

ISSUE	AFFECTED DEVICES	ASSOCIATED MANIFESTATIONS / POSSIBLE REASONS	MINIMUM L1 TROUBLESHOOTING STEPS REQUIRED PRIOR TO RMA OR ESCALATION	FIRMWARE UPGRADE REQUIRED?	L2 TROUBLESHOOTING REQUIRED PRIOR TO RMA?
HARDWARE ISSUES					
Device will not power on.	<ul style="list-style-type: none"> * Routers * Gateways * Modems * Access Points (AP) * Wireless Bridges * Wireless Range Extenders * Network Cameras * Network Attached Storages 	<ul style="list-style-type: none"> * Using incorrect power adapter * Device's power adapter is broken * Device's power port is broken * DoA 	<ul style="list-style-type: none"> * Make sure that the power rating of the power adapter matches with the power rating of the device (recommend to use the power adapter that came with the device). * Isolate the issue by using different power outlet. * Isolate further by using other power adapter, if there is any. * Hard reset the device using the reset button. * If same issue, device is defective. 	NO	NO
Port LED will not lit.	<ul style="list-style-type: none"> * Routers * Gateways * Modems * Access Points (AP) * Wireless Bridges * Wireless Range Extenders * Network Cameras * Network Attached Storages 	<ul style="list-style-type: none"> * Port lights are disabled * Loose ethernet cabling * Defective ethernet cable * Defective WAN/LAN port * Defective NIC (computer) * Broken port LED 	<ul style="list-style-type: none"> * Some devices have a feature to turn-off the LEDs, make sure it's set to on. * Make sure that the ethernet cable is in good condition. Use another ethernet cable if necessary. * Make sure that both ends of the ethernet cable is properly connected, not loose. * Perform a loop test on the device. Connect one end of the ethernet cable to one of the ethernet ports, and connect the other end to another port of that same device. * Check the ethernet port of the connected computer, make sure it's enabled. * Hard reset the device using the reset button. * Upgrade or reflash the firmware. Use the TFTP utility or follow the recovery procedure, if you cannot access the GUI. * If same issue, device is defective. 	YES	NO
Wireless LED will not lit.	<ul style="list-style-type: none"> * Wireless Routers * Wireless Gateways * Access Points (AP) * Wireless Bridges * Wireless Range Extenders * Wireless Network Cameras 	<ul style="list-style-type: none"> * Device's wireless function is disabled * Wireless LED is broken * No wireless client connected * Firmware issue 	<ul style="list-style-type: none"> * Check wireless settings of the device, make sure SSID broadcast is enabled. * Check if a wireless client can detect the wireless broadcast of the device; try to connect wirelessly. Some devices will not lit its wireless LED if no wireless client is using it. * Hard reset the device using the reset button. * Upgrade or reflash the firmware. Use the TFTP utility or follow the recovery procedure, if you cannot access the GUI. * If same issue, device is defective. 	YES	NO

All lights are blinking.	<ul style="list-style-type: none"> * Routers * Gateways * Modems * Access Points (AP) * Wireless Bridges * Wireless Range Extenders * Network Cameras * Network Attached Storages 	<ul style="list-style-type: none"> * Using incorrect power adapter * Power surges * Firmware issue * DoA 	<ul style="list-style-type: none"> * Make sure that the power rating of the power adapter matches with the power rating of the device (recommend to use the power adapter that came with the device). * Hard reset the device using the reset button. * Upgrade or reflash the firmware. Use the TFTP utility or follow the recovery procedure, if you cannot access the GUI. * If same issue, device is defective. 	YES	NO
Blinking power light.	<ul style="list-style-type: none"> * Routers * Gateways * Modems * Access Points (AP) * Wireless Bridges * Wireless Range Extenders * Network Cameras * Network Attached Storages 	<ul style="list-style-type: none"> * Using incorrect power adapter * Power surges * Firmware issue * DoA 	<ul style="list-style-type: none"> * Make sure that the power rating of the power adapter matches with the power rating of the device (recommend to use the power adapter that came with the device). * Hard reset the device using the reset button. * Upgrade or reflash the firmware. Use the TFTP utility or follow the recovery procedure, if you cannot access the GUI. * If same issue, device is defective. 	YES	NO
Device smells burnt / on fire / releases smoke / overheating.	<ul style="list-style-type: none"> * Routers * Gateways * Modems * Access Points (AP) * Wireless Bridges * Wireless Range Extenders * Network Cameras * Network Attached Storages 	<ul style="list-style-type: none"> * Using incorrect power adapter * Power surges * Device is exposed to extreme conditions. 	<ul style="list-style-type: none"> * Follow the product safety process in AP, http://forums-tac.linksys.com/t5/North-America/Product-Safety-Process/mp/419970#M5 	NO	YES
Device reboots randomly.	<ul style="list-style-type: none"> * Routers * Gateways * Modems * Access Points (AP) * Wireless Bridges * Wireless Range Extenders * Network Cameras * Network Attached Storages 	<ul style="list-style-type: none"> * Using incorrect power adapter * Loose power connection * Broken power adapter * Broken power port * Firmware issue * Device is overheating 	<ul style="list-style-type: none"> * If device is overheating, follow the product safety process mentioned above. * Make sure that the power rating of the power adapter matches with the power rating of the device (recommend to use the power adapter that came with the device). * Isolate the issue by using different power outlet. * Isolate further by using other power adapter, if there is any. * Hard reset the device using the reset button. * Upgrade or reflash the firmware. Use the TFTP utility or follow the recovery procedure, if you cannot access the GUI. * If same issue, device is defective. 	YES	NO (unless it's a product safety issue)

Device creates a beeping/hissing sound.	<ul style="list-style-type: none"> * Routers * Gateways * Modems * Access Points (AP) * Wireless Bridges * Wireless Range Extenders * Network Cameras * Network Attached Storages 	<ul style="list-style-type: none"> * Using incorrect power adapter * Broken power adapter 	<ul style="list-style-type: none"> * Make sure that the power rating of the power adapter matches with the power rating of the device (recommend to use the power adapter that came with the device). * Isolate the issue by using different power outlet. * Isolate further by using other power adapter, if there is any. * Hard reset the device using the reset button. * Upgrade or reflash the firmware. Use the TFTP utility or follow the recovery procedure, if you cannot access the GUI. * If same issue, device is defective. 	YES	NO
Device reset button will not work.	<ul style="list-style-type: none"> * Routers * Gateways * Modems * Access Points (AP) * Wireless Bridges * Wireless Range Extenders * Network Cameras * Network Attached Storages 	<ul style="list-style-type: none"> * Broken reset button * DoA 	<ul style="list-style-type: none"> * Reset the device using an option in the device's GUI. * Upgrade or reflash the firmware. Use the TFTP utility or follow the recovery procedure, if you cannot access the GUI. * If same issue, device is defective. 	YES	NO
Device external antenna is broken.	<ul style="list-style-type: none"> * Wireless Routers * Wireless Gateways * Access Points (AP) * Wireless Bridges * Wireless Range Extenders * Wireless Network Cameras 	<ul style="list-style-type: none"> * Antenna not properly installed * Improper handling of device * DoA 	<ul style="list-style-type: none"> * Try to reinstall the antenna following the instructions provided in the documentation (User Guide). * If same issue, device is defective. 	NO	NO
Wireless NIC or wireless adapter cannot be detected by the computer.	<ul style="list-style-type: none"> * Wireless USB Adapters 	<ul style="list-style-type: none"> * Defective USB port on the computer * DoA 	<ul style="list-style-type: none"> * Isolate the issue by using different USB ports on the same computer. * Isolate further by using other computers' USB ports. * If same issue, device is defective. 	NO	NO
Wireless LED of the wireless NIC or wireless adapter will not lit.	<ul style="list-style-type: none"> * Wireless USB Adapters 	<ul style="list-style-type: none"> * USB port on the computer has a version lower than 2 * Defective USB port on the computer * Driver issue * DoA 	<ul style="list-style-type: none"> * Isolate the issue by using different USB ports on the same computer. * Isolate further by using other computers' USB ports. * Make sure that the computer can detect the wireless NIC. * Upgrade the wireless NIC driver. * If same issue, device is defective. 	YES	NO

CONNECTIVITY ISSUES

<p>Wireless client cannot connect to the network wirelessly - other wireless clients are working perfectly.</p>	<ul style="list-style-type: none"> * Wireless Routers * Wireless Gateways * Access Points (AP) * Wireless Range Extenders 	<ul style="list-style-type: none"> * Wireless security key is incorrect * SSID/wireless security key have special characters * MAC filter is enabled on the AP/wireless router * Wireless client is too far from the AP/wireless router (beyond the recommended distance) * Wireless security mismatch * Wireless interference * Defective wireless NIC * Firmware issue 	<ul style="list-style-type: none"> * Check the wireless settings of the AP/wireless router, make sure you know the wireless security key; make sure the SSID and the wireless security key, set on the AP/wireless router, do not have special characters. Some wireless clients have issues connecting wirelessly if SSID/wireless security key have special characters. * Make sure the wireless MAC filter on the AP/wireless router is disabled. * Make sure that the distance between the AP/wireless router and the wireless client is within the recommended distance, and wireless client should be at least 5 feet away from the AP/wireless router. * Make sure no wireless interference from other wireless devices, e.g. cordless phones and microwave ovens are known to be using the same WIFI band; make sure that the AP/wireless router is set to a channel not common in the area. * Make sure that the driver of the wireless NIC of the wireless client is updated. Note that not all wireless NIC is compatible with WPA2. Only new models of wireless NIC with updated drivers are compatible with WPA2. * Isolate the issue by using other wireless clients. * Isolate further by disabling the security of the wireless network. <p>Regardless of the wireless NIC being used, wireless clients should be able to connect to an unsecure network.</p> <ul style="list-style-type: none"> * Upgrade or reflash the firmware. * If same issue, device is defective. 	<p>YES</p>	<p>NO</p>
<p>Wired computer is not getting a valid IP address from the DHCP server - other wired computers are working perfectly.</p>	<ul style="list-style-type: none"> * Routers * Gateways 	<ul style="list-style-type: none"> * Computer is not set to DHCP client * Not enough IP addresses set on the DHCP server * Loose ethernet cabling * Ethernet cable is not using the standard length * Defective NIC * Firmware issue 	<ul style="list-style-type: none"> * Make sure that the computer's NIC is enabled, is set to full duplex, and is set to obtain IP address from the DHCP server. * Make sure that the ethernet cable used is following the standard length; make sure that both ends of the ethernet cable are properly connected. * Isolate the issue by connecting other wired computers. * Make sure that the DHCP service is enabled and is set with enough IP address to cover all clients. * Make sure that the power rating of the power adapter matches with the power rating of the device (recommend to use the power adapter that came with the device). * Upgrade the driver of the NIC, if possible. * Upgrade or reflash the firmware, if possible. Temporarily set static IP address on the computer, if necessary. * If same issue, device is defective. 	<p>YES</p>	<p>NO</p>

<p>Wireless client is not getting a valid IP address from the DHCP server - other wireless clients are working perfectly.</p>	<ul style="list-style-type: none"> * Wireless Routers * Wireless Gateways 	<ul style="list-style-type: none"> * Wireless client is not set to DHCP client * Wireless client is not connected to the AP/wireless router * Wireless client is too far away from the AP/wireless router * DHCP service is disabled * Not enough IP addresses set on the DHCP server * Defective wireless NIC * Using incorrect power adapter * Firmware issue * DoA 	<ul style="list-style-type: none"> * Make sure that the client's wireless NIC is enabled, set to full duplex, and is set to obtain IP address from the DHCP server. * Make sure that the wireless client is connected to the wireless network; make sure it is within the recommended range of the AP/wireless router. * Isolate the issue by connecting other wireless clients. * Make sure that the DHCP service is enabled and is set with enough IP address to cover all clients. * Make sure that the power rating of the power adapter matches with the power rating of the device (recommend to use the power adapter that came with the device). * Upgrade or reflash the firmware. Temporarily set static IP address on the computer, if necessary. * If same issue, device is defective. 	<p>YES</p>	<p>NO</p>
<p>Intermittent ping reply from the device - same issue with all computers.</p>	<ul style="list-style-type: none"> * Routers * Gateways * Access Points (AP) * Wireless Bridges * Wireless Range Extenders * Network Cameras * Network Attached Storages 	<ul style="list-style-type: none"> * Using incorrect power adapter * Defective ethernet cable (if wired) * Wireless interference (if wireless) * Attenuation due to long distance * Defective NIC * Firmware issue * DoA 	<ul style="list-style-type: none"> * Isolate the issue by using different computers when doing the ping. * Make sure that the power rating of the power adapter matches with the power rating of the device (recommend to use the power adapter that came with the device). * For wired connection, make sure that the ethernet cable is in good condition; make sure that the length of the cable is less than 100 meters; and make sure that both ends of the ethernet cable are properly connected. * For wireless connection, make sure that the distance between the AP/wireless router and the wireless client is within the recommended distance, and wireless client should be at least 5 feet away from the AP/wireless router. * Make sure no wireless interference from other wireless devices, e.g. cordless phones and microwave ovens are known to be using the same WIFI band; make sure that the AP/wireless router is set to a channel not common in the area. * Upgrade the driver of the NIC, if possible. * Upgrade or reflash the firmware, if possible. Temporarily set static IP address on the computer, if necessary. * If same issue, device is defective. 	<p>YES</p>	<p>NO</p>
<p>Not getting the authentication prompt when trying to access the device GUI.</p>	<ul style="list-style-type: none"> * Routers * Gateways * Access Points (AP) * Wireless Bridges * Wireless Range Extenders * Network Cameras * Network Attached Storages 	<ul style="list-style-type: none"> * Pop-up blocker is enabled on the browser * High browser security * Not connected properly to the device 	<ul style="list-style-type: none"> * Make sure that you can ping the device before accessing the GUI. * Isolate the issue by using different Internet browsers or using different computers. * If allowed, disable the pop-up blocker feature on the Internet browser. Please note that different browsers have different ways to disable the pop-up blocker feature. * Hard reset the device using the reset button. 	<p>NO</p>	<p>NO</p>

Getting Management page when trying to access the device GUI.	<ul style="list-style-type: none"> * Routers * Gateways * Access Points (AP) * Wireless Bridges * Wireless Range Extenders * Network Cameras * Network Attached Storages 	* Firmware issue	<ul style="list-style-type: none"> * Flash the firmware of the device. Most management page will give you a tool to flash the firmware. * Hard reset the device using the reset button. * Use the TFTP utility to flash the firmware of the device, if possible. * If same issue, device is defective. 	YES	NO
Getting "401 Unauthorized" error message when trying to access the device GUI.	<ul style="list-style-type: none"> * Routers * Gateways * Access Points (AP) * Wireless Bridges * Wireless Range Extenders * Network Cameras * Network Attached Storages 	* Trying to access the device GUI using incorrect username and password	* When prompted, make sure to provide the correct device username and password.	NO	NO
Getting "403 Forbidden" error message when trying to access the device GUI.	<ul style="list-style-type: none"> * Routers * Gateways * Access Points (AP) * Wireless Bridges * Wireless Range Extenders * Network Cameras * Network Attached Storages 	* Trying to access the device GUI incorrectly, e.g. by default, you can only access the device GUI using HTTP (not HTTPS) and through wired connection (and not wireless).	<ul style="list-style-type: none"> * When trying to access the device GUI, make sure that your computer is wired to the device. * Make sure to use the correct protocol - HTTP or HTTPS. * Isolate the issue by using different Internet browsers or using different computers. * Hard reset the device using the reset button. 	NO	NO
Getting "404 Not Found" error message when trying to access the device GUI.	<ul style="list-style-type: none"> * Routers * Gateways * Access Points (AP) * Wireless Bridges * Wireless Range Extenders * Network Cameras * Network Attached Storages 	* Trying to access the device GUI using incorrect URL. * Not connected properly to the device	<ul style="list-style-type: none"> * Make sure you type the correct URL. For most devices, you can access its GUI using its IP address, e.g. http://192.168.1.1. Alternatively, you can also access the GUI using its device name, e.g. Linksys00011. * Make sure that you can ping the device before accessing the GUI. * Hard reset the device using the reset button. 	NO	NO
Getting "407 Proxy Authentication Required" error message when trying to access the device GUI.	<ul style="list-style-type: none"> * Routers * Gateways * Access Points (AP) * Wireless Bridges * Wireless Range Extenders * Network Cameras * Network Attached Storages 	* Trying to access the device GUI using a browser setup with Proxy Server for LAN * Not connected properly to the device	<ul style="list-style-type: none"> * Make sure that you can ping the device before accessing the GUI. * Isolate the issue by using different Internet browsers or using different computers. If allowed, reset the browser settings. 	NO	NO

When trying to access the device GUI, it prompts for a username and password for a different device (ex: Tomato, DDWRT, Trendnet, Speedstream, Westell, Motorola, etc).	<ul style="list-style-type: none"> * Routers * Gateways * Access Points (AP) * Wireless Bridges * Wireless Range Extenders * Network Cameras * Network Attached Storages 	<ul style="list-style-type: none"> * Customized firmware (not using the official firmware of the device) * Computer is connected to the wrong device * Computer is connected to multiple devices (e.g. wired to one device and wireless to the other) that have the same IP address 		NO	NO
UI SETTINGS ISSUES					
Device GUI has broken tool tips.	<ul style="list-style-type: none"> * Routers * Gateways * Access Points (AP) * Wireless Bridges * Wireless Range Extenders * Network Cameras * Network Attached Storages 	<ul style="list-style-type: none"> * Browser issue * Firmware issue 	<ul style="list-style-type: none"> * Isolate the issue by using different Internet browsers or using different computers. * Hard reset the device using the reset button. * Upgrade or reflash the firmware. Use the TFTP utility or follow the recovery procedure, if you cannot access the GUI. * If same issue, device is defective. 	YES	NO
Device GUI has incomplete tabs.					
Device GUI has unusual characters.					
Device will not save changes to the settings.					
FUNCTIONALITY ISSUES					
Router will not sync with the modem, not getting Internet IP address.	<ul style="list-style-type: none"> * Routers * Gateways 	<ul style="list-style-type: none"> * Modem is offline * Defective WAN port * Defective ethernet cable * Loose ethernet cabling * Incorrect Internet connection configuration * Incorrect MTU size set on the router * Using incorrect power adapter * Firmware issue 	<ul style="list-style-type: none"> * Isolate the issue by making sure that you can go online behind the modem. * Make sure that the ethernet cable connecting the modem and the router is in good condition; make sure that it's following the standard length; make sure that both ends are properly connected; make sure appropriate LEDs are lit. * Check the router's Internet configuration, make sure it matches with that of the ISP. * Check the MTU size set on the router, make sure it's set to auto. * Make sure that the power rating of the power adapter matches with the power rating of the device (recommend to use the power adapter that came with the device). * Upgrade or reflash the firmware; reset, power cycle, and reconfigure the device. * If same issue, device is defective. 	YES	NO

<p>AP/wireless router has no wireless broadcast - same issue with all wireless clients.</p>	<ul style="list-style-type: none"> * Wireless Routers * Wireless Gateways * Access Points (AP) 	<ul style="list-style-type: none"> * SSID broadcast is disabled * Wireless interference from other wireless devices * Wireless client is too far from the AP/wireless router * Using incorrect power adapter * Firmware Issue 	<ul style="list-style-type: none"> * Make sure that the distance between the AP/wireless router and the wireless clients is within the recommended distance (wireless clients should be at least 5 feet away from the AP/wireless router). * Make sure no wireless interference from other wireless devices, e.g. cordless phones, microwave ovens, and any other wireless routers, are known to be using the same WIFI band; make sure that the AP/wireless router is set to a channel not common in the area. * Relocate the AP/wireless router, if possible; it is recommended to place the AP/wireless router on top of a desk or on a wall (open space). * Make sure that the power rating of the power adapter matches with the power rating of the device (recommend to use the power adapter that came with the device). * Upgrade or reflash the firmware; reset, power cycle, and reconfigure the device. * If same issue, device is defective. 	<p>YES</p>	<p>NO</p>
<p>Router will not give out IP addresses to hosts (or will not give out valid IP address) - same issue with all computers.</p>	<ul style="list-style-type: none"> * Routers * Gateways 	<ul style="list-style-type: none"> * DHCP server feature is disabled * Computers are not connected properly * Firmware issue 	<ul style="list-style-type: none"> * Make sure that computers are connected properly - both wired and wireless clients. * Make sure that the DHCP server on the router is enabled; set static IP address on the computer, if necessary, just to open the device GUI. * Upgrade or reflash the firmware. Temporarily set static IP address on the computer, if necessary. Reset, power cycle, and reconfigure the device. * If same issue, device is defective. 	<p>YES</p>	<p>NO</p>
<p>All computers cannot resolve domain names, but can ping the website IP address.</p>	<ul style="list-style-type: none"> * Routers * Gateways 	<ul style="list-style-type: none"> * DNS on the router is not properly set * Firmware issue 	<ul style="list-style-type: none"> * Isolate the issue by making sure that you don't have the same issue if connected behind the modem. * Make sure that the DNS settings on the router is set to dynamic; make sure that the router is getting DNS IP address from the modem. * Upgrade or reflash the firmware; reset, power cycle, and reconfigure the device. * If same issue, device is defective. 	<p>YES</p>	<p>NO</p>
<p>Router is not allowing VPN access.</p>	<ul style="list-style-type: none"> * Routers * Gateways 	<ul style="list-style-type: none"> * No VPN client software is installed on the computer * VPN client software is not properly configured * VPN passthrough feature on the router is disabled * Need to open service ports on the router specific to the VPN client software * Firmware issue 	<ul style="list-style-type: none"> * Isolate the issue by making sure that you don't have the same issue if connected behind the modem. * Make sure that the VPN passthrough feature of the device is enabled. * Open the specific service ports on the router; this should be coordinated with the VPN network admin. * Upgrade or reflash the firmware; reset, power cycle, and reconfigure the router. * Make sure that the modem is on bridge mode. Internet IP address on the router should be public IP address. * If same issue, device is defective. 	<p>YES</p>	<p>NO</p>

Slow Internet connectivity - same issue on all computers.	<ul style="list-style-type: none"> * Routers * Gateways 	<ul style="list-style-type: none"> * Slow Internet speed from the ISP * Incorrect ethernet cables used * Incorrect MTU set on the router * Firmware issue 	<ul style="list-style-type: none"> * Isolate the issue by making sure that you don't have the same issue if connected behind the modem. * Make sure that the ethernet cables used, especially the one connecting the modem and the router, are in good condition and within the prescribed length. Use another ethernet cable if necessary. Ethernet cables should be at least Cat5e or Cat6. * Check the MTU size set on the router, make sure it's set to auto. * Upgrade or reflash the firmware; reset, power cycle, and reconfigure the device. * If same issue, device is defective. 	YES	NO
Slow wired connectivity - same issue with all wired computers; no problem with wireless connectivity.	<ul style="list-style-type: none"> * Routers * Gateways 	<ul style="list-style-type: none"> * Incorrect ethernet cables used * Incorrect MTU size set on the router * Firmware issue 	<ul style="list-style-type: none"> * Make sure that the ethernet cables used are in good condition and within the prescribed length. Use another ethernet cable if necessary. Ethernet cables should be at least Cat5e or Cat6. * Upgrade or reflash the firmware; reset, power cycle, and reconfigure the device. * If same issue, device is defective. 	YES	NO
Slow wireless connectivity - same issue with all wireless clients; no problem with wired connectivity.	<ul style="list-style-type: none"> * Wireless Routers * Wireless Gateways * Access Points (AP) * Wireless Bridges * Wireless Range Extenders 	<ul style="list-style-type: none"> * Wrong wireless security mode set on the AP/wireless router * Location of the AP/wireless router * Wireless interference * Wireless range issue * Firmware issue 	<ul style="list-style-type: none"> * Make sure that the distance between the AP/wireless router and the wireless clients is within the recommended distance, and wireless clients should be at least 5 feet away from the AP/wireless router. * Make sure no wireless interference from other wireless devices, e.g. cordless phones, microwave ovens, and any other wireless routers, are known to be using the same WIFI band; make sure that the AP/wireless router is set to a channel not common in the area. * Relocate the AP/wireless router, if possible; it is recommended to place the AP/wireless router on top of a desk or on a wall (open space). * Check the wireless security mode set on the AP/wireless router, it is recommended to use WPA2-AES. * Upgrade or reflash the firmware; reset, power cycle, and reconfigure the device. * If same issue, device is defective. 	YES	NO
Intermittent Internet connectivity - same issue with all computers.	<ul style="list-style-type: none"> * Routers * Gateways * Access Points (AP) * Wireless Bridges * Wireless Range Extenders 	<ul style="list-style-type: none"> * Intermittent Internet connection from the ISP * Incorrect ethernet cables used * Incorrect MTU set on the router * Firmware issue 	<ul style="list-style-type: none"> * Isolate the issue by making sure that you don't have the same issue if connected behind the modem. * Make sure that the ethernet cables used, especially the one connecting the modem and the router, are in good condition and within the prescribed length. Use another ethernet cable if necessary. Ethernet cables should be at least Cat5e or Cat6. * Check the MTU size set on the router, make sure it's set to auto. * Upgrade or reflash the firmware; reset, power cycle, and reconfigure the device. * If same issue, device is defective. 	YES	NO

<p>Intermittent wireless connectivity - same issue with all wireless clients.</p>	<ul style="list-style-type: none"> * Wireless Routers * Wireless Gateways * Access Points (AP) * Wireless Bridges * Wireless Range Extenders 	<ul style="list-style-type: none"> * Wireless interference * Wireless range issue * Firmware issue 	<ul style="list-style-type: none"> * Make sure that the distance between the AP/wireless router and the wireless clients is within the recommended distance, and wireless clients should be at least 5 feet away from the AP/wireless router. * Make sure no wireless interference from other wireless devices, e.g. cordless phones, microwave ovens, and any other wireless routers, are known to be using the same WIFI band; make sure that the AP/wireless router is set to a channel not common in the area. * Relocate the AP/wireless router, if possible; it is recommended to place the AP/wireless router on top of a desk or on a wall (open space). * Upgrade or reflash the firmware; reset, power cycle, and reconfigure the device. * If same issue, device is defective. 	<p>YES</p>	<p>NO</p>
<p>Router not allowing special applications to work - same issue with all computers.</p>	<ul style="list-style-type: none"> * Routers * Gateways 	<ul style="list-style-type: none"> * Need to open specific service ports on the router * Firmware issue 	<ul style="list-style-type: none"> * Isolate the issue by making sure that you don't have the same issue if connected behind the modem. * Open the specific service ports on the router; this should be coordinated with the application developer. * Check the MTU size set on the router, make sure it's set to auto. * Upgrade or reflash the firmware; reset, power cycle, and reconfigure the router. * Make sure that the modem is on bridge mode. Internet IP address on the router should be public IP address. * If same issue, device is defective. 	<p>YES</p>	<p>NO</p>
<p>Unable to open specific sites when connected behind the router - same issue with all computers.</p>	<ul style="list-style-type: none"> * Routers * Gateways 	<ul style="list-style-type: none"> * DNS on the router is not properly set * Firmware issue 	<ul style="list-style-type: none"> * Isolate the issue by making sure that you don't have the same issue if connected behind the modem. * Make sure that the DNS settings on the router is set to dynamic; make sure that the router is getting DNS IP address from the modem. * Check the MTU size set on the router, make sure it's set to auto. * Upgrade or reflash the firmware; reset, power cycle, and reconfigure the device. * If same issue, device is defective. 	<p>YES</p>	<p>NO</p>
<p>Router cannot detect the USB storage/driver connected to its USB port.</p>	<ul style="list-style-type: none"> * Routers * Gateways 	<ul style="list-style-type: none"> * USB storage is not connected properly * Compatibility issue with the USB storage and the router model * Defective USB storage * Defective USB port on the router * Firmware issue 	<ul style="list-style-type: none"> * Isolate the issue by making sure that you don't have the same issue if you connect that same USB storage to a USB port of a computer. * Isolate further by connecting another USB storage, e.g. flash drive, to the USB port of the router. * Make sure that the USB storage model is one of those tested to work with the router model. * Upgrade or reflash the firmware; reset, power cycle, and reconfigure the device. * If same issue, device is defective. 	<p>YES</p>	<p>NO</p>

<p>Cannot remotely access the USB storage/driver connected to the router.</p>	<ul style="list-style-type: none"> * Routers * Gateways 	<ul style="list-style-type: none"> * USB storage is not connected properly * Router cannot detect the USB storage * FTP feature is not enabled on the router * Firmware issue 	<ul style="list-style-type: none"> * Isolate the issue by making sure that you can access the USB storage locally; make sure that the router can detect the USB storage. * Check the USB storage settings on the router; make sure that the FTP feature is enabled. * Upgrade or reflash the firmware; reset, power cycle, and reconfigure the device. * If same issue, device is defective. 	<p style="text-align: center;">YES</p>	<p style="text-align: center;">NO</p>
<p>Wireless NIC or wireless adapter cannot detect wireless networks in range.</p>	<ul style="list-style-type: none"> * Wireless USB Adapters 	<ul style="list-style-type: none"> * Wireless NIC is disabled * The computer where the wireless NIC is installed has some network security feature. * Driver issue 	<ul style="list-style-type: none"> * Make sure that the wireless NIC is enabled. * Isolate the issue by disabling the 3rd party network security feature running on the computer, e.g. Norton, AVG, Kaspersky, TrendMicro, if there is. * Isolate further by installing the wireless NIC to other computers. * Upgrade the wireless NIC driver. * If same issue, device is defective. 	<p style="text-align: center;">YES</p>	<p style="text-align: center;">NO</p>
<p>Wireless range extender cannot detect the wireless broadcast from the AP/wireless router - other wireless clients are working perfectly.</p>	<ul style="list-style-type: none"> * Access Points (AP) * Wireless Bridges * Wireless Range Extenders 	<ul style="list-style-type: none"> * Wireless broadcast from the AP/wireless router is disabled * Wireless interference * Firmware issue * DoA 	<ul style="list-style-type: none"> * Make sure that the distance between the AP/wireless router and the wireless range extender is within the recommended distance. * Make sure no wireless interference from other wireless devices, e.g. cordless phones, microwave ovens, and any other wireless routers, are known to be using the same WIFI band; make sure that the AP/wireless router is set to a channel not common in the area. * Relocate the AP/wireless router, if possible; it is recommended to place the AP/wireless router on top of a desk or on a wall (open space). * Upgrade or reflash the firmware of the wireless range extender; reset, power cycle, and reconfigure the device. * If same issue, device is defective. 	<p style="text-align: center;">YES</p>	<p style="text-align: center;">NO</p>