

The Administration Tab - Diagnostics

The diagnostic tests (Ping and Traceroute) allow you to check the connections of your network components.

Ping Test. The Ping test will check the status of a connection. Click the **Ping** button to open the *Ping Test* screen. Enter the address of the PC whose connection you wish to test and how many times you wish to test it. Then, click the **Ping** button. The *Ping Test* screen will then display the test results. To stop the test, click the **Stop** button. Click the **Clear Log** button to clear the screen. Click the **Close** button to return to the *Diagnostics* screen.

Traceroute Test. To test the performance of a connect, click the **Traceroute** button. Enter the address of the PC whose connection you wish to test and click the **Traceroute** button. The *Traceroute* screen will then display the test results. To stop the test, click the **Stop** button. Click the **Clear Log** button to clear the screen. Click the **Close** button to return to the *Diagnostics* screen.

Change these settings as described here and click the **Save Settings** button to apply your changes or **Cancel Changes** to cancel your changes.



Figure 6-37: Administration Tab - Diagnostics

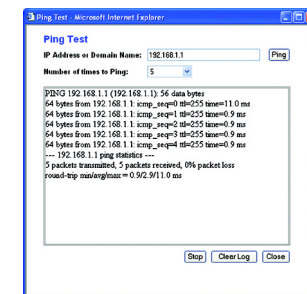


Figure 6-38: The Ping Test

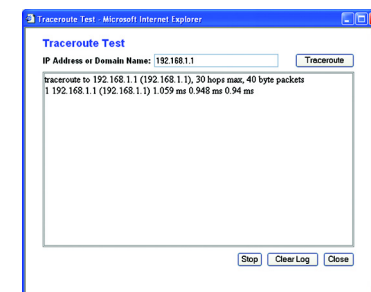


Figure 6-39: The Traceroute Test

The Administration Tab - Factory Defaults

Click the **Yes** button to reset all configuration settings to their default values, and then click the **Save Settings** button. Any settings you have saved will be lost when the default settings are restored. This feature is disabled by default.

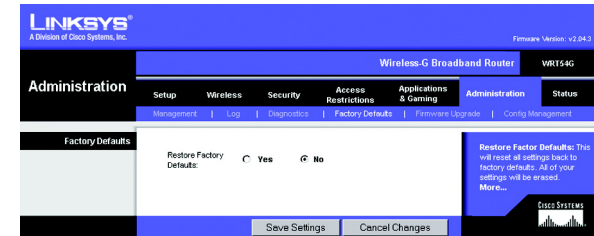


Figure 6-40: Administration Tab - Factory Defaults

The Administration Tab - Firmware Upgrade

Firmware can be upgraded by clicking the **Upgrade** button after browsing for the firmware, which you can download from the Linksys website. Do not upgrade your firmware unless you are experiencing problems with the Router. For more information about upgrading firmware, refer to “Appendix C: Upgrading Firmware”.



Figure 6-41: Administration Tab - Firmware Upgrade

The Administration Tab - Config Management

This screen is used to back up or restore the Router's configuration file.

To back up the Router's configuration file, click the **Backup** button. Then follow the on-screen instructions.

To restore the Router's configuration file, click the **Browse** button to locate the file, and follow the on-screen instructions. After you have selected the file, click the **Restore** button.

Change these settings as described here and click the **Save Settings** button to apply your changes or **Cancel Changes** to cancel your changes

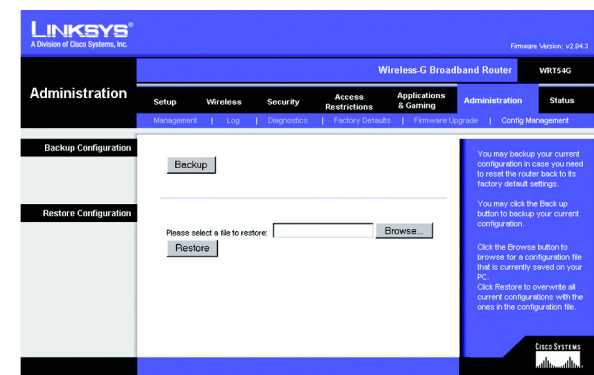


Figure 6-42: Administration Tab - Config Management

The Status Tab - Router

The *Router* screen on the Status Tab displays the Router's current status.

Firmware Version. This is the Router's current firmware.

Current Time. This shows the time, as you set on the Setup Tab.

MAC Address. This is the Router's MAC Address, as seen by your ISP.

Router Name. This is the specific name for the Router, which you set on the Setup Tab.

Host Name. If required by your ISP, this would have been entered on the Setup Tab.

Domain Name. If required by your ISP, this would have been entered on the Setup Tab.

Configuration Type. This shows the information required by your ISP for connection to the Internet. This information was entered on the Setup Tab. You can **Connect** or **Disconnect** your connection here by clicking on that button.

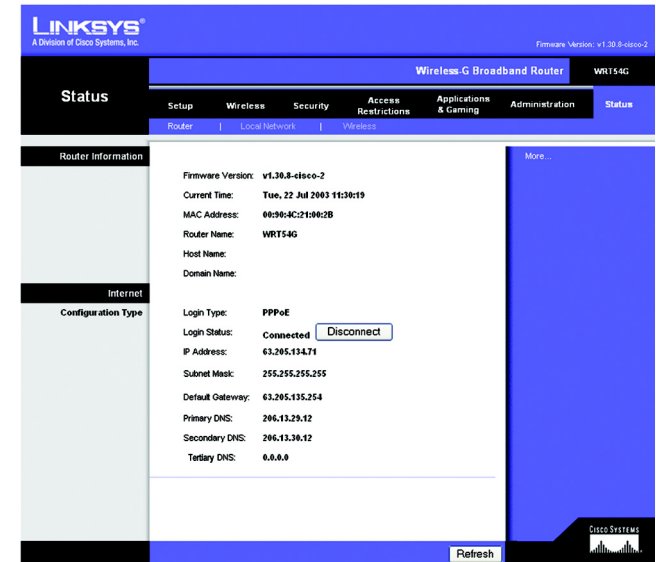


Figure 6-43: Status Tab - Router

The Status Tab - Local Network

The *Local Network* screen on the Status Tab displays the status of your network.

MAC Address. This is the Router's MAC Address, as seen on your local, Ethernet network.

IP Address. This shows the Router's IP Address, as it appears on your local, Ethernet network.

Subnet Mask. When the Router is using a Subnet Mask, it is shown here.

DHCP Server. If you are using the Router as a DHCP server, that will be displayed here.

Start IP Address. For the range of IP Addresses used by devices on your local, Ethernet network, the beginning of that range is shown here.

End IP Address. For the range of IP Addresses used by devices on your local, Ethernet network, the end of that range is shown here.

DHCP Clients Table. Clicking this button will open a screen to show you which PCs are utilizing the Router as a DHCP server. You can delete PCs from that list, and sever their connections, by checking a **Delete** box and clicking the **Delete** button.

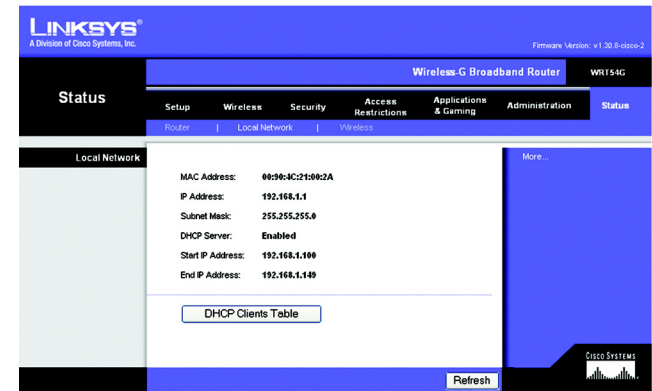


Figure 6-44: Status Tab - Local Network

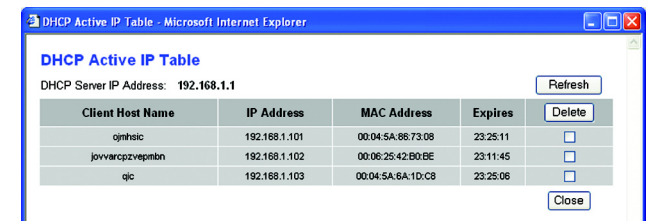


Figure 6-45: DHCP Clients Table

The Status Tab - Wireless

The *Wireless* screen on the Status Tab displays the status of your wireless network.

MAC Address. This is the Router's MAC Address, as seen on your local, wireless network.

Mode. As selected from the Wireless tab, this will display the wireless mode (Mixed, G-Only, or Disabled) used by the network.

SSID. As entered on the Wireless tab, this will display the wireless network name or SSID.

DHCP Server. If you are using the Router as a DHCP server, that will be displayed here.

Channel. As entered on the Wireless tab, this will display the channel on which your wireless network is broadcasting.

Encryption Function. As selected on the Security Tab, this will display what type of encryption the Router uses for security.

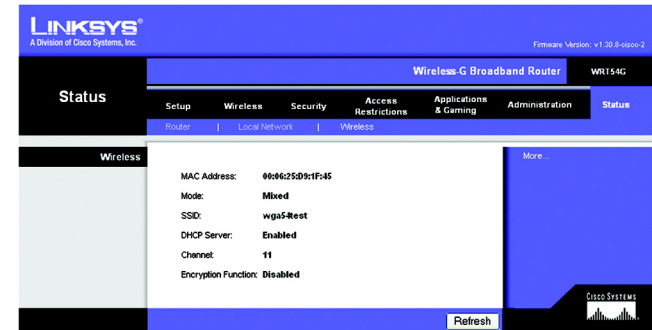


Figure 6-46: Status Tab - Wireless

Appendix A: Troubleshooting

This appendix consists of two parts: “Common Problems and Solutions” and “Frequently Asked Questions.” Provided are possible solutions to problems that may occur during the installation and operation of the Router. Read the descriptions below to help you solve your problems. If you can’t find an answer here, check the Linksys website at www.linksys.com.

Common Problems and Solutions

1. *I'm trying to access the Router's Web-based Utility, but I do not see the login screen. Instead, I see a screen saying, "404 Forbidden."*

If you are using Windows Explorer, perform the following steps until you see the Web-based Utility's login screen (Netscape Navigator will require similar steps):

1. Click **File**. Make sure *Work Offline* is NOT checked.
2. Press **CTRL + F5**. This is a hard refresh, which will force Windows Explorer to load new webpages, not cached ones.
3. Click **Tools**. Click **Internet Options**. Click the **Security** tab. Click the **Default level** button. Make sure the security level is Medium or lower. Then click the **OK** button.

2. *I need to set a static IP address on a PC.*

You can assign a static IP address to a PC by performing the following steps:

- For Windows 98SE and Me:
 1. Click **Start**, **Settings**, and **Control Panel**. Double-click **Network**.
 2. In The following network components are installed box, select the TCP/IP-> associated with your Ethernet adapter. If you only have one Ethernet adapter installed, you will only see one TCP/IP line with no association to an Ethernet adapter. Highlight it and click the **Properties** button.
 3. In the TCP/IP properties window, select the **IP address** tab, and select **Specify an IP address**. Enter a unique IP address that is not used by any other computer on the network connected to the Router. Make sure that each IP address is unique for each PC or network device.
 4. Click the **Gateway** tab, and in the New Gateway prompt, enter **192.168.1.1**, which is the default IP address of the Router. Click the **Add** button to accept the entry.
 5. Click the **DNS** tab, and make sure the DNS Enabled option is selected. Enter the Host and Domain names (e.g., John for Host and home for Domain). Enter the DNS entry provided by your ISP. If your ISP has not provided the DNS IP address, contact your ISP to get that information or go to its website for the information.
 6. Click the **OK** button in the TCP/IP properties window, and click **Close** or the **OK** button for the Network window.
 7. Restart the computer when asked.

- For Windows 2000:
 1. Click **Start**, **Settings**, and **Control Panel**. Double-click **Network and Dial-Up Connections**.
 2. Right-click the Local Area Connection that is associated with the Ethernet adapter you are using, and select the **Properties** option.
 3. In the Components checked are used by this connection box, highlight **Internet Protocol (TCP/IP)**, and click the **Properties** button. Select **Use the following IP address** option.
 4. Enter a unique IP address that is not used by any other computer on the network connected to the Router.
 5. Enter the Subnet Mask, **255.255.255.0**.
 6. Enter the Default Gateway, **192.168.1.1** (Router's default IP address).
 7. Toward the bottom of the window, select **Use the following DNS server addresses**, and enter the Preferred DNS server and Alternative DNS server (provided by your ISP). Contact your ISP or go on its website to find the information.
 8. Click the **OK** button in the Internet Protocol (TCP/IP) Properties window, and click the **OK** button in the Local Area Connection Properties window.
 9. Restart the computer if asked.
- For Windows XP:

The following instructions assume you are running Windows XP with the default interface. If you are using the Classic interface (where the icons and menus look like previous Windows versions), please follow the instructions for Windows 2000.

 1. Click **Start** and **Control Panel**.
 2. Click the **Network and Internet Connections** icon and then the **Network Connections** icon.
 3. Right-click the **Local Area Connection** that is associated with the Ethernet adapter you are using, and select the **Properties** option.
 4. In the This connection uses the following items box, highlight **Internet Protocol (TCP/IP)**. Click the **Properties** button.
 5. Enter a unique IP address that is not used by any other computer on the network connected to the Router.
 6. Enter the Subnet Mask, **255.255.255.0**.
 7. Enter the Default Gateway, **192.168.1.1** (Router's default IP address).
 8. Toward the bottom of the window, select **Use the following DNS server addresses**, and enter the Preferred DNS server and Alternative DNS server (provided by your ISP). Contact your ISP or go on its website to find the information.
 9. Click the **OK** button in the Internet Protocol (TCP/IP) Properties window. Click the **OK** button in the Local Area Connection Properties window.

3. I want to test my Internet connection.

A Check your TCP/IP settings.

For Windows 98SE, Me, 2000, and XP:

- Refer to Windows Help for details. Make sure Obtain IP address automatically is selected in the settings.

B Open a command prompt.

For Windows 98SE and Me:

- Click **Start** and **Run**. In the *Open* field, type **command**. Press the **Enter** key or click the **OK** button.

For Windows 2000 and XP:

- Click **Start** and **Run**. In the *Open* field, type **cmd**. Press the **Enter** key or click the **OK** button. In the command prompt, type **ping 192.168.1.1** and press the **Enter** key.
- If you get a reply, the computer is communicating with the Router.
- If you do NOT get a reply, please check the cable, and make sure Obtain an IP address automatically is selected in the TCP/IP settings for your Ethernet adapter.

C In the command prompt, type **ping** followed by your Internet or WAN IP address and press the **Enter** key. The Internet or WAN IP Address can be found on the Status screen of the Router's web-based utility. For example, if your Internet or WAN IP address is 1.2.3.4, you would enter **ping 1.2.3.4** and press the **Enter** key.

- If you get a reply, the computer is connected to the Router.
 - If you do NOT get a reply, try the ping command from a different computer to verify that your original computer is not the cause of the problem.
- D In the command prompt, type **ping www.yahoo.com** and press the **Enter** key.
- If you get a reply, the computer is connected to the Internet. If you cannot open a webpage, try the ping command from a different computer to verify that your original computer is not the cause of the problem.
 - If you do NOT get a reply, there may be a problem with the connection. Try the ping command from a different computer to verify that your original computer is not the cause of the problem.

4. I am not getting an IP address on the Internet with my Internet connection.

- Refer to "Problem #3, I want to test my Internet connection" to verify that you have connectivity.
- If you need to register the MAC address of your Ethernet adapter with your ISP, please see "Appendix E: Finding the MAC address and IP Address for Your Ethernet Adapter." If you need to clone the MAC address of your Ethernet adapter onto the Router, see the System section of "Chapter 6: Configuring the Wireless-G Broadband Router" for details.
- Make sure you are using the right Internet connection settings. Contact your ISP to see if your Internet connection type is DHCP, Static IP Address, or PPPoE (commonly used by DSL consumers). Please refer to the Setup section of "Chapter 6: Configuring the Wireless-G Broadband Router" for details on Internet connection settings.
- Make sure you have the right cable. Check to see if the Internet column has a solidly lit Link/Act LED.
- Make sure the cable connecting from your cable or DSL modem is connected to the Router's Internet port. Verify that the Status page of the Router's web-based utility shows a valid IP address from your ISP.
- Turn off the computer, Router, and cable/DSL modem. Wait 30 seconds, and then turn on the Router, cable/DSL modem, and computer. Check the Status tab of the Router's web-based utility to see if you get an IP address.

5. I am not able to access the Setup page of the Router's web-based utility.

- Refer to "Problem #3, I want to test my Internet connection" to verify that your computer is properly connected to the Router.
- Refer to "Appendix E: Finding the MAC Address and IP address for Your Ethernet Adapter" to verify that your computer has an IP Address, Subnet Mask, Gateway, and DNS.
- Set a static IP address on your system; refer to "Problem #2: I need to set a static IP address."
- Refer to "Problem #10: I am a PPPoE user, and I need to remove the proxy settings or the dial-up pop-up window."

6. I need to set up a server behind my Router and make it available to the public.

To use a server like a web, ftp, or mail server, you need to know the respective port numbers they are using. For example, port 80 (HTTP) is used for web; port 21 (FTP) is used for FTP, and port 25 (SMTP outgoing) and port 110 (POP3 incoming) are used for the mail server. You can get more information by viewing the documentation provided with the server you installed.

Follow these steps to set up port forwarding through the Router's web-based utility. We will be setting up web, ftp, and mail servers.

1. Access the Router's web-based utility by going to <http://192.168.1.1> or the IP address of the Router. Go to the Applications & Gaming => Port Range Forward tab.
2. Enter any name you want to use for the Application.
3. Enter the Start and End Port range of the service you are using. For example, if you have a web server, you would enter the range 80 to 80.
4. Select the protocol(s) you will be using, TCP and/or UDP.
5. Enter the IP address of the PC or network device that you want the port server to go to. For example, if the web server's Ethernet adapter IP address is 192.168.1.100, you would enter 100 in the field provided. Check "Appendix E: Finding the MAC Address and IP Address for Your Ethernet Adapter" for details on getting an IP address.
6. Check the **Enable** option for the port services you want to use. Consider the example below:

Application	Start and End	Protocol	IP Address	Enabled
Web server	80 to 80	Both	192.168.1.100	X
FTP server	21 to 21	TCP	192.168.1.101	X
SMTP (outgoing)	25 to 25	Both	192.168.1.102	X
POP3 (incoming)	110 to 110	Both	192.168.1.102	X

When you have completed the configuration, click the **Save Settings** button.

7. I need to set up online game hosting or use other Internet applications.

If you want to play online games or use Internet applications, most will work without doing any port forwarding or DMZ hosting. There may be cases when you want to host an online game or Internet application. This would require you to set up the Router to deliver incoming packets or data to a specific computer. This also applies to the Internet applications you are using. The best way to get the information on what port services to use is to go to the website of the online game or application you want to use. Follow these steps to set up online game hosting or use a certain Internet application:

1. Access the Router's web interface by going to <http://192.168.1.1> or the IP address of the Router. Go to the Applications & Gaming => Port Range Forward tab.
2. Enter any name you want to use for the Application.
3. Enter the Start and End Port range of the service you are using. For example, if you want to host Unreal Tournament (UT), you would enter the range 7777 to 27900.
4. Select the protocol(s) you will be using, TCP and/or UDP.
5. Enter the IP address of the PC or network device that you want the port server to go to. For example, if the web server's Ethernet adapter IP address is 192.168.1.100, you would enter 100 in the field provided. Check "Appendix E: Finding the MAC Address and IP Address for Your Ethernet Adapter" for details on getting an IP address.
6. Check the **Enable** option for the port services you want to use. Consider the example below:

Application	Start and End	Protocol	IP Address	Enabled
UT	7777 to 27900	Both	192.168.1.100	X
Half-life	27015 to 27015	Both	192.168.1.105	X
PC Anywhere	5631 to 5631	UDP	192.168.1.102	X
VPN IPSEC	500 to 500	UDP	192.168.1.100	X

When you have completed the configuration, click the **Save Settings** button.

8. I can't get the Internet game, server, or application to work.

If you are having difficulties getting any Internet game, server, or application to function properly, consider exposing one PC to the Internet using DeMilitarized Zone (DMZ) hosting. This option is available when an application requires too many ports or when you are not sure which port services to use. Make sure you disable all the forwarding entries if you want to successfully use DMZ hosting, since forwarding has priority over DMZ hosting. (In other words, data that enters the Router will be checked first by the forwarding settings. If the port number that the data enters from does not have port forwarding, then the Router will send the data to whichever PC or network device you set for DMZ hosting.)