstation's DNS:
 192.168.1.3
 ISP's Primary DNS: 193.0.249.6
 ISP's Secondary DNS: 193.0.249.70
 ISP: Phone Co-op
 ISP tel. no.: 0845 458 9000

How To
 Restart router: *login to web GUI & choose restart; or Ctrl +Alt+Del*
 Restart modem: *login to web GUI & choose restart; otherwise power cycle*
 Find settings in Windows: *ipconfig/all*

