

# 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](http://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:

- 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.

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

- Refer to "Problem #2, 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 5: 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 5: 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.

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

- Refer to "Problem #2, 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 #1: I need to set a static IP address."
- Refer to "Problem #10: I need to remove the proxy settings or the dial-up pop-up window (for PPPoE users)."

**7. 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 Forwarding tab.
2. Enter any name you want to use for the Customized Application.
3. Enter the External 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. Check the protocol 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.

**8. 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 Forwarding tab.
2. Enter any name you want to use for the Customized Application.
3. Enter the External 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. Check the protocol 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
HalfLife	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.

**9. 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.)

Follow these steps to set DMZ hosting:

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 Forwarding tab.
2. Disable or remove the entries you have entered for forwarding. Keep this information in case you want to use it at a later time.
3. Go to the Applications & Gaming => DMZ tab.
4. Select **Enable** next to DMZ. In the DMZ Host IP Address field, enter the IP address of the computer you want exposed to the Internet. This will bypass the NAT technology for that computer. Please refer to "Appendix E: Finding the MAC Address and IP Address for Your Ethernet Adapter" for details on getting an IP address.
5. Once completed with the configuration, click the **Save Settings** button.

**10. I forgot my password, or the password prompt always appears when I am saving settings to the Router.**

Reset the Router to factory default by pressing the Reset button for 10 seconds and then releasing it. If you are still getting prompted for a password when saving settings, then perform the following steps:

1. Access the Router's web-based utility by going to <http://192.168.1.1> or the IP address of the Router. Enter the default password admin, and click the Administrations => Management tab.
2. Enter a different password in the Router Password field, and enter the same password in the second field to confirm the password.
3. Click the **Save Settings** button.

**11. I am a PPPoE user, and I need to remove the proxy settings or the dial-up pop-up window.**

If you have proxy settings, you need to disable these on your computer. Because the Router is the gateway for the Internet connection, the computer does not need any proxy settings to gain access. Please follow these directions to verify that you do not have any proxy settings and that the browser you use is set to connect directly to the LAN.

- For Microsoft Internet Explorer 5.0 or higher:
  1. Click **Start, Settings, and Control Panel**. Double-click Internet Options.
  2. Click the **Connections** tab.
  3. Click the **LAN settings** button and remove anything that is checked.
  4. Click the **OK** button to go back to the previous screen.
  5. Click the option **Never dial a connection**. This will remove any dial-up pop-ups for PPPoE users.
- For Netscape 4.7 or higher:
  1. **Start Netscape Navigator**, and click **Edit, Preferences, Advanced, and Proxies**.
  2. Make sure you have Direct connection to the Internet selected on this screen.
  3. Close all the windows to finish.

**12. To start over, I need to set the Router to factory default.**

Hold the **Reset** button for 10 seconds and then release it. This will return the password, forwarding, and other settings on the Router to the factory default settings. In other words, the Router will revert to its original factory configuration.

**13. My power LED will not stop flashing.**

Press and hold the reset button for five seconds. If this does not work, your firmware may be corrupted. To upgrade the firmware, follow the steps in "Appendix C: Upgrading Firmware."

**14. I need to upgrade the firmware.**

In order to upgrade the firmware with the latest features, you need to go to the Linksys website and download the latest firmware at [www.linksys.com](http://www.linksys.com).

Follow these steps:

1. Go to the Linksys website at <http://www.linksys.com> and download the latest firmware.
2. To upgrade the firmware, follow the steps in "Appendix C: Upgrading Firmware."

**15. The firmware upgrade failed, and/or the Power LED is flashing.**

The upgrade could have failed for a number of reasons. Follow these steps to upgrade the firmware and/or make the Power LED stop flashing:

- If the firmware upgrade failed, use the TFTP program (it was downloaded along with the firmware). Open the pdf that was downloaded along with the firmware and TFTP program, and follow the pdf's instructions.
- Set a static IP address on the PC; refer to "Problem #1, I need to set a static IP address." Use the following IP address settings for the computer you are using:  
IP Address: 192.168.1.50  
Subnet Mask: 255.255.255.0  
Gateway: 192.168.1.1
- Perform the upgrade using the TFTP program or the Administration tab of the Router's web-based utility.

**16. My DSL service's PPPoE is always disconnecting.**

PPPoE is not actually a dedicated or always-on connection. The DSL ISP can disconnect the service after a period of inactivity, just like a normal phone dial-up connection to the Internet.

- There is a setup option to "keep alive" the connection. This may not always work, so you may need to re-establish connection periodically.
  1. To connect to the Router, go to the web browser, and enter <http://192.168.1.1> or the IP address of the Router.
  2. Enter the password, if asked. (The default password is admin.)
  3. On the Setup screen, select the option **Keep Alive**, and set the Redial Period option at 20 (seconds).
  4. Click the **Save Settings** button.
  5. Click the **Status** tab, and click the **Connect** button.

6. You may see the login status display as Connecting. Press the F5 key to refresh the screen, until you see the login status display as Connected.
- Click the **Save Settings** button to continue.
  - If the connection is lost again, follow steps 1- 6 to re-establish connection.

**17. I can't access my e-mail, web or I am getting corrupted data from the Internet.**

The Maximum Transmission Unit (MTU) setting may need to be adjusted. By default, the MTU is set at 1500. For most DSL users, it is strongly recommended to use MTU 1492.

- If you are having some difficulties, perform the following steps:
  1. To connect to the Router, go to the web browser, and enter http://192.168.1.1 or the IP address of the Router.
  2. Enter the password, if asked. (The default password is admin.)
  3. Look for the MTU option, and select **Manual**. In the Size field, enter 1492.
  4. Click the **Save Settings** button to continue.
- If your difficulties continue, change the Size to different values. Try this list of values, one value at a time, in this order, until your problem is solved:
  - 1462
  - 1400
  - 1362
  - 1300

**18. When I enter a URL or IP address, I get a time-out error or am prompted to retry.**

- Check if other PCs work. If they do, ensure that your workstation's IP settings are correct (IP Address, Subnet Mask, Default Gateway, and DNS). Restart the computer that is having a problem.
- If the PCs are configured correctly, but still not working, check the Router. Ensure that it is connected and powered on. Connect to it and check its settings. (If you cannot connect to it, check the LAN and power connections.)
- If the Router is configured correctly, check your Internet connection (DSL/cable modem, etc.) to see if it is working correctly. You can remove the Router to verify a direct connection.
- Manually configure the TCP/IP settings with a DNS address provided by your ISP.
- Make sure that your browser is set to connect directly and that any dial-up is disabled. For Internet Explorer, click **Tools**, **Internet Options**, and then the **Connection** tab. Make sure that Internet Explorer is set to **Never dial a connection**. For Netscape Navigator, click **Edit**, **Preferences**, **Advanced**, and **Proxy**. Make sure that Netscape Navigator is set to **Direct connection to the Internet**.

**19. I cannot connect to the Internet.**

- For Cable users - Click on the Status tab and make sure you have the Internet IP address is not 0.0.0.0. If it is, click the DHCP Renew button, and wait a few minutes for the router to try and contact your service provider. After the router successfully obtains an IP address, restart your computer.



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- For DSL users - 1) Make sure you have typed in your user name and password correctly. Some service providers use your full e-mail address as the user name. If you are sure you have enter the right user name, try using username@[isp.com], where isp.com is the name of your service provider. 2) Power down your DSL Modem, your PC, and your router. Then power on your DSL Modem, wait for the LEDs on the DSL modem to stop flashing. Power on your router and wait for the power LED to stop flashing. Finally, power on your PC.

#### **20. My wireless-G speed seems to be slow.**

- Reposition the antenna.
- Reposition the router so that it's higher up, above your other networking gear.
- Change GTS Protection to Disable under advanced wireless settings.

#### **21. I do not see a speed improvement while surfing wirelessly with my SpeedBooster equipment.**

- Your Internet connection is usually much slower than your wireless network with SpeedBooster equipment. This equipment will not affect the speed of your Internet connection.
- You will see the most improvements in transferring or streaming files from one computer to another in your network.
- Your network speed will slow down if you have mixed 802.11g and SpeedBooster clients. For maximum performance, use all SpeedBooster devices on your network.

#### **22. How do I turn on SpeedBooster on my router?**

SpeedBooster is automatically turned on in Mixed and G-Only Mode. There's nothing you need to do to utilize this feature.

## Frequently Asked Questions

***After using SecureEasySetup, my existing wireless devices can no longer connect to the Router.***

SecureEasySetup uses WPA-Personal encryption. If your current wireless devices do not support WPA-Personal security, then you cannot use SecureEasySetup on your network. You will need to manually configure your network security using the encryption supported by your existing devices.

***How do I set up additional devices using SecureEasySetup?***

Repeat the SecureEasySetup process for each device until all of your devices have been configured.

***Where is my SecureEasySetup button?***

On the Router, the SecureEasySetup button is located on the front panel. The button should be lighted either orange or white. For other SecureEasySetup devices, refer to each wireless device's documentation to locate the button on that device.

***I have devices that support WPA-Personal security, but do not have SecureEasySetup. Can I still use SecureEasySetup?***

Yes. Print out the wireless security settings at the end of the SecureEasySetup process, and then manually configure the settings for your non-SecureEasySetup devices. Refer to each wireless device's documentation for instructions on how to enter these settings.

***What is the maximum number of IP addresses that the Router will support?***

The Router will support up to 253 IP addresses.

***Is IPSec Pass-Through supported by the Router?***

Yes, it is a built-in feature that the Router automatically enables.

***Where is the Router installed on the network?***

In a typical environment, the Router is installed between the cable/DSL modem and the LAN. Plug the Router into the cable/DSL modem's Ethernet port.

***Does the Router support IPX or AppleTalk?***

No. TCP/IP is the only protocol standard for the Internet and has become the global standard for communications. IPX, a NetWare communications protocol used only to route messages from one node to another, and AppleTalk, a communications protocol used on Apple and Macintosh networks, can be used for LAN to LAN connections, but those protocols cannot connect from the Internet to a LAN.

***Does the Internet connection of the Router support 100Mbps Ethernet?***

The Router's current hardware design supports up to 100Mbps Ethernet on its Internet port; however, the Internet connection speed will vary depending on the speed of your broadband connection. The Router also supports 100Mbps over the auto-sensing Fast Ethernet 10/100 switch on the LAN side of the Router.

***What is Network Address Translation and what is it used for?***

Network Address Translation (NAT) translates multiple IP addresses on the private LAN to one public address that is sent out to the Internet. This adds a level of security since the address of a PC connected to the private LAN is never transmitted on the Internet. Furthermore, NAT allows the Router to be used with low cost Internet accounts, such as DSL or cable modems, when only one TCP/IP address is provided by the ISP. The user may have many private addresses behind this single address provided by the ISP.

***Does the Router support any operating system other than Windows 98SE, Windows Millennium, Windows 2000, or Windows XP?***

Yes, but Linksys does not, at this time, provide technical support for setup, configuration or troubleshooting of any non-Windows operating systems.

***Does the Router support ICQ send file?***

Yes, with the following fix: click ICQ menu -> preference -> connections tab->, and check I am behind a firewall or proxy. Then set the firewall time-out to 80 seconds in the firewall setting. The Internet user can then send a file to a user behind the Router.

***I set up an Unreal Tournament Server, but others on the LAN cannot join. What do I need to do?***

If you have a dedicated Unreal Tournament server running, you need to create a static IP for each of the LAN computers and forward ports 7777, 7778, 7779, 7780, 7781, and 27900 to the IP address of the server. You can also use a port forwarding range of 7777 ~ 27900. If you want to use the UT Server Admin, forward another port. (Port 8080 usually works well but is used for remote admin. You may have to disable this.) Then in the [UWeb.WebServer] section of the server.ini file, set the ListenPort to 8080 (to match the mapped port above) and ServerName to the IP assigned to the Router from your ISP.

***Can multiple gamers on the LAN get on one game server and play simultaneously with just one public IP address?***

It depends on which network game or what kind of game server you are using. For example, Unreal Tournament supports multi-login with one public IP.

***How do I get Half-Life: Team Fortress to work with the Router?***

The default client port for Half-Life is 27005. The computers on your LAN need to have "+clientport 2700x" added to the HL shortcut command line; the x would be 6, 7, 8, and on up. This lets multiple computers connect to the same server. One problem: Version 1.0.1.6 won't let multiple computers with the same CD key connect at

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the same time, even if on the same LAN (not a problem with 1.0.1.3). As far as hosting games, the HL server does not need to be in the DMZ. Just forward port 27015 to the local IP address of the server computer.

### ***How can I block corrupted FTP downloads?***

If you are experiencing corrupted files when you download a file with your FTP client, try using another FTP program.

### ***The web page hangs; downloads are corrupt, or nothing but junk characters are being displayed on the screen. What do I need to do?***

Force your Ethernet adapter to 10Mbps or half duplex mode, and turn off the "Auto-negotiate" feature of your Ethernet adapter as a temporary measure. (Please look at the Network Control Panel in your Ethernet adapter's Advanced Properties tab.) Make sure that your proxy setting is disabled in the browser. Check our website at [www.linksys.com](http://www.linksys.com) for more information.

### ***If all else fails in the installation, what can I do?***

Reset the Router by holding down the reset button until the Power LED fully turns on and off. Reset your cable or DSL modem by powering the unit off and then on. Obtain and flash the latest firmware release that is readily available on the Linksys website, [www.linksys.com](http://www.linksys.com).

### ***How will I be notified of new Router firmware upgrades?***

All Linksys firmware upgrades are posted on the Linksys website at [www.linksys.com](http://www.linksys.com), where they can be downloaded for free. To upgrade the Router's firmware, use the System tab of the Router's web-based utility. If the Router's Internet connection is working well, there is no need to download a newer firmware version, unless that version contains new features that you would like to use. Downloading a more current version of Router firmware will not enhance the quality or speed of your Internet connection, and may disrupt your current connection stability.

### ***Will the Router function in a Macintosh environment?***

Yes, but the Router's setup pages are accessible only through Internet Explorer 4.0 or Netscape Navigator 4.0 or higher for Macintosh.

### ***I am not able to get the web configuration screen for the Router. What can I do?***

You may have to remove the proxy settings on your Internet browser, e.g., Netscape Navigator or Internet Explorer. Or remove the dial-up settings on your browser. Check with your browser documentation, and make sure that your browser is set to connect directly and that any dial-up is disabled. Make sure that your browser is set to connect directly and that any dial-up is disabled. For Internet Explorer, click Tools, Internet Options, and then the Connection tab. Make sure that Internet Explorer is set to Never dial a connection. For Netscape Navigator, click Edit, Preferences, Advanced, and Proxy. Make sure that Netscape Navigator is set to Direct connection to the Internet.

***What is DMZ Hosting?***

Demilitarized Zone (DMZ) allows one IP address (computer) to be exposed to the Internet. Some applications require multiple TCP/IP ports to be open. It is recommended that you set your computer with a static IP if you want to use DMZ Hosting. To get the LAN IP address, see "Appendix E: Finding the MAC Address and IP Address for Your Ethernet Adapter."

***If DMZ Hosting is used, does the exposed user share the public IP with the Router?***

No.

***Does the Router pass PPTP packets or actively route PPTP sessions?***

The Router allows PPTP packets to pass through.

***Is the Router cross-platform compatible?***

Any platform that supports Ethernet and TCP/IP is compatible with the Router.

***How many ports can be simultaneously forwarded?***

Theoretically, the Router can establish 520 sessions at the same time, but you can only forward 10 ranges of ports.

***What are the advanced features of the Router?***

The Router's advanced features include Advanced Wireless settings, Filters, Port Forwarding, Routing, and DDNS.

***How do I get mIRC to work with the Router?***

Under the Port Forwarding tab, set port forwarding to 113 for the PC on which you are using mIRC.

***Can the Router act as my DHCP server?***

Yes. The Router has DHCP server software built-in.

***Can I run an application from a remote computer over the wireless network?***

This will depend on whether or not the application is designed to be used over a network. Consult the application's documentation to determine if it supports operation over a network.

***What is the IEEE 802.11g standard?***

It is one of the IEEE standards for wireless networks. The 802.11g standard allows wireless networking hardware from different manufacturers to communicate, provided that the hardware complies with the 802.11g standard. The 802.11g standard states a maximum data transfer rate of 54Mbps and an operating frequency of 2.4GHz.

***What IEEE 802.11b features are supported?***

The product supports the following IEEE 802.11b functions:

- CSMA/CA plus Acknowledge protocol
- Multi-Channel Roaming
- Automatic Rate Selection
- RTS/CTS feature
- Fragmentation
- Power Management

***What is ad-hoc mode?***

When a wireless network is set to ad-hoc mode, the wireless-equipped computers are configured to communicate directly with each other. The ad-hoc wireless network will not communicate with any wired network.

***What is infrastructure mode?***

When a wireless network is set to infrastructure mode, the wireless network is configured to communicate with a wired network through a wireless access point.

***What is roaming?***

Roaming is the ability of a portable computer user to communicate continuously while moving freely throughout an area greater than that covered by a single access point. Before using the roaming function, the workstation must make sure that it is the same channel number with the access point of dedicated coverage area.

To achieve true seamless connectivity, the wireless LAN must incorporate a number of different functions. Each node and access point, for example, must always acknowledge receipt of each message. Each node must maintain contact with the wireless network even when not actually transmitting data. Achieving these functions simultaneously requires a dynamic RF networking technology that links access points and nodes. In such a system, the user's end node undertakes a search for the best possible access to the system. First, it evaluates such factors as signal strength and quality, as well as the message load currently being carried by each access point and the distance of each access point to the wired backbone. Based on that information, the node next selects the right access point and registers its address. Communications between end node and host computer can then be transmitted up and down the backbone.

As the user moves on, the end node's RF transmitter regularly checks the system to determine whether it is in touch with the original access point or whether it should seek a new one. When a node no longer receives acknowledgment from its original access point, it undertakes a new search. Upon finding a new access point, it then re-registers, and the communication process continues.

***What is ISM band?***

The FCC and their counterparts outside of the U.S. have set aside bandwidth for unlicensed use in the ISM (Industrial, Scientific and Medical) band. Spectrum in the vicinity of 2.4 GHz, in particular, is being made available worldwide. This presents a truly revolutionary opportunity to place convenient high-speed wireless capabilities in the hands of users around the globe.

***What is Spread Spectrum?***

Spread Spectrum technology is a wideband radio frequency technique developed by the military for use in reliable, secure, mission-critical communications systems. It is designed to trade off bandwidth efficiency for reliability, integrity, and security. In other words, more bandwidth is consumed than in the case of narrowband transmission, but the trade-off produces a signal that is, in effect, louder and thus easier to detect, provided that the receiver knows the parameters of the spread-spectrum signal being broadcast. If a receiver is not tuned to the right frequency, a spread-spectrum signal looks like background noise. There are two main alternatives, Direct Sequence Spread Spectrum (DSSS) and Frequency Hopping Spread Spectrum (FHSS).

***What is DSSS? What is FHSS? And what are their differences?***

Frequency-Hopping Spread-Spectrum (FHSS) uses a narrowband carrier that changes frequency in a pattern that is known to both transmitter and receiver. Properly synchronized, the net effect is to maintain a single logical channel. To an unintended receiver, FHSS appears to be short-duration impulse noise. Direct-Sequence Spread-Spectrum (DSSS) generates a redundant bit pattern for each bit to be transmitted. This bit pattern is called a chip (or chipping code). The longer the chip, the greater the probability that the original data can be recovered. Even if one or more bits in the chip are damaged during transmission, statistical techniques embedded in the radio can recover the original data without the need for retransmission. To an unintended receiver, DSSS appears as low power wideband noise and is rejected (ignored) by most narrowband receivers.

***What is WEP?***

WEP is Wired Equivalent Privacy, a data privacy mechanism based on a 64-bit or 128-bit shared key algorithm, as described in the IEEE 802.11 standard.

***What is a MAC Address?***

The Media Access Control (MAC) address is a unique number assigned by the manufacturer to any Ethernet networking device, such as a network adapter, that allows the network to identify it at the hardware level. For all practical purposes, this number is usually permanent. Unlike IP addresses, which can change every time a computer logs onto the network, the MAC address of a device stays the same, making it a valuable identifier for the network.

***How do I reset the Router?***

Press the Reset button on the back panel for about five seconds. This will reset the Router to its default settings.

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### ***How do I resolve issues with signal loss?***

There is no way to know the exact range of your wireless network without testing. Every obstacle placed between the Router and a wireless PC will create signal loss. Lead glass, metal, concrete floors, water and walls will inhibit the signal and reduce range. Start with the Router and your wireless PC in the same room and move it away in small increments to determine the maximum range in your environment.

You may also try using different channels, as this may eliminate interference affecting only one channel.

### ***I have excellent signal strength, but I cannot see my network.***

WEP is probably enabled on the Router, but not on your wireless adapter (or vice versa). Verify that the same WEP keys and levels (64 or 128) are being used on all nodes of your wireless network.

### ***How many channels/frequencies are available with the Router?***

There are eleven available channels, ranging from 1 to 11 (in North America).

If your questions are not addressed here, refer to the Linksys website, [www.linksys.com](http://www.linksys.com).



## Appendix B: Wireless Security

Linksys wants to make wireless networking as safe and easy for you as possible. The current generation of Linksys products provide several network security features, but they require specific action on your part for implementation. So, keep the following in mind whenever you are setting up or using your wireless network.

### Security Precautions

The following is a complete list of security precautions to take (at least steps 1 through 5 should be followed):

1. Change the default SSID.
2. Disable SSID Broadcast.
3. Change the default password for the Administrator account.
4. Enable MAC Address Filtering.
5. Change the SSID periodically.
6. Use the highest encryption algorithm possible. Use WPA if it is available. Please note that this may reduce your network performance.
7. Change the WEP encryption keys periodically.

For information on implementing these security features, refer to "Chapter 5: Configuring the Wireless-G Broadband Router."

### Security Threats Facing Wireless Networks

Wireless networks are easy to find. Hackers know that in order to join a wireless network, wireless networking products first listen for "beacon messages". These messages can be easily decrypted and contain much of the network's information, such as the network's SSID (Service Set Identifier). Here are the steps you can take:

**Change the administrator's password regularly.** With every wireless networking device you use, keep in mind that network settings (SSID, WEP keys, etc.) are stored in its firmware. Your network administrator is the only person who can change network settings. If a hacker gets a hold of the administrator's password, he, too, can change those settings. So, make it harder for a hacker to get that information. Change the administrator's password regularly.



**NOTE:** Some of these security features are available only through the network router or access point. Refer to the router or access point's documentation for more information.

**SSID.** There are several things to keep in mind about the SSID:

1. Disable Broadcast
2. Make it unique
3. Change it often

Most wireless networking devices will give you the option of broadcasting the SSID. While this option may be more convenient, it allows anyone to log into your wireless network. This includes hackers. So, don't broadcast the SSID.

Wireless networking products come with a default SSID set by the factory. (The Linksys default SSID is "linksys".) Hackers know these defaults and can check these against your network. Change your SSID to something unique and not something related to your company or the networking products you use.

Change your SSID regularly so that any hackers who have gained access to your wireless network will have to start from the beginning in trying to break in.

**MAC Addresses.** Enable MAC Address filtering. MAC Address filtering will allow you to provide access to only those wireless nodes with certain MAC Addresses. This makes it harder for a hacker to access your network with a random MAC Address.

**WEP Encryption.** Wired Equivalent Privacy (WEP) is often looked upon as a cure-all for wireless security concerns. This is overstating WEP's ability. Again, this can only provide enough security to make a hacker's job more difficult.

There are several ways that WEP can be maximized:

1. Use the highest level of encryption possible
2. Use "Shared Key" authentication
3. Change your WEP key regularly

**WPA.** Wi-Fi Protected Access (WPA) is the newest and best available standard in Wi-Fi security. Two modes are available: Pre-Shared Key and RADIUS. Pre-Shared Key gives you a choice of two encryption methods: TKIP (Temporal Key Integrity Protocol), which utilizes a stronger encryption method and incorporates Message Integrity Code (MIC) to provide protection against hackers, and AES (Advanced Encryption System), which utilizes a symmetric 128-Bit block data encryption. RADIUS (Remote Authentication Dial-In User Service) utilizes a RADIUS server for authentication and the use of dynamic TKIP, AES, or WEP.



**IMPORTANT:** Always remember that each device in your wireless network MUST use the same encryption method and encryption key or your wireless network will not function properly.

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**WPA Pre-Shared Key.** If you do not have a RADIUS server, Select the type of algorithm, TKIP or AES, enter a password in the Pre-Shared key field of 8-64 characters, and enter a Group Key Renewal period time between 0 and 99,999 seconds, which instructs the Router or other device how often it should change the encryption keys.

**WPA RADIUS.** WPA used in coordination with a RADIUS server. (This should only be used when a RADIUS server is connected to the Router or other device.) First, select the type of WPA algorithm, **TKIP** or **AES**. Enter the RADIUS server's IP Address and port number, along with a key shared between the device and the server. Last, enter a Group Key Renewal period, which instructs the device how often it should change the encryption keys.

**RADIUS.** WEP used in coordination with a RADIUS server. (This should only be used when a RADIUS server is connected to the Router or other device.) First, enter the RADIUS server's IP Address and port number, along with a key shared between the device and the server. Then, select a WEP key and a level of WEP encryption, and either generate a WEP key through the Passphrase or enter the WEP key manually.

Implementing encryption may have a negative impact on your network's performance, but if you are transmitting sensitive data over your network, encryption should be used.

These security recommendations should help keep your mind at ease while you are enjoying the most flexible and convenient technology Linksys has to offer.

# Appendix C: Upgrading Firmware

The Broadband Router's firmware is upgraded through the Web-based Utility's Administration tab. Follow these instructions:

1. Download the firmware from Linksys's website at [www.linksys.com](http://www.linksys.com).
2. Click **Firmware Upgrade** from the Web-Utility's Administration tab, and the *Upgrade Firmware* screen, will appear.
3. Enter the location of the firmware's file or click the **Browse** button to find the file.
4. Then, click the **Upgrade** button to upgrade the firmware.



Figure C-1: Upgrade Firmware