

Re: ip address

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-02/msg01068.htm

- *From:* "gary" <gary@xxxxxxxx>
 - *Date:* Wed, 7 Feb 2007 17:14:31 -0500
-

if it is a cable modem, then in theory you should just be able to plug it in and go. you might have to power the modem off and on, but for the most part you dont have to set anything up. at least thats how mine worked.

if it is DSL you may need to login to the modem with the username and password your provider gave you.

are you using cable or DSL?

"Debbie" <Debbie@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:62AF2D78-BA14-4489-9210-445524244B6F@xxxxxxxxxxxxxxxxxxxx>

Thanks for you help. I'm sorry I'm so illiterate about computers. I will try your steps when I get home. I'm communcating with you from work right now because I can't access this at home.

"nass" wrote:

Hi Debbie,
Then try these commands which I gave earlier but regard the space between the ipconfig_/flushdns and the reset of commands.
Also if you have a software given by the ISP try to run this to configure your computer to connect.
Some software will ask you to have at least IE6 and they will provide you with a copy on the CD so install it and hopefully you will be able to connect.
Be sure you have a firewall and Anti-Virus to connect and get the updates from MS website.
HTH.
nass

"Debbie" wrote:

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No to the 1st question because we don't have an IP #.
It says Internet Explorer could not open the Web Page.

All lights are green on the modem.

Yes to the last question.

I was talking with my son and he said the best way to put it
is our
Modem as
connection but our computer doesn't.

"nass" wrote:

"Debbie" wrote:

It says enabled, Firewalled

"Gary M" wrote:

go to
Control
Panel and
double-click
on Network
Connections.

does it say
"Connected"
under Local
Area
Connection?

<snip> too long:

Well if you have your computer restored to
factory settings then you
need to
Run the installation for your connection
again.
I would like to ask you some Qs and if the
Answer Yes then proceed
with the

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next step:

– Are you able to access the Web page for the Modem/Router by typing the IP

address in your Browser to access the configuration page?. Y

– Does there is any indication that there is connectivity (the three lights

are green) Internet– Wireless– Data– Modem/Broadband?. Y

– Your Ethernet Cable from your Computer connected to LAN port and your

Phone cable plugged into the WAN/Phone line on your Modem/Router?. Y

Then try this:

Open the Control Panel by clicking on Start >> Control Panel >>

Network and

Internet Connections>> Network Connections.

There click on your LAN connection and

Select Properties, on the LAN

connection under General Tab click Internet Protocol (TCP/IP) and

click

Properties Button.

On the TCP/IP properties be sure the computer getting the IP address

Automatically and the DNS and click [OK] after doing your changes.

Open a run command and type in:

CMD.exe click [OK] and on the Prompt command type:

ipconfig /flushdns Hit Enter on your Keyboard.

On the new command prompt type in:

ipconfig /release or renew type both and Hit Enter after each one.

On the new command type:

netsh winsock reset Hit Enter and then type Exit to close the

command

Prompt.

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Reboot your computer and try to establish connection, if you have Anti-virus try see the configurations to allow Internet access and also be sure your computer free from malwares.

If you still can't manage then please Write back with your settings, how many computers you trying to connect, what application installed on this machine and are you try to connect wirelessly or wired?. Did you setup the connection using the ISP software?.

HTH.

Regards,
nass

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