## Troubleshooting - Can not access the router on 192.168.0.1

Please note that when accessing the router's Web interface via <u>http://192.168.0.1</u> you are not accessing some web site on the Internet. The router's configuration pages are built into the router. You do not have to be online to get to those pages, you just need to be connected to the router. Please also make sure you disable all anti-virus/firewall software, especially Norton, on your computer.

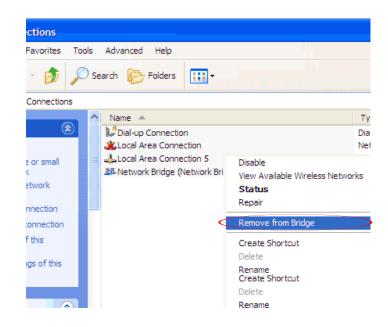
**Step 1.** Connect your computer's network port to one of your router's **LAN** ports (Ethernet ports) using a network cable. **WAN** port of the router should be connected to your modem.



Verify physical connectivity by checking for solid link lights on the Ethernet ports of the device. If you do not get a solid link light, try using a different cable or connect to a different port on the device if possible. If the computer is turned off, the link light may not be on.



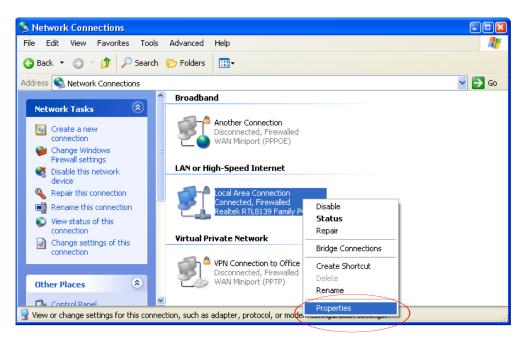
**Step 2.** Under **Control Panel > Network Connections**... make sure that your **Local Area Connection** is enabled and not bridged with any other connection. If you see any icon there which is called "Bridge" - delete it. If you see your **Local Area Connection** marked as "Bridged" right-click and select "**Remove from Bridge**".



**Step 3.** Check your IP address. Your computer must have an IP address in the same range of the device you are attempting to configure. Most DI-series devices use the 192.168.0.x range. If you are attempting to configure a D-Link router, then make sure you take note of your computer's Default Gateway IP address. The Default Gateway should be the IP address of the D-Link router. By default, it should be 192.168.0.1.

Set your computer with static IP address:

Go to Control Panel > Network Connections > Local Area Connection > Properties:



Select Internet protocol TCP/IP and click on Properties:

上 Local Area Connection Properties 🛛 🔹	
General Authentication Advanced	
Connect using:	
🕮 Realtek RTL8139 Family PCI Fast Et 🚺 Configure	
This connection uses the following items:	
Client for Microsoft Networks	1
🗹 具 File and Printer Sharing for Microsoft Networks	
🗹 📮 QoS Packet Scheduler	
✓ There Protocol (TCP/IP)	
I <u>n</u> stall <u>U</u> ninstall Properties	$\left  \right\rangle$
Description	
Transmission Control Protocol/Internet Protocol. The default wide area network protocol that provides communication across diverse interconnected networks.	
Show icon in notification area when connected Notify me when this connection has limited or no connectivity	
OK Cancel	



Select the "Use the following IP address" and "Use the following DNS" options. Specify the TCP/IP settings you want to use:

IP address: 192.168.0.5

Subnet mask: 255.255.255.0

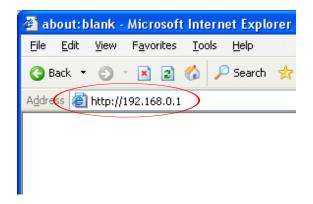
Default Gateway: 192.168.0.1

Preferred/Alternate DNS: 202.129.64.198 / 4.2.2.3 (or whichever your provider is using).

Internet Protocol (TCP/IP) Prope	erties 🔹 🛛 😨 🔀			
General				
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.				
ODbtain an IP address automatically				
O Use the following IP address: —				
IP address:	192.168.0.5			
S <u>u</u> bnet mask:	255.255.255.0			
<u>D</u> efault gateway:	192.168.0.1			
○ O <u>b</u> tain DNS server address auto	natically			
─⊙ Use the following DNS server ad	dresses:			
Preferred DNS server:	202.129.64.198			
<u>A</u> lternate DNS server:	4 . 2 . 2 . 3			
Ad <u>v</u> anced				
OK Cancel				

Click on **OK** and then **OK** again.

Try to access the router. Open Internet Explorer and type **192.168.0.1**.



Select Admin from the drop-dwon menu and then enter your password. Leave the password blank by default

LOGIN		
Log in to the router:		
	User Name : Admin 💌	
	Password : Log In	



**Step 4.** If unsuccessful in accessing the router's configuration pages, please reset the router. Here is how to reset it: while the router is powered on, press and hold the Reset button for 10 sec. Release the button and wait until the router boots up (1 min). Try to log into it again.



**Step 5.** Check your Internet settings. Go to **Control Panel > Internet Options**. From the **Security** tab, click the button to restore the settings to their defaults. Go to the **Advanced**tab and click the button to restore these settings to their defaults.

Internet Options	Internet Options
General Security Privacy Content Connections Programs Advanced	General Security Privacy Content Connections Programs Advanced
Select a Web content zone to specify its security settings.	<u>S</u> ettings:
Internet Local intranet Trusted sites Restricted sites	Accessibility     Always expand ALT text for images     Move system caret with focus/selection changes     Browsing
Internet This zone contains all Web sites you haven't placed in other zones	Always send URLs as UTF-8 (requires restart)     Automatically check for Internet Explorer updates     Close unused folders in History and Favorites (requires restart)     Disable Script Debugging (Internet Explorer)
Security level for this zone	Disable Script Debugging (Uther) Display a notification about every script error Enable folder view for FTP sites
Custom Custom settings. - To change the settings, click Custom Level. - To use the recommended settings, click Default Level.	Enable Inder Vervior In Sites     Enable Install On Demand (Internet Explorer)     Enable Install On Demand (Other)     Enable offline items to be synchronized on a schedule     Enable page transitions     Enable Personalized Favorites Menu
Lustom Level	Eestore Defaults
OK Cancel Apply	

Click to the **Connections** tab and set the dial-up option to "**Never dial a connection**". Click the **LAN Settings** button. None of the options should be selected. Click **OK**. Click **OK** out to the desktop and close any open windows.

Internet Options	
General Security Privacy Content Connections Programs Advanced	
To set up an Internet connection, click Setup	
Dial-up and Virtual Private Network settings	
Another Connection     Add     VPN Connection to Office <u>R</u> emove	Local Area Network (LAN) Settings
Choose Settings if you need to configure a proxy Settings Settings  Never dial a connection Dial whenever a network connection is not present	Automatic configuration Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.
Current None Set Default	Use automatic configuration script           Address
	Proxy server
Local Area Network (LAN) settings LAN Settings do not apply to dial-up connections.	Use a progy server for your LAN (These settings will not apply to dial-up or VPN connections). Address: Port: Advanged Bypass proxy server for local addresses
OK Cancel Apply	OK Cancel

Restart Internet Explorer and try to access the router.



**Step 6.** Disable any Internet security software running on the computer. Software firewalls like Zone Alarm, Black Ice, Sygate, Norton Personal Firewall, etc. might block access to the router's configuration pages. Check the help files included with your firewall software for more information on disabling or configuring it.

**Step 7.** If you still cannot log into the router:

- Recycle the power on the router. Switch the power off. Wait 20 to 30 seconds. Switch the power on and wait for the lights to stabilize.

- Restart the computer.

- Go to: **Start** > **Run**> type "**cmd**" (without quotes) > **OK**. In the DOS window type: **ping 192.168.0.1** 

and press Enter. You should see "Reply from..." messages.

📾 Command Prompt	- 🗆 🗙
C:\>ping 192.168.0.1	<b>^</b>
Pinging 192.168.0.1 with 32 bytes of data:	
Reply from 192.168.0.1: bytes=32 time<1ms TTL=128 Reply from 192.168.0.1: bytes=32 time<1ms TTL=128 Reply from 192.168.0.1: bytes=32 time<1ms TTL=128 Reply from 192.168.0.1: bytes=32 time<1ms TTL=128	
Ping statistics for 192.168.0.1: Packets: Sent = 4, Received = 4, Lost = 0 (0% loss), Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum = 0ms, Average = 0ms	
C:∖>_	
	-1

If your ping was successful, attempt again to access the router's configuration page.

Try these options in the address window.

192.168.0.1

http://192.168.0.1

http://192.168.0.1:88

If you cannot ping the router check your IP settings. In the DOS window type "**ipconfig**" (without quotes) and press Enter. The IP address on your network adapter should be in the 192.168.0.x range. Type "**arp -d**" (without quotes) and press Enter. Repeat this command several times until you get "**The specified entry was not found**" message. Try to access the router again.

Reset the router. Try using another computer.

