

Re: general question re resetting/renewing IP connection

Source:

http://www.tech-archive.net/Archive/Vista/microsoft.public.windows.vista.networking_sharing/2009-06/msg00076.h

- *From:* Charlie Tame <charlie@xxxxxxxxxx>
 - *Date:* Sun, 07 Jun 2009 17:12:15 -0500
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I would tend to agree 100%. They key seems to be explaining to the senior tech that you have carefully observed a repeating issue without talking down to him / her.

Our cable almost never goes down for any length of time, so if the ISP is unaware of the problem it may be exactly as you described.

daleeh wrote:

Dave,

I'm still not sure whether you have a Cable or a DSL connection other than your first post where you stated "Cable".

So, I will assume cable.

You should not be "kicked" off just because other users come home for lunch or after work. However, speed can be affected by these conditions. If you routinely lose connections around the same time(s) of day, then you definitely need to contact you ISP and have them investigate trhe problem.

I once had an issue where I was disconnected once an hour, every hour, 24 hours a day. After logging the disconnections, I contacted Comcast (my ISP) and advised them of the problem and asked them to show up at the specific time so they could catch the problem "in the act". Because no one else complained they were hesitant to assume they had a problem. However, since I was persistent, they rolled a service technician and he arrived 5 minutes before the expected outage and was able to catch it. I showed him my logs (2 week's worth) and he saw that the problem was repeating at exactly 20 minutes after the hour, every hour and lasted approximately 30 seconds—just enough time to cause problems with email and other net based applications. With this (and my advice gleaned from 30+ years electronics experience) they replaced the failed line amp (after they located it and dug it up) and everyone in the neighborhood was happier since the problem affected a lot of people beside me.

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So, the moral of the story—don't hesitate to report disconnections to you ISP. If you don't it may get worse and by complaining you may be helping many others.

Dale

On Jun 7, 1:00 am, "Dave Horne" <daveho...@xxxxxxx> wrote:

My modem and router work just fine. There are times during the day (when kids come home from school and parents come home from work) that I can not _sometimes_ access the internet. This is just a question of too many folks being online at the same time. If I manually unplug the router and modem, more often than not I can succeed in getting back online. I'm only asking if there's a way (ipconfig ?) to do the same but using software to obtain a new address. That's all.

Around 12 noon, when the kids come home for lunch, I can expect not to be able to always get online and early in the evening when all the Dads comes home from work, I can expect to have the same problem. I have the modem next to my monitor and I can see the number of LEDs on or off (Power, Receive, Send, Online, PC Activity, Standby). When I can't get online, instead of seeing five LEDs, I'll see one or two or three; I can see the modem trying to get back online and it's usually the time when the kids come home for lunch or the parents come home from work.

My modem and router are working just fine – I just want to know if using, say, ipconfig at a cmd prompt and using the resetting switch is what I can also do (instead of manually unplugging the electric cable from both the modem and router. Is this more clear? Thanks!

Dave Horne

"daleeh" <dale.e.harring...@xxxxxxxxxx> wrote in message

news:00dd47fa-b5e0-463d-ade6-b83cc78011c3@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
Since he stated "If I manually unplug the power cable to the cable modem and router..." I have to assume he has both.

Dave, please clarify and maybe give us the make and model of each device.

Dale

On Jun 5, 3:07 pm, "Sinner" <sin...@xxxxxxxxxxxxxxxx> wrote:

Re: general question re resetting/renewing IP connection

I have a general question re network settings under Vista Home Premium.

On

occasion, during busy times of the day, my cable modem will indicate

that

the connection is lost. If I manually unplug the power cable to the

cable

modem and router, wait until 15 or so seconds, and reconnect the cables,

I

can usually succeed in obtaining a connection. I assume the computer looks

and finds a new address from my IP.

Under Vista, using cmd.exe (elevated), I

tried ipconfig /renew but

received the following message – An error occurred while renewing

interface

Local Area Connection : unable to contact your DHCP server. Request has

timed out. [end quote]

My question, apart from manually disconnecting the power cables from my

modem and router, is there any other way to obtain a new IP address from

my

provider when the 'circuits are over loaded'?

Thanks, Dave Horne– Hide quoted text –

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