How To Guide:

Troubleshoot the Static IP WAN Link

Failed to get a static IP WAN link connected

When you experience issue with getting a static IP WAN link connected, try the follow ways:

1. Check ARP table to make sure the information is correct

Diagnostic

```
? (192.168.1.39) at 00:0c:29:c0:29:32 [ether] on eth3_5
? (21.21.21.21) at on eth2
? (10.10.1.21) at on eth3_3
? (192.168.1.26) at b8:88:e3:76:e3:ee [ether] on eth3_5
? (10.10.1.99) at 00:90:1a:40:a2:58 [ether] on eth3_3
? (192.168.1.124) at 00:0c:29:4e:7e:1a [ether] on eth3_5
h41-203-67-222.seed.net.tw (203.67.222.41) at on eth3
? (192.168.1.11) at 00:09:f3:77:69:1e [ether] on eth3_5
? (192.168.1.19) at on eth3_5
? (192.168.1.1) at 00:a0:c5:61:28:c3 [ether] on eth3_5
? (192.168.1.172) at on eth3_5
? (192.168.1.190) at on eth3_5
? (172.31.3.2) at on eth7
h46-203-67-222.seed.net.tw (203.67.222.46) at on eth0_6
? (192.168.1.114) at bc:ee:7b:51:d6:e5 [ether] on eth3_5
h1-203-67-222.seed.net.tw (203.67.222.1) at ac:60:b6:5f:71:bc [ether] on eth0_6
? (10.10.1.1) at on eth3_3
? (192.168.1.27) at 04:0e:3c:48:7f:2b [ether] on eth3_5
? (10.10.1.100) at on eth3_3
? (192.168.1.175) at on eth3_5
? (254.0.0.20) at on bond5
? (10.10.1.10) at on eth3_3
? (192.168.1.12) at 00:09:26:10:09:3a [ether] on eth3_5
? (192.168.1.30) at 00:0c:29:d6:f4:18 [ether] on eth3_5
? (192.168.1.122) at on eth3_5
h1-203-67-222.seed.net.tw (203.67.222.1) at * PERM PUP on eth3
h41-203-67-222.seed.net.tw (203.67.222.41) at * PERM PUP on eth0_6
```

Tools

- ○ Ping
- ○ Show & Set NIC
- ○ Traceroute
- ○ Ping by Arp Packet
- ○ Packet Sniffer
- ○ Routing Tool
- ◉ Show ARP Cache
- ○ Open Port Check
- ○ Network Port Scan
- ○ Netbios Scan
- ○ Measure Tunnel Speed
- ○ Speedtest over WAN link

Show ARP Cache

OK

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2. If incorrect, then try *"Ping by Arp Packet"* to the gateway, this may help force the appliance and the adjacent device to update their ARP tables.

Diagnostic

```
ARPING to 203.67.222.1 from 203.67.222.40 via eth0
Unicast reply from 203.67.222.1 [ac:60:b6:5f:71:bc] 48.934ms
Unicast reply from 203.67.222.1 [ac:60:b6:5f:71:bc] 19.643ms
Sent 2 probe(s) (1 broadcast(s))
Received 2 reply (0 request(s), 0 broadcast(s))
```

Source IP 203.67.222.40

Tools

○ Ping

○ Show & Set NIC

○ Traceroute

◉ Ping by Arp Packet

Interface Port 1 ▼

Count 2 pings ▼

Destination IP 203.67.222.1

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3. Try to statically bind IP/MAC address at *Firewall > IP-MAC Binding* on the appliance.

Add IP-MAC Binding

Enabled ⬤

☐ DHCP

IP

203.67.222.1

MAC

ac:60:b6:5f:71:bc ✕

[OK]   CANCEL

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4. Try to change the *Target IP* on *Path Monitoring*.

Path Monitoring

	Edit	Type ↑↓	Name ↑↓	IP ↑↓	Other
☐	✏	Ping	dns_ipv4	8.8.8.8	▾
☐	✏	Ping	dns_ipv6	2001:4860:4860:0000:0000:0000:0000:8888	▾

ADD   DELETE

Path Monitoring

▢ Choose your option

☑ dns_ipv4

☐ dns_ipv6

5. Check IP conflict issue

6. Reset the modem/router