Troubleshooting steps for accessing Web Configuration Page (http://192.168.1.1) for DSL Products

*This document details how to troubleshoot accessing http://192.168.1.1*

Below are the troubleshooting steps to follow if you are not able to access the configuration page of your modem via its default address http://192.168.1.1.

If step 1 does not help, then try step 2 and so on until the problem is resolved.

Step 1. Access the modem's configuration page.

Accessing your modem's configuration pages does not require Internet connection as these pages are stored inside your modem. Your computer just needs to be connected to the modem. First try connecting your computer to the modem using a network cable.

Open your Internet browser e.g. Internet Explorer, Firefox, Chrome, Safari, etc. and enter the IP address of your D-Link modem in the **address bar**: http://192.168.1.1.
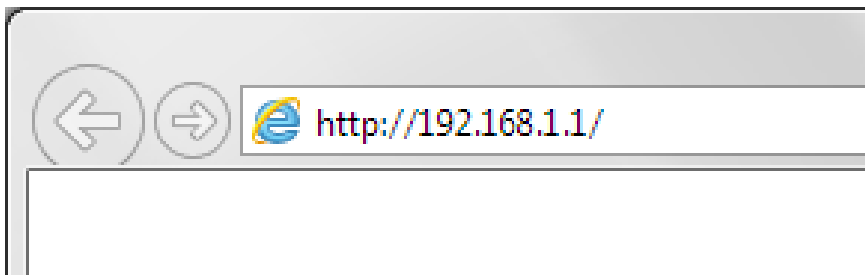
This should open the login page for your modem's configuration pages. Use the instructions provided with your product to login and complete the configuration.

Step 2. Check connectivity.

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

Recycle the power on the modem. To do that, switch the power off. Wait 30 seconds. Switch the power on and wait for the lights to stabilize.

Restart the computer.

After your computer restarts check the link light on the modem's Ethernet (LAN) port.

**Step 3. Check your Internet Browser settings.**

Make sure your Internet browser is not set to use a proxy server. In Internet Explorer you can check this by going to Tools > Internet Options > Connections > LAN Settings.
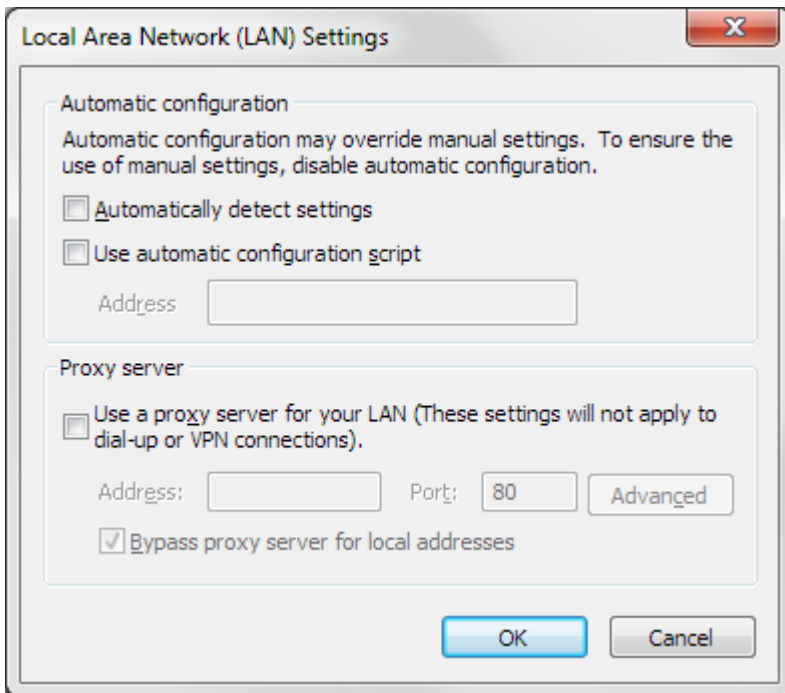
Try accessing your modem with "Automatically detect settings" option disabled. Close all your browser windows and re-open it after changing the settings.

Step 4. Check Network Adapter settings (For Windows Only).

If you are using Windows XP, Vista, 7 or 8 - Please go to Control Panel >Network and Internet > 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.
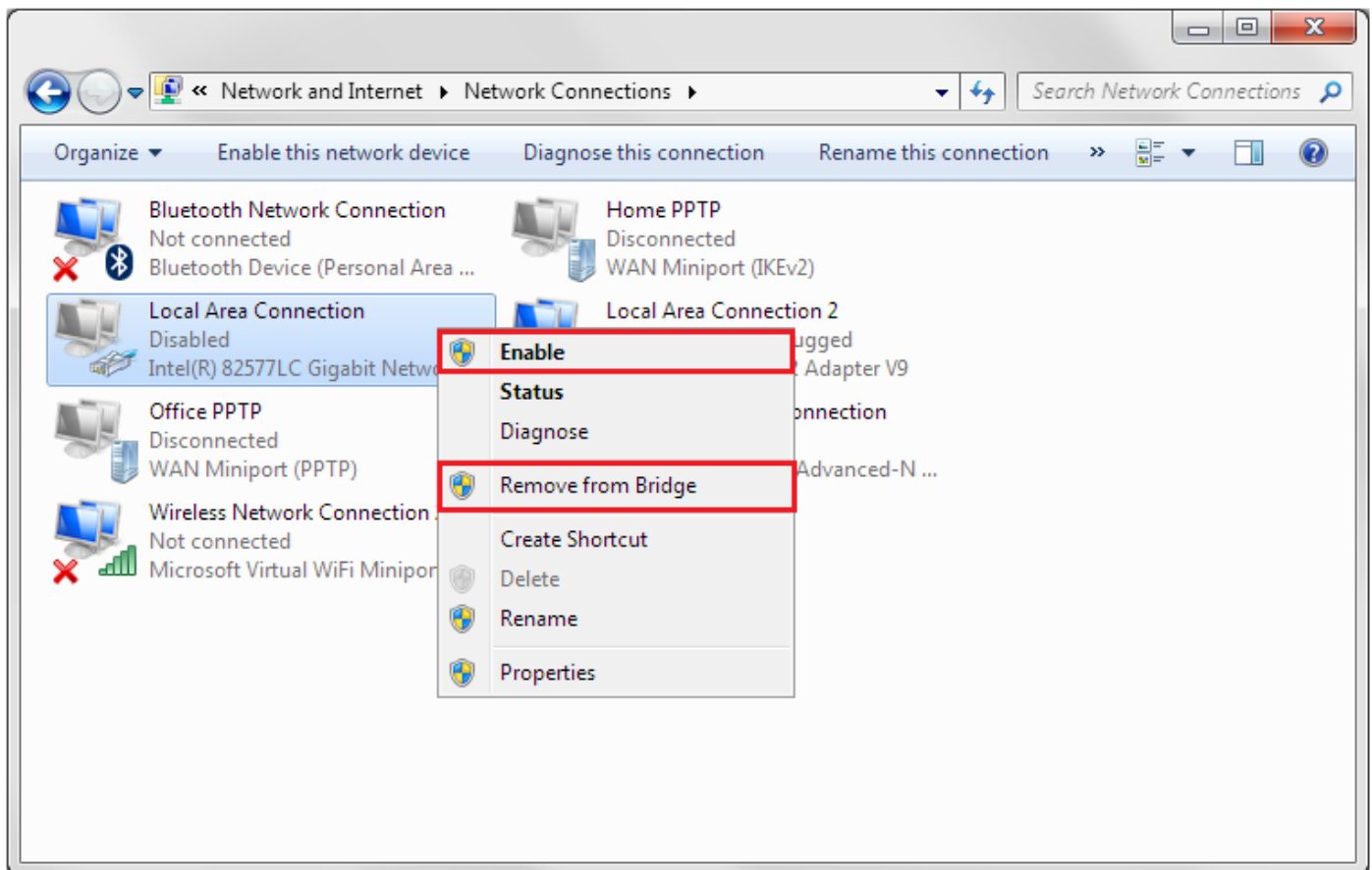
Step 5. Set your computer with static IP address.

Windows XP: Control Panel > Network Connections > Local Area Connection > Properties > Internet protocol TCP/IP > Properties...

Windows Vista: Control Panel > Network and Internet > [Network and Sharing Centre] > View Network Status and Tasks > View Status > Properties > Internet Protocol v4 > Properties...

Windows 7 and 8: Control Panel > Network and Internet > [Network and Sharing Centre] > Click on [Change adapter settings] on the left hand side menu.

Right click on [Local Area Connection] > [Properties] > [Internet Protocol Version 4] > [Properties]

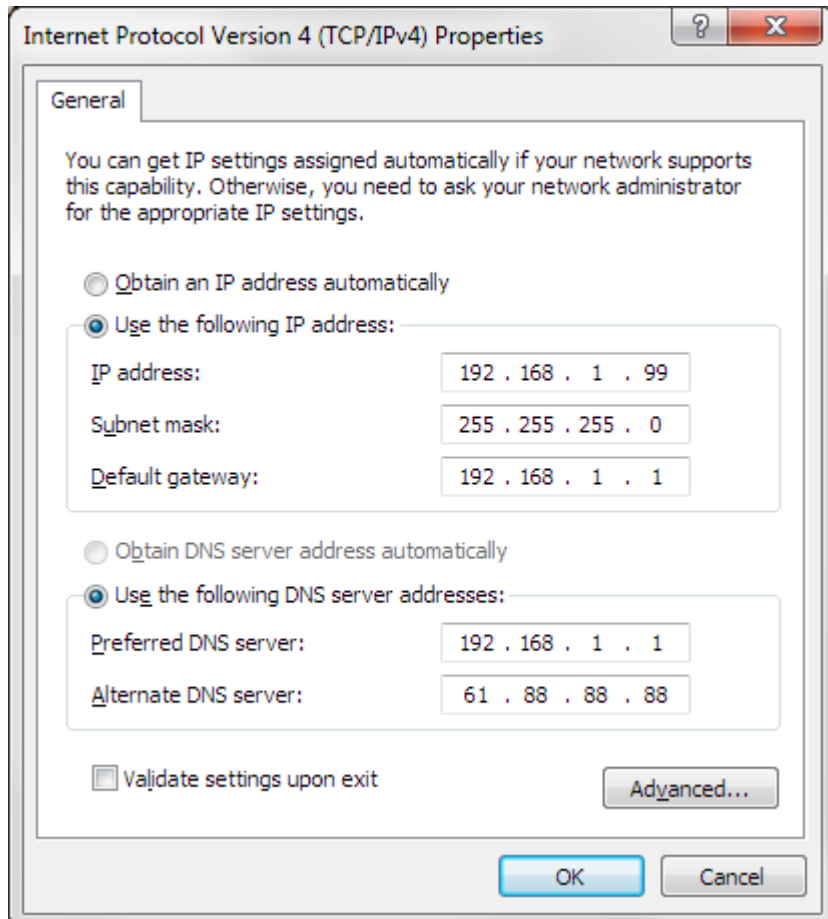Select the "Use the following IP address" option:

IP address: 192.168.1.99

Subnet mask: 255.255.255.0

Default Gateway: 192.168.1.1 (your modem's address)

DNS: 192.168.1.1 and 61.88.88.88 (or whichever your provider is using).

Click on OK.

Step 6. Factory reset the modem.

While the modem is powered on - press and hold the reset button for 10 sec. Release the button and wait until the modem boots up (1 min).

Please NOTE: the factory reset will change all the modem's settings back to factory defaults, which means all the changes you applied to the modem will be reverted (including passwords). Please have your Internet Provider's login details (your Username and Password) with you, which you will need to re-enter into the modem's Internet Settings field.

Step 7. Configure your Internet settings.

Go to Start > Settings > Control Panel. Double click the Internet Options Icon. From the Security tab, click the button to restore the settings to their defaults. Click to the Connection tab and set the dial-up option to Never Dial a Connection. Click the LAN Settings button. Nothing should be checked. Click OK. Go to the Advanced tab and click the button to restore these settings to their defaults. Click OK out to the desktop and close any open windows.

Step 8. Disable any Internet security software running on the computer.

Software firewalls like Zone Alarm, Black Ice, Sygate, Norton Personal Firewall, etc. may block access to the configuration pages of your modem. Check the help files included with your firewall software for more information on disabling or configuring it.

Below is an example screenshot of firewall software configuration options.
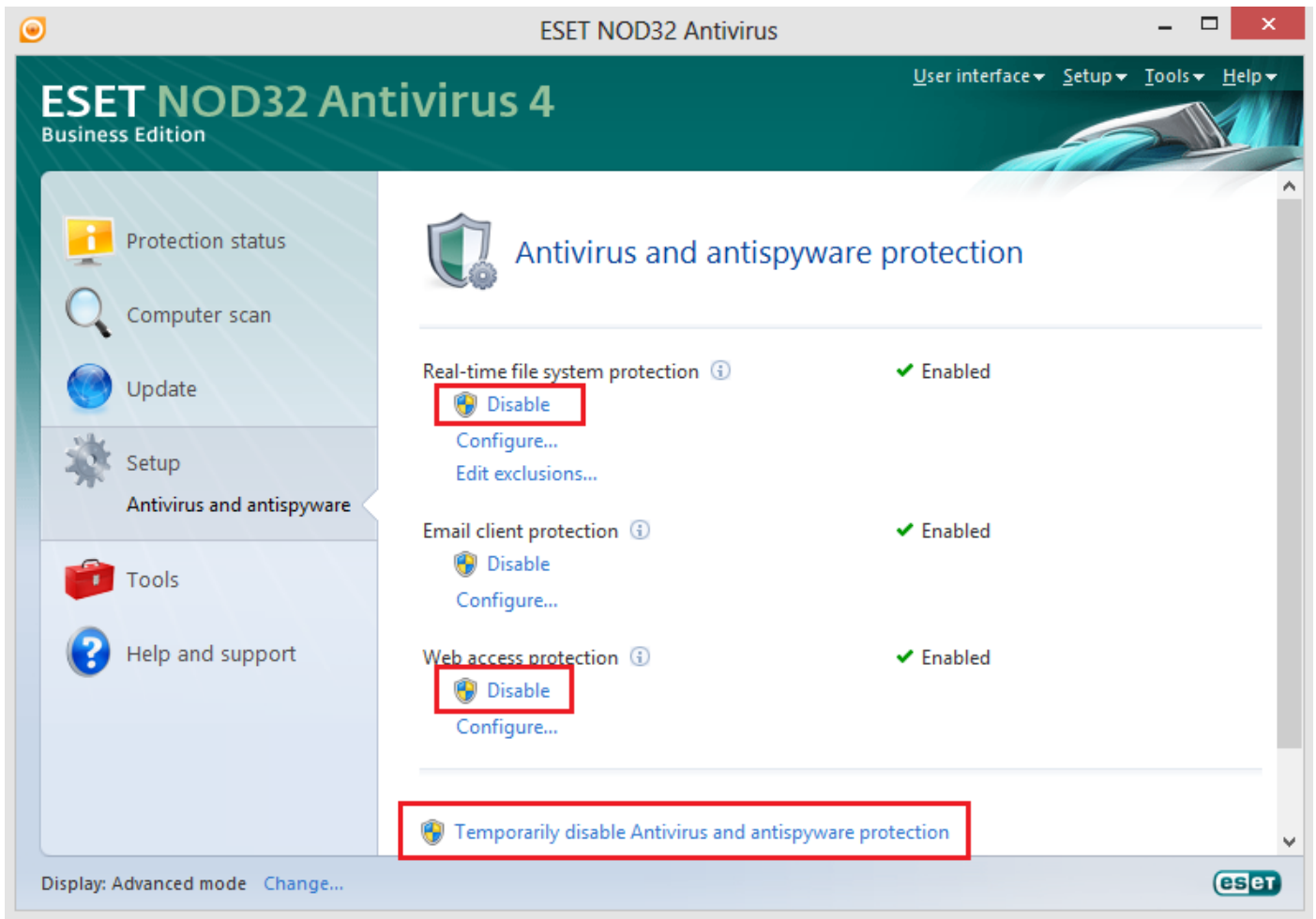
Step 9. Try to access the router using a different Internet Browser.

Open an alternative Internet browser e.g. Internet Explorer, Firefox, Chrome, Safari, etc. and enter the IP address of your D-Link modem in the **address bar**: http://192.168.1.1.

Try these options in the address bar of your Internet Browser:

192.168.1.1

http://192.168.1.1

http://192.168.1.1:88

Step 10: Try accessing the modem from a different computer.

If after following these steps you still cannot log into your modem please contact D-Link Technical Support.