

No Internet With New Router, Computer, or Adapter: MAC Spoofing

This document is relevant if you had an Internet connection, but lost it when:

- Adding a router to your network, or
- Using a different Ethernet adapter card or computer than the one your ISP used during installation.

Use [ISP Configuration](#) to see whether you need to "spoof a MAC address" to connect to your ISP. If so, follow the instructions in this document.

If the Ethernet card that was used during ISP installation is not available, you may need to register the new Ethernet card's MAC address with your ISP for the following to work.

MAC address stands for Media Access Control address (not "Macintosh computer"!), a unique number built into modems, routers and other network hardware. It ensures that one piece of equipment is not mistaken for another one. Some ISPs validate your connection by checking the MAC address of the Ethernet adapter in computer that was registered during ISP installation. If you add a router or change computer or Ethernet adapter, these ISPs will drop your Internet connection, because they find the MAC address of the newly added router or adapter, instead of the one they expect.

To fix this, change the router to report the Ethernet adapter's MAC, instead of its own. This is called "spoofing the MAC address".

To find a PC's or Macintosh's MAC address, see below

To Spoof a MAC Address

1. Connect the computer that your ISP's installers used to establish Internet connection to the router. If you are unsure which computer was used, call your ISP, and ask what MAC address was registered. Then, using the instructions in the box below find the computer whose MAC address matches their records.
2. Disconnect other computers from the router.
3. (If you do not want to disconnect other computers, you need to know the adapter's MAC address, as described in the box below. Then, in step 6, type **Use This MAC Address**, entering the adapter's address.)
4. In an Internet browser type the address **192.168.0.1**.
5. Type **admin** for the username, **password** for the password, and click **OK**.
6. Go to the **Basic Settings > Router Mac Address**.
7. Select **Use Computer MAC Address**.
8. Click **Apply**. This automatically gives the router the computer's MAC address.
9. Click **Test** to make sure you are connected. If you are not connected, contact your ISP.

How to Find the Ethernet Adapter's MAC Address

Windows XP

1. Click **Start > Run**. A command prompt window appears.
2. Type **cmd**.
3. Type **ipconfig/all**.
4. Copy down the "Physical Address" (aka the MAC address) on a paper where you keep your network configuration settings.
5. You may close the command prompt window.

Macintosh OS (10.3.5)

These instructions also work for some earlier OS.

1. Click **Apple Menu** at top left > **System Preferences > Network** icon.
2. Select **Show: Built-in Ethernet** in the pull down menu.
3. Click **Ethernet**.
4. Your adapter's MAC address is the characters in **Ethernet ID**.

ProSafe VPN Summary

All other configuration details should follow the ProSafe Owner's Manual or the ProSafe VPN Client Owner's Manual.

Additional Resources

Here are some additional resources you find useful.

Netgear

The network products manufacturer (<http://www.netgear.com/>) has some tech support notes and White Papers on their VPN/Firewall devices and some tips for achieving basic interoperability. They also host a user support forum (<http://forum1.netgear.com/>) on their various products where users can post questions and get answers from their peers.

SafeNet

SafeNet (<http://www.safenet-inc.com/>) is one of the largest OEM providers of VPN client software to VPN/firewall manufacturers. SafeNet has a tech support area (<http://support.safenet-inc.com/>) listing tech notes on their products with various VPN gateways including some individual interoperability examples. SafeNet is the OEM supplier of the Netgear ProSafe VPN Client software.

VPNC

The VPN Consortium (<http://www.vpnc.org/>). VPNC has various writings and White Papers on many manufacturers VPN devices and tips for achieving interoperability.

Practically Networked

Practically Networked (<http://www.practicallynetworked.com/>) has various writings on many manufacturers VPN devices and tips for achieving interoperability. They also have a section dedicated to VPN issues (http://www.practicallynetworked.com/support/VPN_help.htm).

HomeNetHelp

HomeNetHelp (<http://www.homenethelp.com/>) has various writings and White Papers on many manufacturers VPN devices and tips for achieving interoperability. They also host a user support forum on VPN Routers where users can post questions and get answers from their peers.

Disclaimer

Both ProSafe VPN/Firewall Routers and ProSafe VPN Client have several ways of setting up and configuring VPN tunnels. The settings may not be the best for your situation and some settings are situation specific.

This case study is published to guides you to setup your VPN Tunnel and VPNCASESTUDY.COM do not held any responsibility of any mistakes or errors.

Please contact us at info@vpncasestudy.com or visit our site at <http://www.vpncasestudy.com>