From:

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To whom it may concern

DATE: March 18, 2010

SUBJECT:

W443D-PB -- 300Mbps 802.11n MIMO Wireless LAN/Firewall DHCP server for router fails to offer appropriate DNS to clients

I have been in correspondence with ComputerGeeks.com about this router and my concerns that other users may have similar performance issues due to inappropriate DNS offered by it's DHCP server.

The issue is not DDNS, but that the router appears to only offer to turn on or turn off DNS and it does not use offer itself nor the DNS it acquired from it's WAN connection. Instead the DHCP server on the router offers a DNS to clients in CHINA, 168.95.1.1

The other issue, because it is generic, I don't know where to get firmware upgrades nor how to get manufacturing support other than from where I bought it, ComptuerGeeks.com

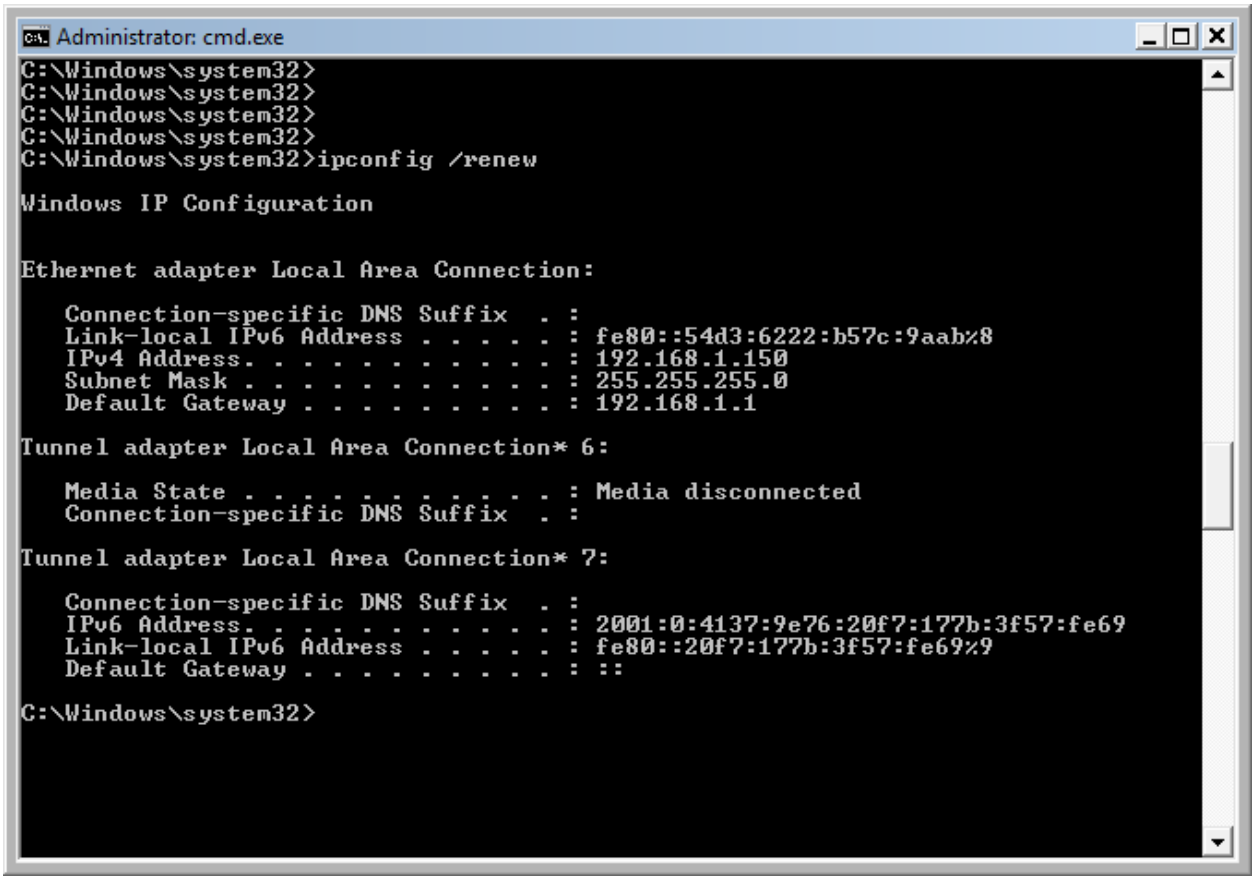
Because it is a reasonable price I am not asking for an RMA, but I am asking that the issue be resolved or that other customers buying the product how and where to upgrade firmware to

resolve, or to be warned that it cannot be fixed and to manually set their DNS on personal computers using the router.

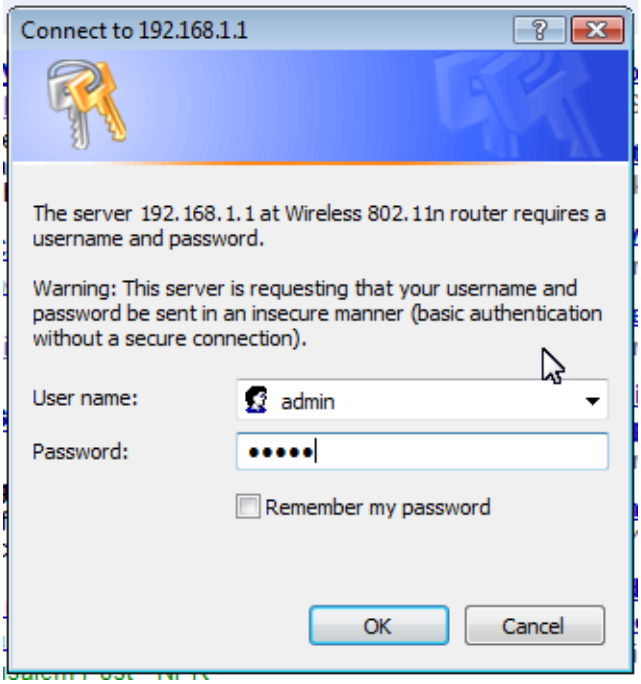
Here is the relevant information and screen shots:

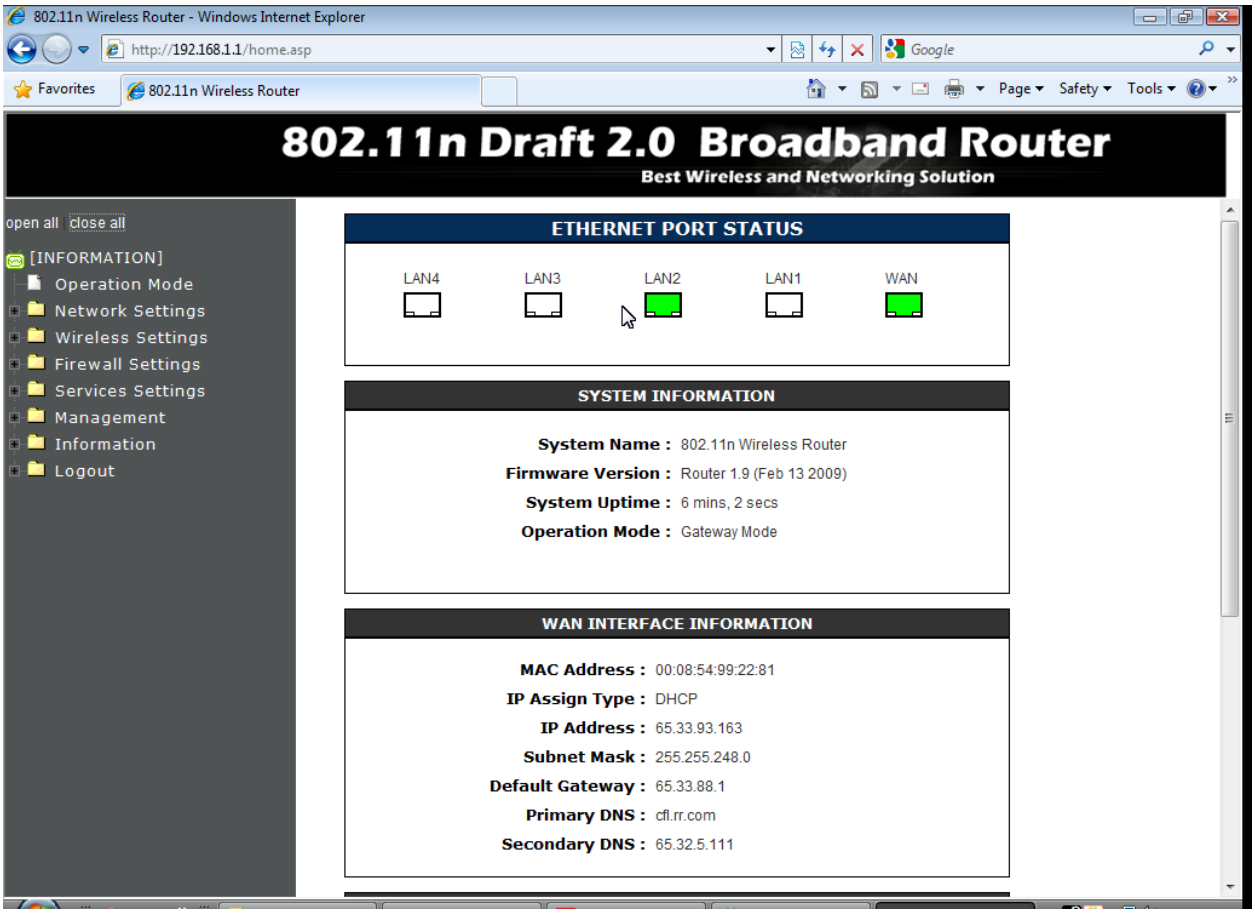
I verified this on two XP computers using wireless and a Vista computer that connected by wire. Below I took screen shots after resetting the wireless router and connecting with a VISA computer with a wired connection.

Here is a screen show showing that I did use the cmd.exe window as administrator and cleared my IP configuration, ipconfig /release then ipconfig /renew to pick up the router with is manufacturing settings:

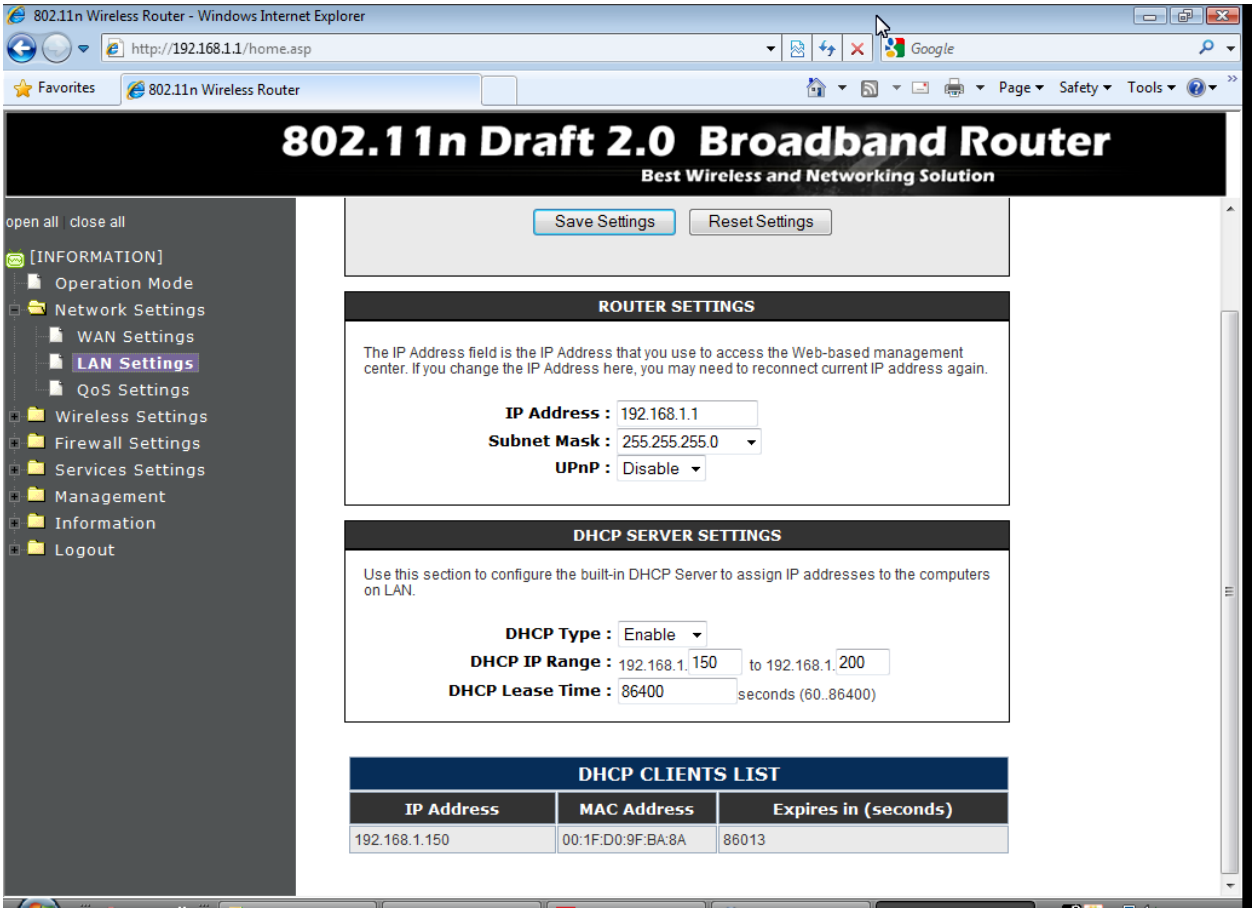


This next two screen shots show that I used a Microsoft Internet Explorer web browser to login to the router. Also note the Firmware version is “Router 1.9 (Feb 13 2009)”

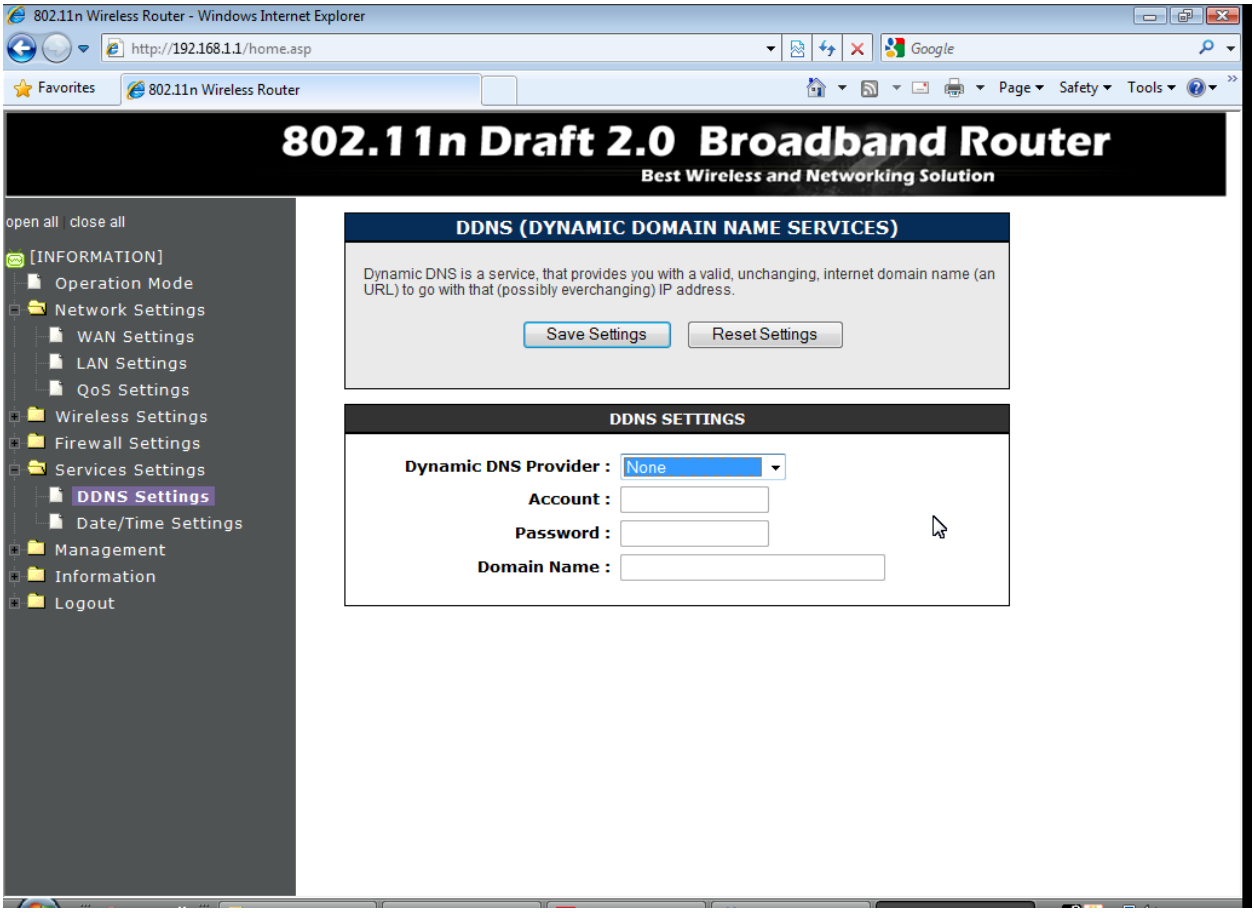

Connect to 192.168.1.1
The server 192.168.1.1 at Wireless 802.11n router requires a username and password.
Warning: This server is requesting that your username and password be sent in an insecure manner (basic authentication without a secure connection).
User name:
admin
Password:
Remember my password
OK
Cancel


802.11n Wireless Router - Windows Internet Explorer
http://192.168.1.1/home.asp
Favorites
802.11n Wireless Router
802.11n Draft 2.0 Broadband Router
Best Wireless and Networking Solution
open all close all
[INFORMATION]
Operation Mode
Network Settings
Wireless Settings
Firewall Settings
Services Settings
Management
Information
Logout
ETHERNET PORT STATUS
LAN4 LAN3 LAN2 LAN1 WAN
SYSTEM INFORMATION
System Name : 802.11n Wireless Router
Firmware Version : Router 1.9 (Feb 13 2009)
System Uptime : 6 mins, 2 secs
Operation Mode : Gateway Mode
WAN INTERFACE INFORMATION
MAC Address : 00:08:54:99:22:81
IP Assign Type : DHCP
IP Address : 65.33.93.163
Subnet Mask : 255.255.248.0
Default Gateway : 65.33.88.1
Primary DNS : cfl.rr.com
Secondary DNS : 65.32.5.111

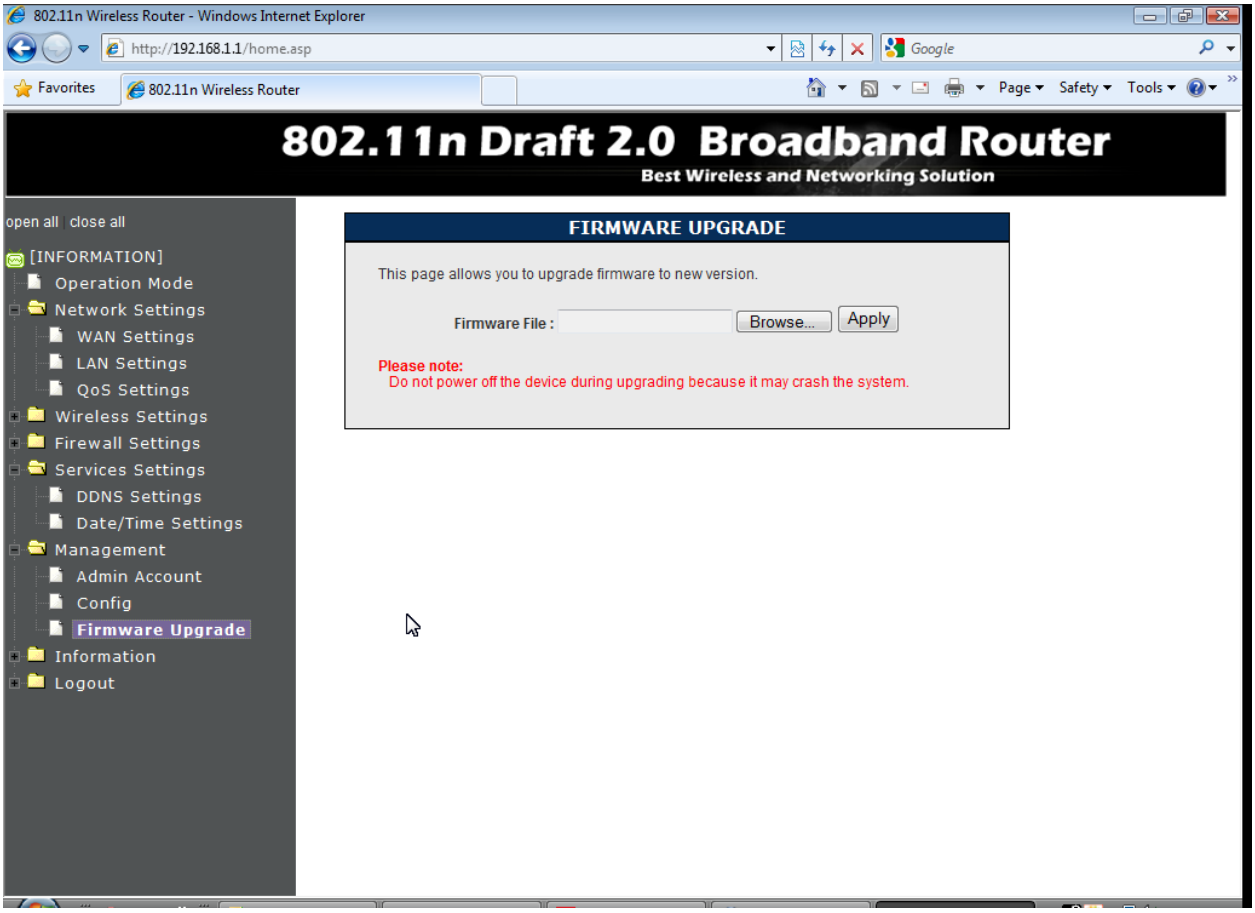
Next screen show shows LAN settings. Note that you can enable or disable DHCP, set the range but not what DNS is offered.



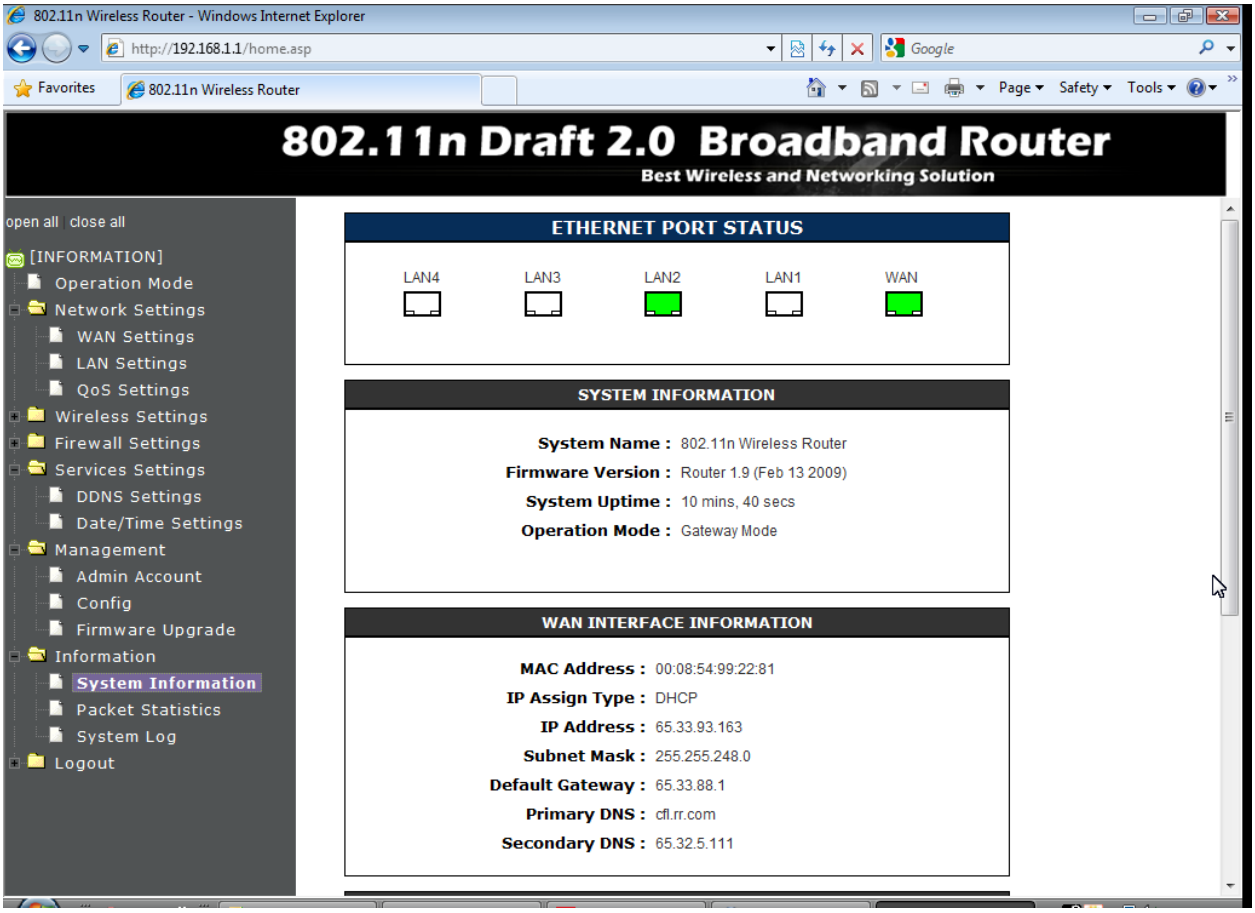
Next screen show shows I do not have a DDNS setup nor do I need one, and the default manufacturer does not set one, nor should the average person need one unless their WAN IP changes frequently and they need to know it remotely.



Next screen show shows the firmware page to illustrate that we don’t know where to get the firmware from.



Next two screens show the system information, and note that it has regional DNS settings on the WAN connection supplied by central florida road runner, 65.33.88.1 and 64.32.5.111. Later we will note the DHCP server does not offer these nor the gateway IP.


802.11n Wireless Router - Windows Internet Explorer
http://192.168.1.1/home.asp
Google
Favorites
802.11n Wireless Router
Page
Safety
Tools
802.11n Draft 2.0 Broadband Router
Best Wireless and Networking Solution
open all close all
[INFORMATION]
Operation Mode
Network Settings
WAN Settings
LAN Settings
QoS Settings
Wireless Settings
Firewall Settings
Services Settings
DDNS Settings
Date/Time Settings
Management
Admin Account
Config
Firmware Upgrade
Information
System Information
Packet Statistics
System Log
Logout
ETHERNET PORT STATUS
LAN4
LAN3
LAN2
LAN1
WAN
SYSTEM INFORMATION
System Name : 802.11n Wireless Router
Firmware Version : Router 1.9 (Feb 13 2009)
System Uptime : 10 mins, 40 secs
Operation Mode : Gateway Mode
WAN INTERFACE INFORMATION
MAC Address : 00:08:54:99:22:81
IP Assign Type : DHCP
IP Address : 65.33.93.163
Subnet Mask : 255.255.248.0
Default Gateway : 65.33.88.1
Primary DNS : cfl.rr.com
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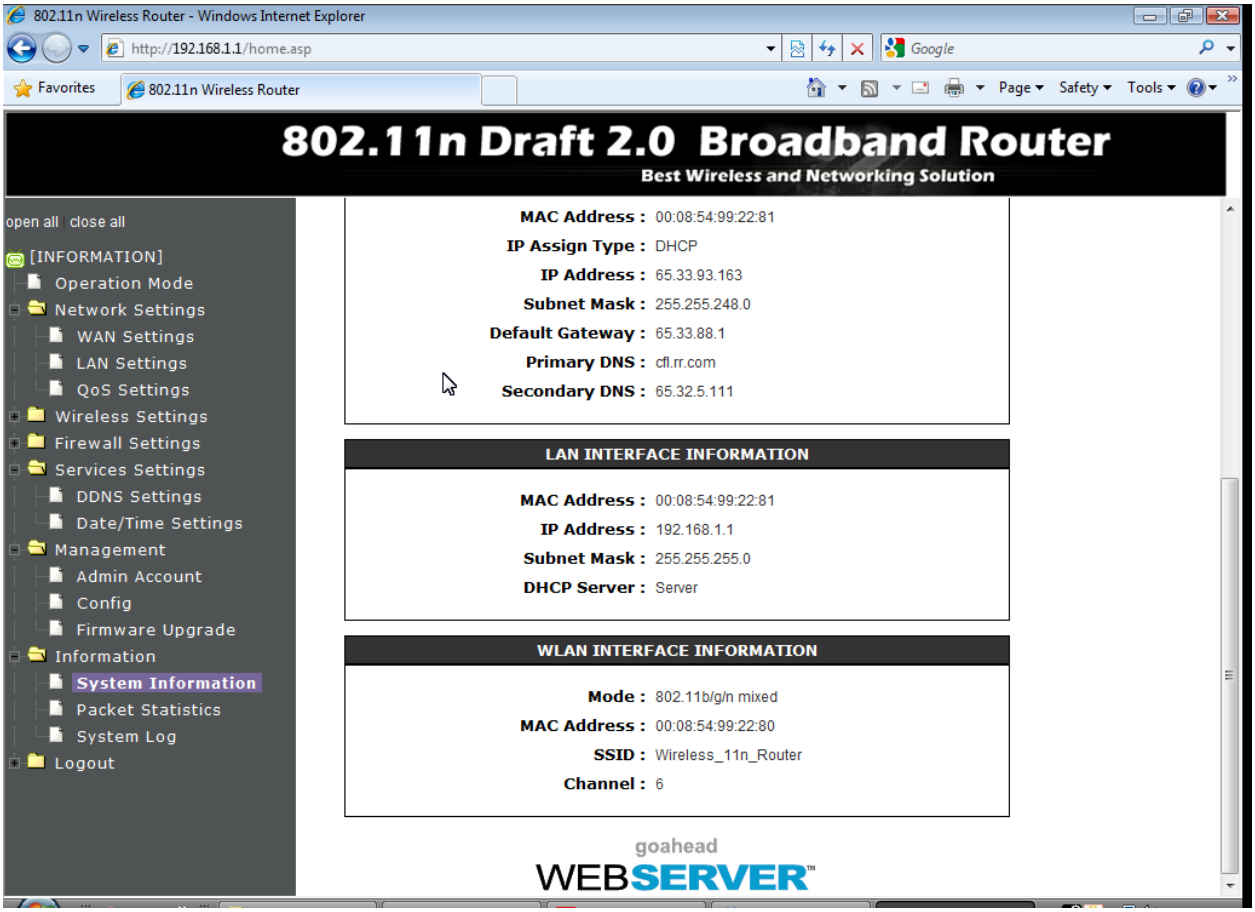
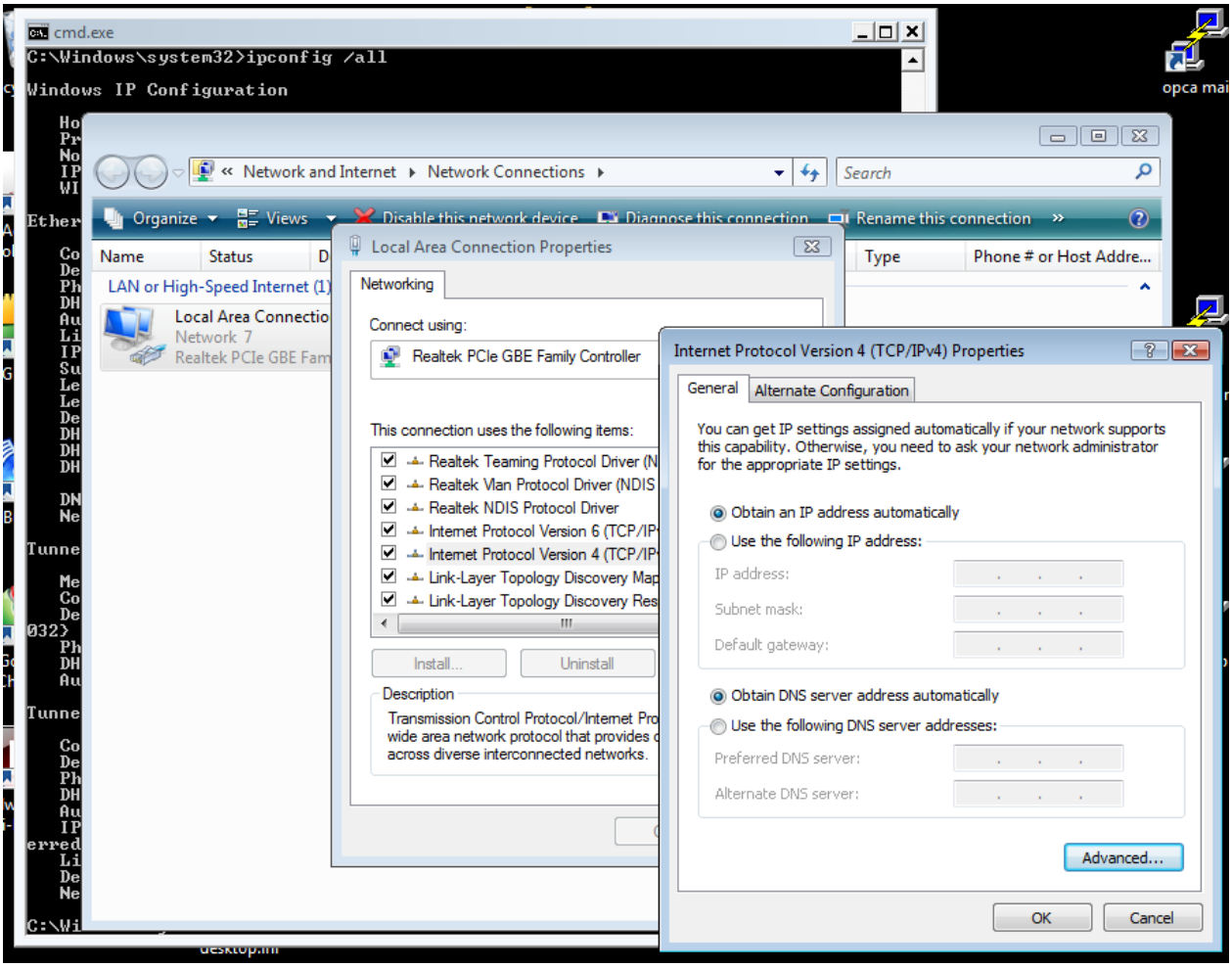
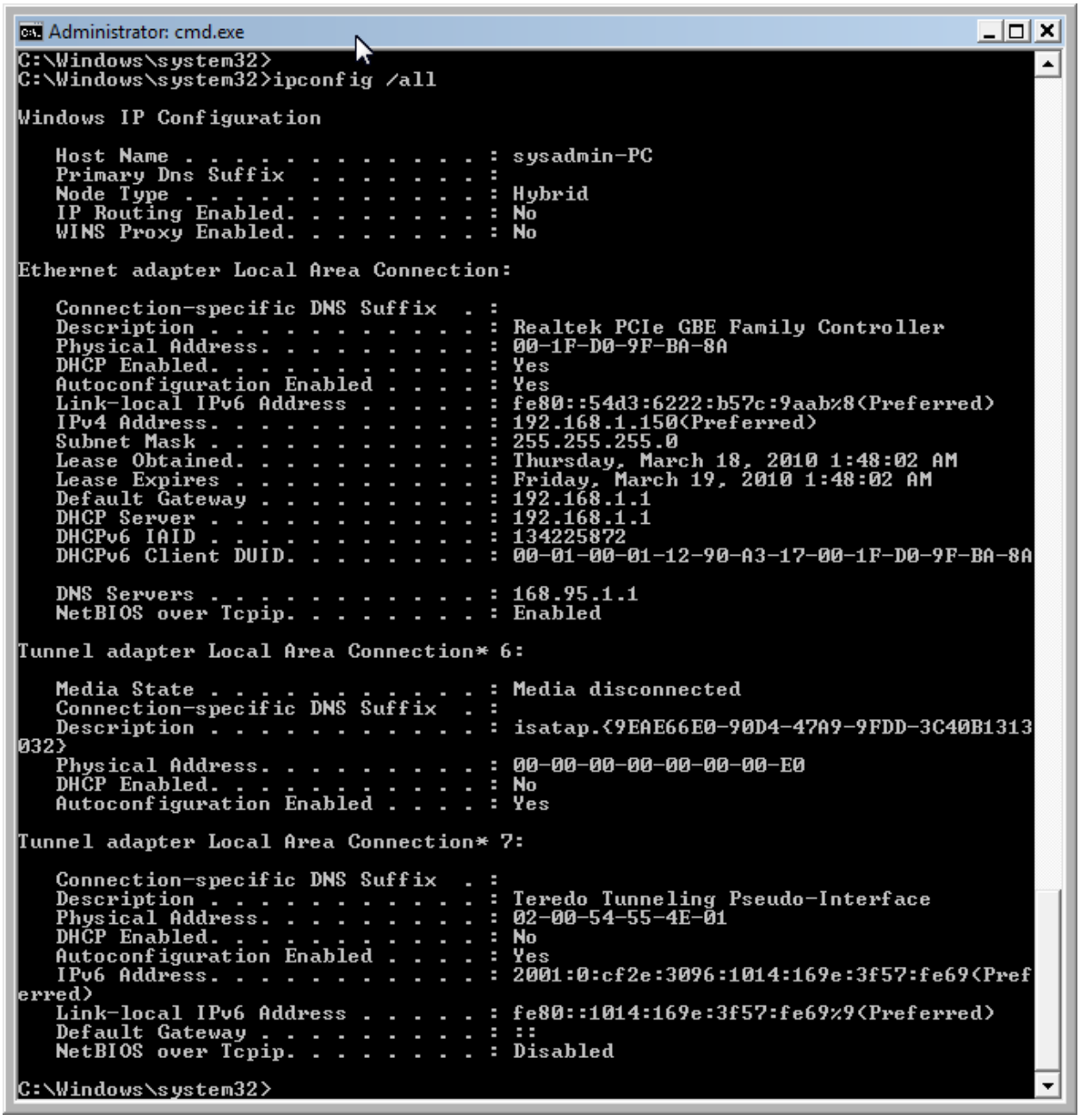


Next screen shows that I do not have any IP nor DNS preset in my network settings on my personal computer. I will preset something afterwards so I am not using a DNS in china.



AND folks here is the proof, when I do a ipconfig /all and look at the DNS given by your DHCP server on the router, it is 168.95.1.1 which is not a regional DNS causing delays and poor user experience when using this product:


Administrator: cmd.exe
C:\Windows\system32>
C:\Windows\system32>ipconfig /all
Windows IP Configuration
Host Name . . . . . : sysadmin-PC
Primary Dns Suffix . . . . . :
Node Type . . . . . : Hybrid
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No
Ethernet adapter Local Area Connection:
Connection-specific DNS Suffix . :
Description . . . . . : Realtek PCIe GBE Family Controller
Physical Address. . . . . : 00-1F-D0-9F-BA-8A
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
Link-local IPv6 Address . . . . . : fe80::54d3:6222:b57c:9aab%8(Preferred)
IPv4 Address. . . . . : 192.168.1.150(Preferred)
Subnet Mask . . . . . : 255.255.255.0
Lease Obtained. . . . . : Thursday, March 18, 2010 1:48:02 AM
Lease Expires . . . . . : Friday, March 19, 2010 1:48:02 AM
Default Gateway . . . . . : 192.168.1.1
DHCP Server . . . . . : 192.168.1.1
DHCPv6 IAID . . . . . : 134225872
DHCPv6 Client DUID. . . . . : 00-01-00-01-12-90-A3-17-00-1F-D0-9F-BA-8A
DNS Servers . . . . . : 168.95.1.1
NetBIOS over Tcpip. . . . . : Enabled
Tunnel adapter Local Area Connection* 6:
Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . :
Description . . . . . : isatap.{9EAE66E0-90D4-47A9-9FDD-3C40B1313
032}
Physical Address. . . . . : 00-00-00-00-00-00-00-E0
DHCP Enabled. . . . . : No
Autoconfiguration Enabled . . . . : Yes
Tunnel adapter Local Area Connection* 7:
Connection-specific DNS Suffix . :
Description . . . . . : Teredo Tunneling Pseudo-Interface
Physical Address. . . . . : 02-00-54-55-4E-01
DHCP Enabled. . . . . : No
Autoconfiguration Enabled . . . . : Yes
IPv6 Address. . . . . : 2001:0:cf2e:3096:1014:169e:3f57:fe69(Pref
erred)
Link-local IPv6 Address . . . . . : fe80::1014:169e:3f57:fe69%9(Preferred)
Default Gateway . . . . . : ::
NetBIOS over Tcpip. . . . . : Disabled
C:\Windows\system32>