

Re: Cable Modem Issue

>> I called, insisted that it was a modem problem, and they
>> sent a gentleman out with a new modem within a day.
>>
>> All the best,
>> --
>> Kenneth
>>
>> If you email... Please remove the "SPAMLESS."
>>
> I am pretty sure has said that he had the LAN still. Every time that
> he called them the process included turning everything off modem and
> router. Then booting modem and then router. I have been assuring him
> that the modem was probably the problem.
>
> He had a Comcast tech to his house and the guy replaced the modem,
> but for some reason he indicated that the modem was not the problem
> and switched them back. I was not there so I cannot vouch for
> anything that actually happened.
>
>
> They called him yesterday and told him that for \$150 plus a \$10 a
> month increase they would supply him with a modem/router.
>
> I have one more nugget of info that does seem strange. He lost his
> connection again tonight. He started up the PC and immediately got
> onto the internet and went to his e-mail. After a couple of minutes,
> no internet. He repaired his connection on the desktop no problem.
> Tried to get on, no internet. Rebooted his PC, the internet works.
> I do not know where this could possibly fit into the existing
> situation, but I want to get it out there in case it has any bearing
> on the issue.
>
> Thanks!

Without knowing exactly what happened, it's really hard to help here.
Your friend needs to learn how to use the ping command to test
connectivity....

First, ipconfig /all

Then, ping the default gateway.

Then, ping his DNS server IP.

Then, ping www.google.com or similar.

Need to find out where it fails – and of course, none of this will be useful
until he has problems again.

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- **References:**
 - ◆ **Re: Cable Modem Issue**
 - ◇ *From:* Lanwench [MVP – Exchange]
 - ◆ **Re: Cable Modem Issue**
 - ◇ *From:* Kenneth
 - ◆ **Re: Cable Modem Issue**
 - ◇ *From:* David Langschied
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