

Re: Connecting to the Internet

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2006-05/msg00262.html

- *From:* D-Man <kolepagroup@xxxxxxxxx(donotspam)>
 - *Date:* Fri, 5 May 2006 17:09:01 -0700
-

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D Roberts

"Chuck" wrote:

On Thu, 4 May 2006 18:35:02 -0700, D-Man <kolepagroup@xxxxxxxxx(donotspam)> wrote:

"Chuck" wrote:

On Wed, 3 May 2006 23:07:02 -0700, D-Man <kolepagroup@xxxxxxxxx(donotspam)> wrote:

"Chuck" wrote:

On Wed, 3 May 2006
20:20:01 -0700, D-Man
<kolepagroup@xxxxxxxxx(donotspam)>
wrote:

Chuck:

More info.
According
to a Verizon
tech I just
finished
talking to,
the

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modem is
also the
router, and
192.168.1.1
is it's IP
address.
The modem
is a
Westell
VersaLink
327W and I
have reset it
in the past
while
discussing
the
problem
with
Verizon
techs.

Regards,

Dan

DOHH. Of course, a combo
modem router.

So look in the router status
page ("<http://192.168.1.1>)
and see what the DNS
servers are setup as. And
since owner-fb633300e is
picking up the DNS settings
(ie same DNS server twice)
from the DHCP server (the
router), check the DHCP
settings and see if the dual
entry is in the router DHCP
server.

When you were talking to
Verizon techs, did you
mention the dual DNS
entries?

Chuck:

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Talked to a Verizon tech again. He had me reset the modem since the current user and password for the unit were unknown.

Modem numbers are:
Currently the IP address is 71.113.9.129
Primary DNS 68.238.128.12
Secondary DNS 68.238.64.12

I just checked ipconfig/all and both the primary and secondary DNS IP address's are still 192.168.1.1

Apparently, the owner-fb633300e is not picking up the current DNS IP address's from the router. (beyond me)

I told him about the dual DNS entries and said it should not be a problem since the DNS servers are supposed to be automatically detected.

Hope this information helps.

Regards,

Dan

Dan,

He's right – the dual, identical, DNS entries shouldn't be a problem – – if there is no other problem.

<http://nitecruzr.blogspot.com/2006/03/dns-server-settings-on-your-computer.html>
<http://nitecruzr.blogspot.com/2006/03/dns-server-settings-on-your-computer.html>

But if there is a problem contacting the primary DNS server, the computer tries to contact the secondary (and the tertiary, if defined, in turn). If there is a problem contacting the last server in the sequence, you're out of luck.

The bottom line is that there should always be a primary and secondary server available. DNS is essential to Internet access. But if you use a NAT router for your DNS "server", you have no backup. How does this work?

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I think the reasoning is that, as long as the NAT router is functioning, you're OK. It's a single point of failure. If the router goes down, or can't be contacted, having a secondary DNS server won't help, because you have no connectivity. So the router, when it's up, simply relays the DNS requests to the real servers, in your case 68.238.128.12 and 68.238.64.12.

Now the whole flaw in the primary – secondary sequence appears to be that the primary always has a backup – the secondary. But the secondary (if no tertiary is defined) has no backup. If you're using the secondary, and it goes down, you're out of luck. That's when you restart the client – the computer, or in your case, the router (modem).

Are you following me so far?

Chuck:

I think I have a grasp of what you are saying. It is more clear after seeing the Primary DNS of 68.238.128.12 and the Secondary DNS of 68.238.64.12 in the DSL Connection Information for the Westell modem. What I don't understand is when I look at ipconfig /all, both the Primary and Secondary DNS IP numbers are 192.168.1.1 and the modem is showing the true IP address's. Why doesn't Windows recognize the true Primary and Secondary DNS address's? Or, is Windows only looking for the modem at IP address 192.168.1.1 and it (the modem) does not have or need a Secondary IP Address which Windows would utilize?

Regards,

Dan

Dan,

This is not a case of Windows not recognising the true addresses. For Windows, 192.168.1.1 is it. Only the router knows. To Windows, 192.168.1.1 IS the true server. This is actually a slick setup. When your ISP changes its DNS servers,

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instead of having to change the settings on each computer, you make the change once, on the router. Or, with your router accepting automatic settings from your ISP, you'll not even have to know when the DNS servers change.

So having learned a bit about DNS, let's see if the problem that you're having is related to DNS. When the problem comes up, find out the IP address of the server that you can't access. Then substitute the IP address, for the server name, in the URL.

You just need to use another DNS server. Here's two DNS servers, by name and by IP address, as an example. Use any of the 4 addresses, and find out the IP address of the server that you need to reach.

All Net Tools: <http://www.all-nettools.com/tools1.htm>

All Net Tools: <http://216.92.207.177/toolbox>

DNS Stuff: <http://www.dnsstuff.com/>

DNS Stuff: <http://69.2.200.183/>

Use either server, and find out the IP address. Let us know if that makes a difference.

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Cheers,

Chuck, MS-MVP [Windows – Networking]

<http://nitecruZR.blogspot.com/>

Paranoia is not a problem, when it's a normal response from experience.

My email is AT DOT

actual address pchuck mvps org.

Chuck:

I was able to run two tests last night. While using Firefox, I tried to use google.com (the default home page connection), it would not connect. If I then put the IP address in the URL, the google.com home page would load. I had the same results usling my bookmark for netmail.verizon.net. I tried to use Yahoo.com last night, but neither one would connect. Received error messages on both of the Yahoo attempts.

Today, I tried a couple more times. the google test did the same thing as last night. I tried google again this afternoon, google.com did not load. I then clicked on Alaska Airlines bookmark (alaskaaiar.com) and the page loaded. I will test some more sites when my computer does it's thing again. I want to see if using a home page other than Google.com on Firefox and Yahoo.com on IE6 will make any difference.

Regards,

Dan

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