



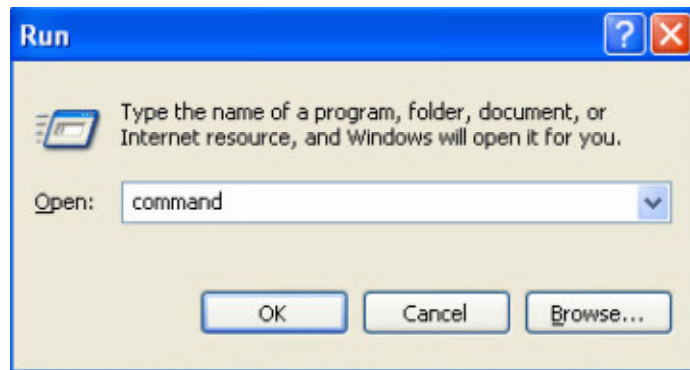
## Steps to troubleshoot your cable internet in: Windows 2000

### 1. Reboot your modem:

Unplug the **power cord** from the back of your modem, wait a few seconds, and then plug it back in. Wait until your modem syncs up (all four green lights should be solid; it typically takes about a minute). Now try to get back online or check your email.

### 2. Renew your IP address:

Go to **Start**, and then **Run**. Type **COMMAND** and then click **OK**.



This should bring up a MS DOS prompt. Type **ipconfig /release** and then press enter. This will release your computer's IP address. Next, type **ipconfig /renew**. This will renew your IP address (this may take about a minute). Your new IP address should begin with 66. If this is the case, try and get back online.

```
C:\Documents and Settings\JohnSmith>ipconfig/release
Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : 
    IP Address. . . . .                : 0.0.0.0
    Subnet Mask . . . . .              : 0.0.0.0
    Default Gateway . . . . .          : 

C:\Documents and Settings\JohnSmith>ipconfig/renew
Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : in.gte.com
    IP Address. . . . .                : 192.84.163.135
    Subnet Mask . . . . .              : 255.255.255.0
    Default Gateway . . . . .          : 192.84.163.254

C:\Documents and Settings\JohnSmith>
```