Question:

My router can not get on Internet with my Cable Modem. Why and How to do the Clone Mac Address in order to work with a cable Internet line.

Answer:

Most Internet subscriptions allow the customer only a single IP address. Cable modem services do this by registering and tracking the MAC address of the device that connects to the ISP. Every network interface has a media access control (MAC) address. Network interface cards come from the factory with a unique MAC address associated with the hardware

ISP expects the MAC address to match with the registered value in the cable modem at all times. While you put in a new router with cable modem, the new router will no longer match the address registered at the cable modem. The ISP will not support the new router or temporarily allow the connection then drop connection later on.


Solution

1. Call your ISP and request they reset the MAC address associated with the subscription.

2. Power off the cable modem. Wait for 1 minute. Power on the cable modem. This can work for some cable modems to remove the registered MAC address.

3. Find out the MAC address of the original device then copy it into the new router. This is the "Clone Mac address" procedure.

Here is the procedure for doing "Clone Mac address".

1. Connect your original computer directly to the Cable Modem and make sure you have Internet.

If you do not have Internet, try power off the cable modem and power it back on. Make sure your computer can get on Internet.
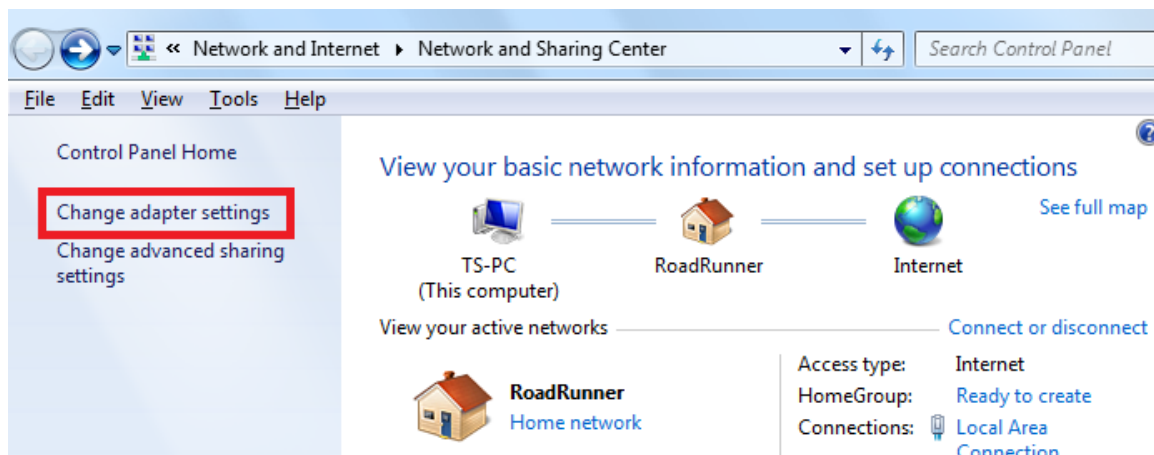
Click on **Start**. Go to **Control Panel**.
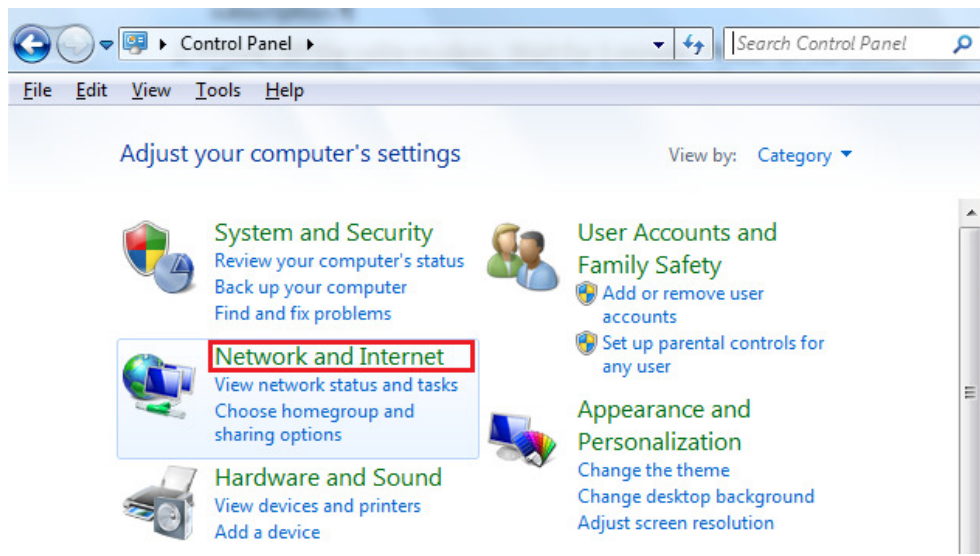
Click on **Network and Internet**. Then click on the **Network and Sharing Center**.
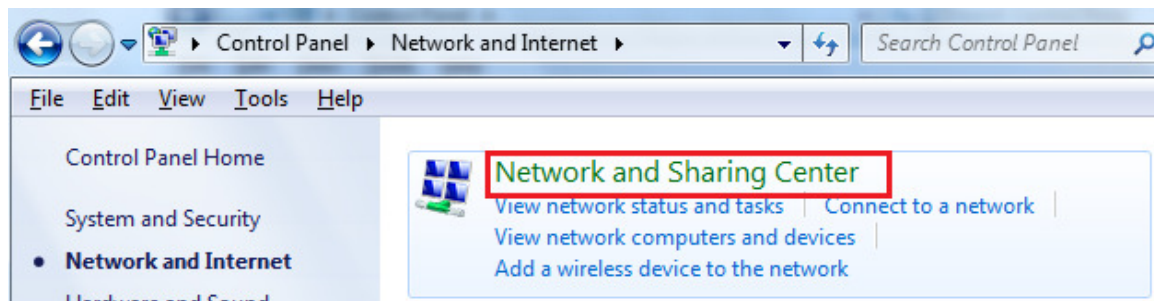
If your computer is Windows 7, click on "**Change Adapter Settings**"

If your computer is Windows Vista7, click on "**Manage Network Connection**"

If your computer is Windows XP, just go to Network Connections in Control Panel. Or you can click on Start, click on Run, enter "ncpa.cpl" hit Enter Key.
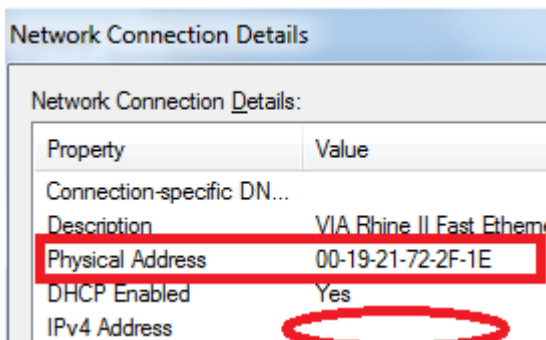
Here is the <u>Network Connection</u> screen.
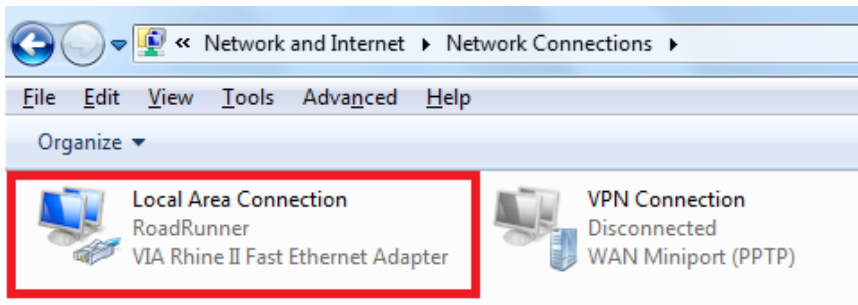
Double click on **Local Area Connection** to go into Local Area Connection Status.
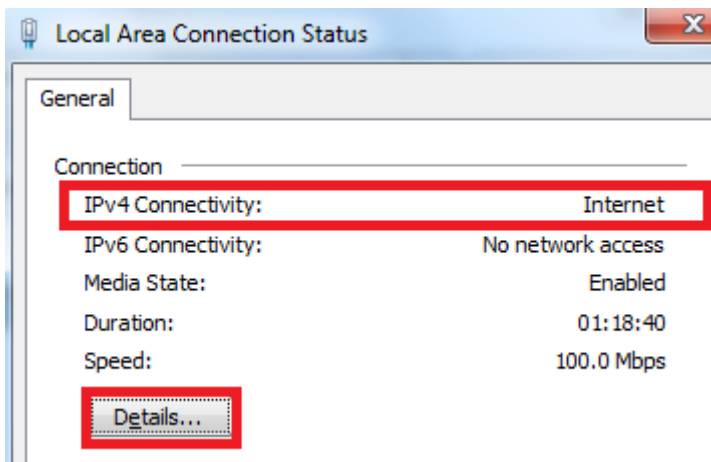
The first line should say "IPv4 connectivity: internet".

For Windows 7/Windows Vista: click on **Details**.

For Windows XP, click on **Support** tab then click on **Details**.


Write down your <u>Physical Address</u> (without dashes) and also write down the <u>IP address</u>.

2. Unplug the Ethernet cable from the computer. The other end of the Ethernet cable stays in the Ethernet port of the Cable Modem. Plug the Ethernet cable into the WAN port of the router.   Now the WAN port of the router is connected to the cable modem.

Get another Ethernet cable to connect the computer to any LAN port of the router.

Open your web browser like IE, Mozilla Firefox, Google Chrome. In the address box, type in http://192.168.2.1 hit Enter key. Note, do not enter into the Search Box.
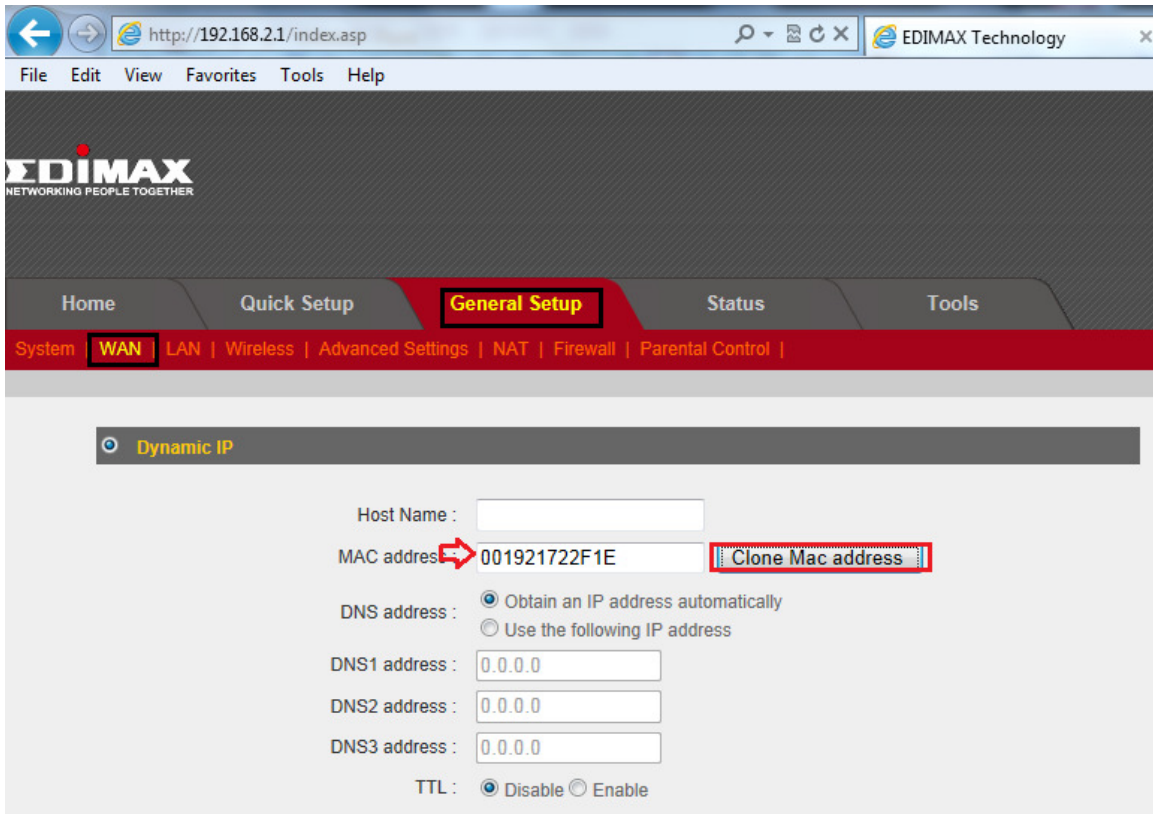
Address Box (with http://) Search Box
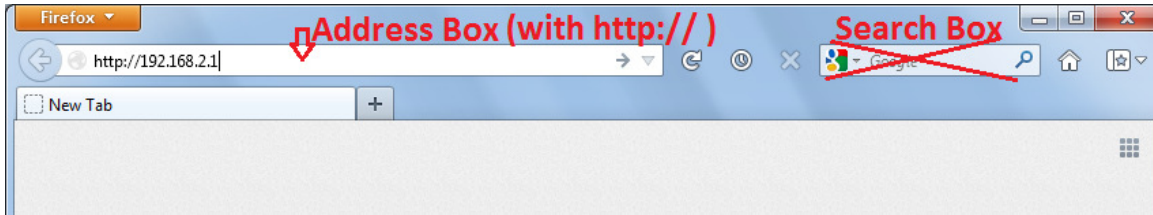
It prompts for login username and password. The default username is admin. The default password is 1234.
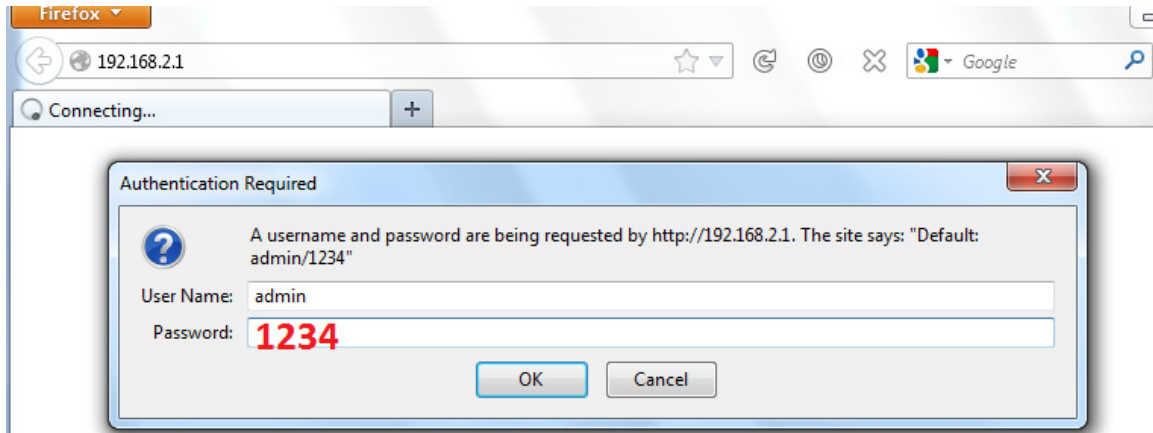
After the login process, you are in the router's setup page.

Click on **General Setup**. Click on **WAN** Select **Dynamic IP** Click on **Clone Mac Address.**
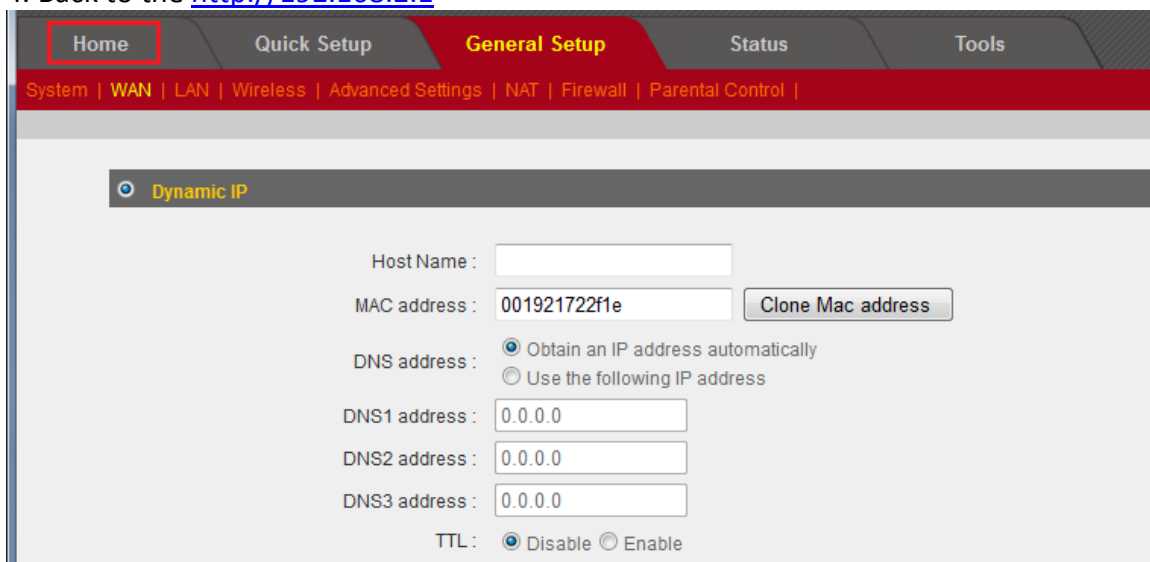It will automatically fill in some address into the field..

Compare it with the physical address which you obtained in step 1. Are they matched?
If not, please manually input the physical address of Step1 to the Mac address field.
Click on Apply. Click on Apply again. The router will take 60 seconds to save settings and
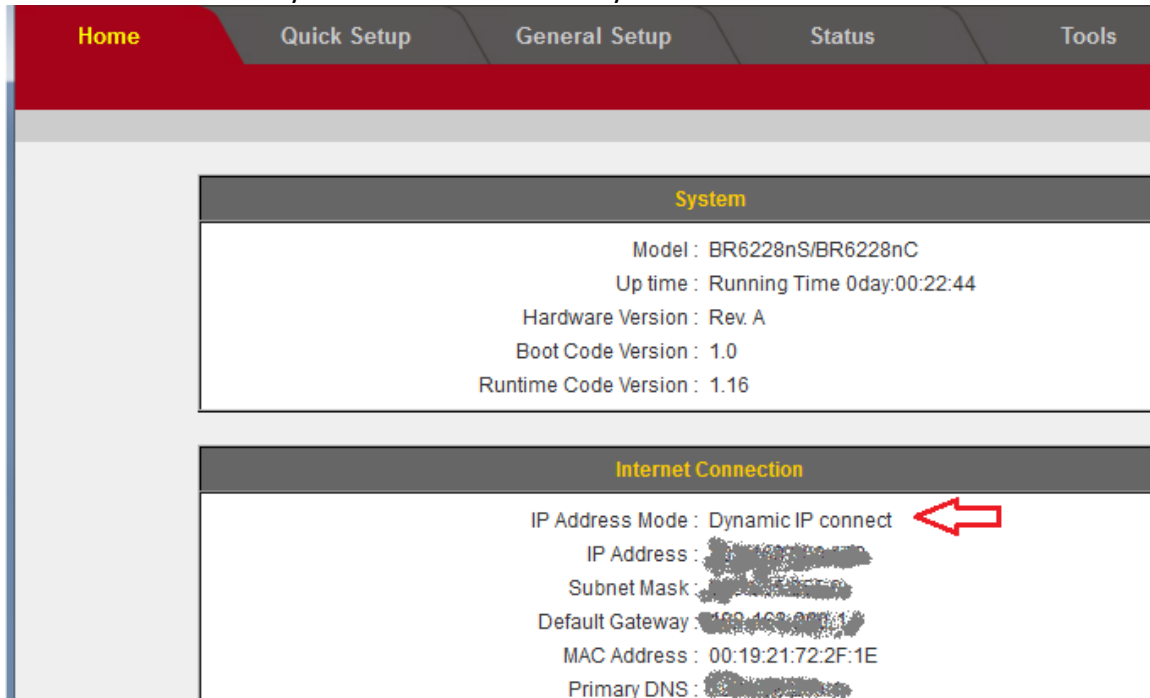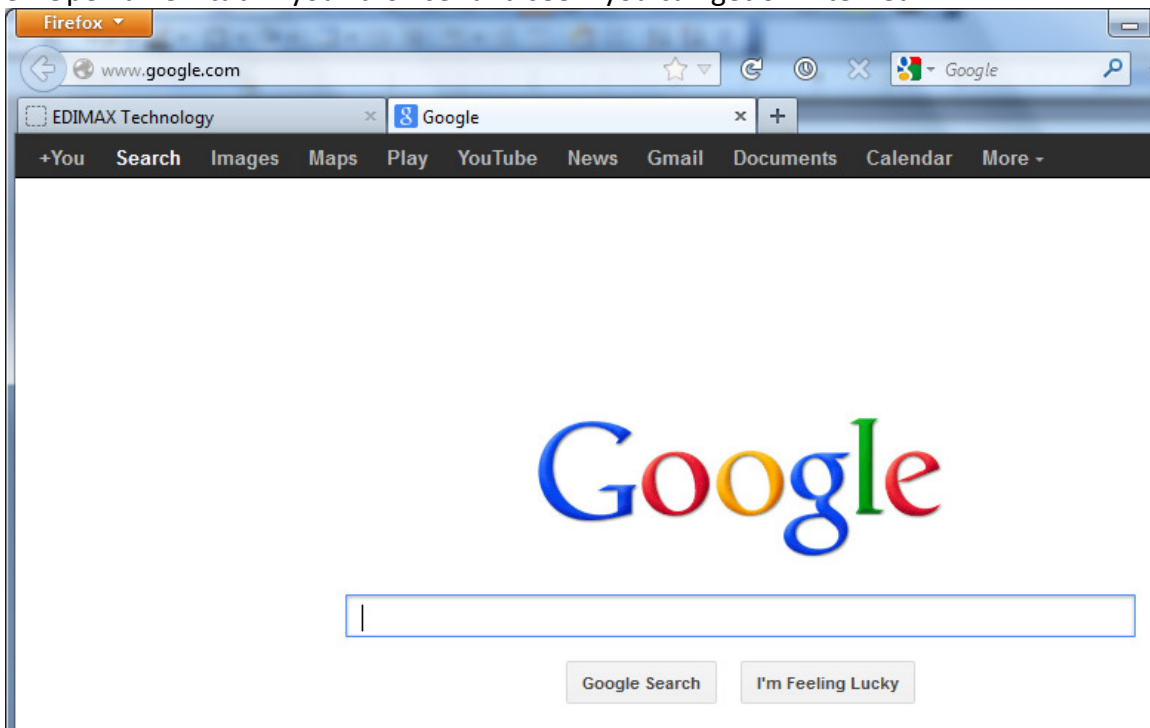reboot.
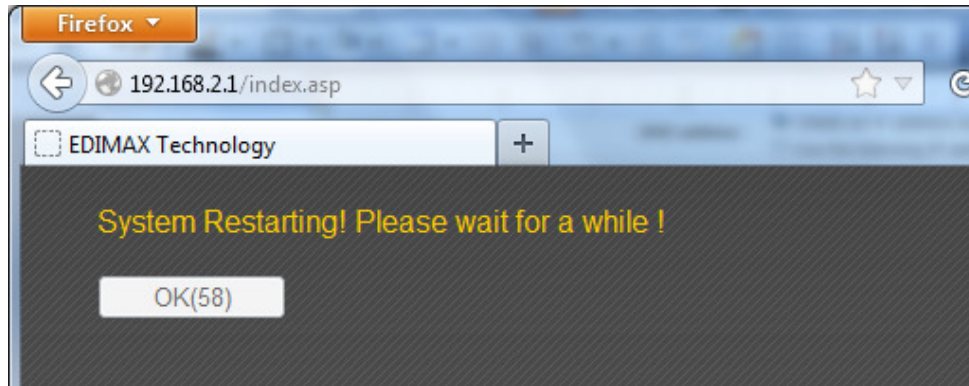
Click on OK.

4. Back to the http://192.168.2.1
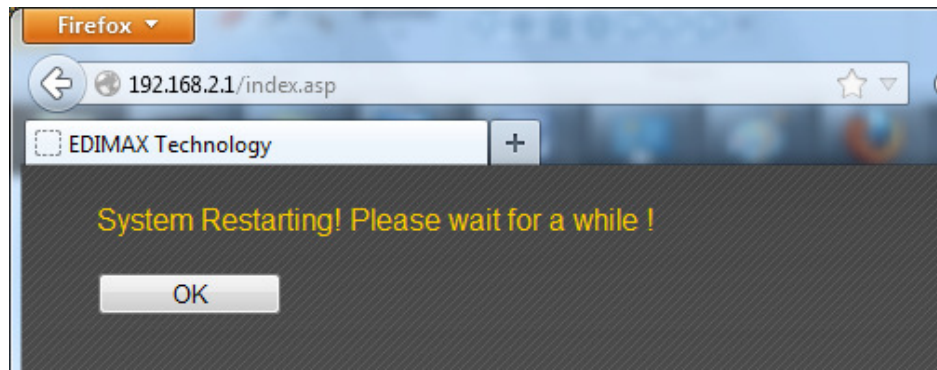
Click on the **Home** tab. In the box of Internet Connection, the IP Address Mode should be 'Dynamic IP Connect". You see the IP address which is obtained from the cable modem. That means your router is successfully connected to Internet.

Home	Quick Setup	General Setup	Status	Tools

System

Model : BR6228nS/BR6228nC
Up time : Running Time 0day:00:22:44
Hardware Version : Rev. A
Boot Code Version : 1.0
Runtime Code Version : 1.16

Internet Connection

IP Address Mode : Dynamic IP connect
IP Address :
Subnet Mask :
Default Gateway :
MAC Address : 00:19:21:72:2F:1E
Primary DNS :

5. Open a new tab in your browser and see if you can get on Internet.

Firefox

www.google.com   Google

EDIMAX Technology   Google   +

+You   Search   Images   Maps   Play   YouTube   News   Gmail   Documents   Calendar   More ▾

Google

Google Search   I'm Feeling Lucky

Congratulation! The router connects to your Cable Internet successfully.