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Author

Message

BobCo
 Posted: Fri Sep 2nd, 2005 9:00 am Post subject: WGR101 will not work for more one user in Switch Position 2


Newbie

Hello--I've had my **WGR101** for a while and have kept up with firmware upgrades (currently running V1.0_09). Several months ago, I lost the ability for more than one users to consistently be attached to the **WGR101** and using the Internet in Switch Position 2 (multi-user mode).

 Joined: 02 Sep 2005
 Posts: 2


Here are the facts:

- Complete default **WGR101** config (did a config erase)
- Connected to a private network (10.x.x.x) on WAN side, which in turn gets NAT out to the real world
- In position 1 (single user/bridge), I get an IP from the WAN (10.x.x.x) and have no problems whatsoever
- In position 2 (multi-user), I all users can see the **WGR101**, connect to it and those users are listed in the Maintenance-Attached Devices list with valid IPs (192.168.0.x)
- Multiple users in position 2 can access the Internet if they enter IP addresses, first attached user can do everything (surf Internet with names, not addresses)
- All users are getting DNS settings from the **WGR101**, no manual/hybrid configurations
- **WGR101** properly gets DNS server IP addresses as shown in Maintenance-Status-Internet Port

The issue I'm having boils down to the ability of the **WGR101** to properly proxy DNS request. When in switch position 1, I have no troubles whatsoever. In switch position 2, users can not reliably connect.

In 'cmd' when I type nslookup, I get the following response (NOTE: 192.168.0.1 is the **WGR101**):

```
DNS request timed out.
timeout was 2 seconds.
*** Can't find server name for address 192.168.0.1: Timed out
*** Default servers are not available
Default Server: UnKnown
Address: 192.168.0.1
```

```
>www.netgear.com.
Server: UnKnown
Address: 192.168.0.1
```

```
DNS request timed out.
timeout was 2 seconds.
*** Request to UnKnown timed-out
>
```

Note that this all happens while another computer on the network is successfully surfing the web.

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No rating

NeTgRI
 Posted: Tue Sep 6th, 2005 8:14 am Post subject:

 Moderator
 Forum Moderator

Try setting static DNS.



example: 4.2.2.2/4.2.2.3

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BobCo

Posted: Tue Sep 6th, 2005 9:24 am Post subject:

[quote](#)

Newbie

If I set the client computers to the exact same DNS setting as rec'd by the Netgear via DHCP then they work perfectly. Changing the DNS entry on the Netgear itself does not fix the issue.

Joined: 02 Sep 2005
Posts: 2

Is this a known issue?

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decheung

Posted: Tue Dec 6th, 2005 1:05 am Post subject:

[quote](#)

Newbie

I ran into this exact same problem. Has anyone ever figured out a solution to this DNS problem?

Joined: 06 Dec 2005
Posts: 4

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cab3

Posted: Thu Dec 8th, 2005 11:22 am Post subject:

[quote](#)

○○○○○
Junior Member

I'm having the exact same issue. I'm able to use the router in single user mode just fine.

However, as soon as I switch to Mode 2, I'm unable to resolve hostnames. If I look at the configuration status screen, I can see that the router has a valid IP address, however I don't see any DNS addresses. Additionally, the router itself is unable to access the test page (the Netgear site, presumably). I've tried to set static DNS addresses both in the router and on the attached systems, to no avail. I certainly should not have to do this, as DHCP works perfectly on a hardwired laptop, while the wireless on the same laptop won't work.

Joined: 07 Dec 2005
Posts: 10
Location: St. Louis, MO

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It seems that from all the postings on the forums about this that there would be some sort of bug that's raising its head in some circumstances. Does anyone from NetGear have any response, or timeframe to a resolution of this? Any debugging info that would be helpful to get a fix for this?

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decheung

Posted: Thu Dec 8th, 2005 9:48 pm Post subject:

[quote](#)

Newbie

I've been trying to contact Netgear support for a while - there's no answer. This is pretty ridiculous.

Joined: 06 Dec 2005
Posts: 4

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cab3

Posted: Fri Dec 9th, 2005 9:46 am Post subject:

[quote](#)

○○○○○
Junior Member

I am a bit surprised that based on the number of similar problems posted in these Forums that NetGear has not voiced an opinion or suggested any fixes beyond the obvious. It certainly makes me begin to question whether they really have a good grasp on why things are not working. Should any of the NetGear support like to debug, I'd be more than willing to give whatever data that I could to get to the bottom of this. It's quite frustrating to

Joined: 07 Dec 2005
Posts: 10

Location: St. Louis, MO
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only be able to use single user mode on the router....sorta defeats the point, and if this is unable to be resolved, I guess it'll be time to look for other router options. A friend of mine has a D-Link travel router that works perfectly in multiuser mode on the SAME EXACT network as the NetGear fails on. Adds to my belief that it's a problem with the NetGear firmware, since other devices work just fine when plugged into the same port. Changing MAC addresses didn't do anything either.

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decheung

Posted: Fri Dec 9th, 2005 10:34 am Post subject:

[quote](#)

Newbie

Do they even care that things aren't working? I've received no update on my open ticket for a week now.

Joined: 06 Dec 2005
Posts: 4

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cab3

Posted: Fri Dec 9th, 2005 11:13 am Post subject:

[quote](#)

Junior Member

decheung wrote:

Do they even care that things aren't working? I've received no update on my open ticket for a week now.

Joined: 07 Dec 2005
Posts: 10

Location: St. Louis, MO
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If you do hear anything, please post here for all to benefit. I've not headed down the path of opening a case/ticket with them since it's likely to just slow them down since you seem to already have the same issue.

My bet is that they haven't been able to reproduce it, and thus aren't giving much credence to it. Thus my offer to help them debug if they'll actually put a resource on solving the problem. The other option is that they have been able to reproduce it, but don't know how to FIX it... Neither are positive, and definitely reflect on their support ability.

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cab3

Posted: Wed Dec 14th, 2005 2:02 pm Post subject:

[quote](#)

Junior Member

decheung wrote:

Do they even care that things aren't working? I've received no update on my open ticket for a week now.

Joined: 07 Dec 2005
Posts: 10

Location: St. Louis, MO
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So, did you ever hear anything? Mine still isn't working, except in single user mode, which is pretty worthless...

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decheung

Posted: Wed Dec 14th, 2005 2:23 pm Post subject:

[quote](#)

Newbie

They sent me some more "level 1" support troubleshooting. It's about a week turnaround per reply.

Joined: 06 Dec 2005
Posts: 4

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TomRaz

Posted: Thu Dec 15th, 2005 10:06 pm Post subject:

[quote](#)

Newbie

Joined: 15 Dec 2005
Posts: 2



I have the same exact problem when going from switch position 1 to 2
Sometimes it works okay on position 2 and then it stops working. Other times it does not work in position 2 at all.

I am running version 1.0_09 firmware, has anyone tried downgrading the firmware to a previous version to see if the problem goes away ?

If so where can you locate older versions of the firmware ?

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No rating

cab3

Joined: 07 Dec 2005
Posts: 10
Location: St. Louis, MO

Joined: 07 Dec 2005
Posts: 10
Location: St. Louis, MO



Posted: Tue Feb 28th, 2006 11:00 am Post subject:



So has anyone ever received any resolution from this? Seems like this is an ongoing problem, and I've been having this problem regularly. The D-Link product doesn't have this problem, and really might explain why I've seen these devices going for about \$10 after rebates, while the D-Link are rarely found cheaply. There's one difference, theirs work, while these only sort-of work.

Maybe if someone from NetGear took this as a real problem, spent about 10 minutes troubleshooting it and maybe finding a solution there would be more happy **WGR101** customers!

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No rating

TomRaz

Newbie

Joined: 15 Dec 2005
Posts: 2



Posted: Tue Feb 28th, 2006 2:56 pm Post subject:



I tried to communicate with Netgear tech support via email. All I got was canned replies to my emails and no intelligent response from any humans they simply replied with please call the phone number to troubleshoot this further.

It is apparent this portable router has issues that need to be addresses via firmware or hardware fixes.

I do not have the time to call tech support which is probably in India to start with and I will not be able to understand the person on the other end of the phone.

Maybe someone can call Netgear if they get a chance and attempt to troubleshoot this over the phone.

I guess what do I expect for \$10 after rebate !

I will not purchase other Netgear products based on this experience.

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No rating

cab3

Joined: 07 Dec 2005
Posts: 10
Location: St. Louis, MO

Joined: 07 Dec 2005
Posts: 10
Location: St. Louis, MO



Posted: Tue Feb 28th, 2006 8:30 pm Post subject:



I agree totally! I don't really have the hours and hours to try and give some Level 1 support flunkie the info they need so they can escalate the issue so that they can ignore it.

As someone that works for a software company, I understand that things take time to fix, but after well over 6 months of this being complained about, you'd think they'd take note. Apparently, my confidence in NetGear products was misplaced.

I also contend that, regardless of price of a product, I expect something that actually works. If it's not going to work in multiuser mode, call it a bridge and don't have a Multi-User mode. If you're going to offer a MUM, then make it work!

There is a workaround that was recommended to me in another thread, which does at least seem to work, but it requires setting static DNS entries on each client machine, which really defeats the point and purpose of DHCP, and if you're a road warrior, you'll have to connect in bridge mode, figure out what the DNS entries at the hotel you're in are, and then switch to multi-user and plug them into the client PC. What a crock!

Check out the details over at <http://forum1.netgear.com/support/viewtopic.php?p=102777#102777>

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No rating

qualtronix

Posted: Sun Mar 5th, 2006 7:43 am Post subject: I'm losing faith in Netgear



Junior Member

I've had a bad weekend with regard to Netgear. Firstly I had a DG834G die last night. Now i've discovered another issue trying to workaroud the loss of the 834.

Joined: 04 Mar 2006
Posts: 5
Location: Perth, Australia

I have a **WGR101** which I use for my own laptop to connect to the network. This is a Dell D610, configured everything for WPA-PSK and it worked fine.



With last nights demise of the DG834G I thought OK I would select multiuser mode on the **WGR101** and away we go, the wifes laptop would be able to connect thru that. However, older laptop, only does WEP with OPEN authentication, can live with that I thought, reconfigured the **WGR101**, old laptop connects fine.

Now back to the Dell, reconfigure that, BUT absolutely no way that will connect to the **WGR101**, it connects OK RF Link using WEP, but absolutely no way can I get DHCP to work thru the **WGR101**.

OK I've a little used WGE101 bridge that I grabbed and connected to the normal network port on the Dell. Configured that for WEP-OPEN and that connects fine thru the **WGR101**. So the **WGR101** now has (2) users successfully connected in multi-user mode !!

I'm going to run cables through the house i think

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