

Cooperation requirements for internet disability due to router connection

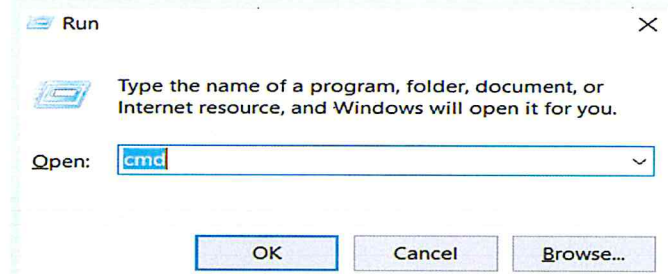
As internet connection in dormitory links number of rooms, one improper use of router could cause internet connection error in other rooms. **(Please learn the use of router!)**

Thus, we will solve internet problem by finding and blocking the physical address(MAC) of router causing problem in internet error. Accordingly, we ask for cooperation of students who experienced internet error.

* Please disconnect your own router in advance and follow the directions below.

● Source checking method for internet disabilities caused by router use

1. Press the **start** button in windows and select **"run"** (If it does not exist, press stat button and search 'run' in 'program and file search' window). Input **"cmd"** in the open window to execute command prompt.



2. Input **'arp -a'** in the command prompt. (arp(space)-(minus)a)

```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 10.0.10240]
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C:\Users\WRB>arp -a

Interface: 1.209.19.44 - 0x5...
Internet Address      Physical Address      Type
-----
192.168.0.1            00-26-...             dynamic
192.168.0.20          08-00-...             dynamic
192.168.0.55          28-21-...             dynamic
192.168.0.255         01-00-...             dynamic
224.0.0.22            01-00-...             dynamic
224.0.0.251          01-00-...             dynamic
224.0.0.252          08-00-...             dynamic
224.0.0.253          01-00-...             dynamic
239.192.152.143       01-00-...             dynamic
239.255.255.250       01-00-...             dynamic
255.255.255.255       01-00-...             dynamic

C:\Users\WRB>
```

From the above information

If the internet address starts with 192.168.xxx.xxx , take a photo with a cell phone camera so the physical address (MAC) shows **XX-XX-XX-XX-XX-XX** to send an email to the operation office with your building and room number as well as your contact information.

★Operation office email address : bt11234@hanmail.net - if you send an email the representative will confirm and contact you. (Contact information and building/ room number required in email!)

※ Cheomseonggwang operation office (Building 1 2nd floor) T. 940-0231 / Hours : Weekdays 09:00~18:00 / Lunch hours : 13:00~14:00

★Reference) In the window above, if the internet address does not start with 192.168.xxx.xxx, it is not a disability caused by router use.