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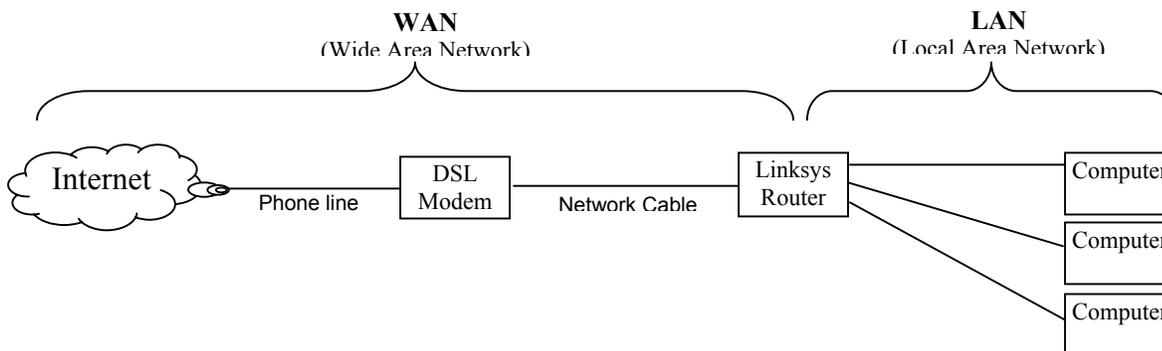
## Troubleshooting DSL Connections

### Background

DSL (or ADSL) will occasionally lose the connection to the Internet. This happens for a number of reasons but should not occur more than a few times per month. Usually the problem is noticed because a web page that is normally available cannot be displayed. Following the first four steps listed below can solve about 90% of problems.

### Summary

Finding the problem is a process of elimination. This is a generic document and some steps may be slightly different depending on hardware configuration and DSL provider. A typical DSL connected network layout is similar to the diagram below.



### Instructions

Troubleshoot the DSL connection problem by trying each of the steps below. Attempt to connect to the Internet before proceeding to the next step.

1. Shut down the computer, wait 5 seconds, restart the computer. Try to connect.  
\* Restarting the computer often corrects this and many other problems.
2. Cycle (turn off and then back on) the power to the DSL modem by unplugging the AC adapter power cord (either from the wall or from the back of the DSL modem), wait 15 seconds, reconnect the power. It can take up to two minutes for the DSL modem to “re-sync”. During this time the lights on the modem will flash a few times and then become solid. Once the modem lights stop flashing, restart the computer and try to connect.  
\* Cycling the power to the DSL modem is the most common way to fix a DSL connection problem.

3. If the DSL modem *does not* have solid lights after cycling the power, the problem is with the DSL provider and there is no need to proceed. Contact your DSL provider (usually your phone company) and report the problem.
4. If the DSL modem *does* have solid lights but you are still unable to connect to the Internet, shut down the computer, unplug the DSL modem, and unplug the Linksys Router. Power-up the DSL modem first and wait for solid lights before powering up the router or computer. After solid lights appear on the DSL modem, power up the Router and then the computer.
  - \* The DSL modem *must* have solid lights before reconnecting power to the Router.
5. If you still cannot connect to the Internet, repeat step #2. About 90% of connection problems are solved without proceeding to the next step. If you still cannot connect to the Internet, you will need to check the Router Status.

### Checking the Router Status

6. Click the “START” menu and select “RUN...”
7. Type <http://192.168.1.1> (w/o quotes) and then click “OK”
8. The router will request a username and password. Leave the USERNAME blank and enter “admin” (w/o quotes) for the PASSWORD.
9. Click the “STATUS” tab of the router configuration window. Depending on what type of DSL service you have, follow the appropriate steps.
  - a. If you have a static IP address:
    - i. Confirm your WAN IP address is entered correctly.
    - ii. If it is correct, contact your network administrator.
    - iii. If it is not correct, enter the correct IP address and DNS server addresses.
  - b. If you have a dynamic IP address:
    - i. Click “DHCP RELEASE”. Click “OK”.
    - ii. Click “DHCP RENEW”. Click “OK”.
    - iii. If you get an error or if *nothing* is listed under the WAN IP address, contact your DSL provider.
    - iv. If *anything* is listed under the WAN address, attempt to connect to the Internet. If you cannot connect to the Internet, contact your network administrator.
  - c. If you have a PPPoE address:
    - i. If the status is “Disconnected”, click “Connect”.
    - ii. If the status is “Connected”, click “Disconnect” and then “Connect”
    - iii. If you get an error contact your DSL provider.
    - iv. Attempt to connect to the Internet. If you cannot connect to the Internet, contact your network administrator.

Reference

Client Name: \_\_\_\_\_

Client DSL Provider:

- |  |                              |
|--|------------------------------|
| <input type="checkbox"/> PacBell / SBC DSL | Tech Support# (877) 722-3755 |
| <input type="checkbox"/> Verizon / GTE DSL | Tech Support# (888) 649-9500 |
| <input type="checkbox"/> Other _____       | Tech Support#                |

Client connects using:

Static IP Address

Host Name: \_\_\_\_\_

Domain: \_\_\_\_\_

IP Address: \_\_\_\_\_ . \_\_\_\_\_ . \_\_\_\_\_ . \_\_\_\_\_

Subnet Mask: \_\_\_\_\_ . \_\_\_\_\_ . \_\_\_\_\_ . \_\_\_\_\_

Gateway: \_\_\_\_\_ . \_\_\_\_\_ . \_\_\_\_\_ . \_\_\_\_\_

Pri. DNS Address: \_\_\_\_\_ . \_\_\_\_\_ . \_\_\_\_\_ . \_\_\_\_\_

Sec. DNS Address: \_\_\_\_\_ . \_\_\_\_\_ . \_\_\_\_\_ . \_\_\_\_\_

Alt. DNS Address: \_\_\_\_\_ . \_\_\_\_\_ . \_\_\_\_\_ . \_\_\_\_\_

Dynamic IP Address

PPPoE Address

PPPoE Username: \_\_\_\_\_

PPPoE Password: \_\_\_\_\_