WINDOWS SYSTEM CANNOT CONNECT THE INTERNET OR OPEN THE WEBSITE

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Windows System:

1. Tap or click the Start button. (Window icon) Click the Control Panel.



MAC OS:

1. First, open the browser Safari in the Dock.





Windows System:

2. Select and click "Network and Internet"



MAC OS:

2. Click the Safari tab at top left corner and select "Preferences...".





Windows System :

3. Choose "Internet Options".



MAC OS:

3. Go to Advanced menu. Click "Change Settings..." under the column "Proxies".



Windows System :

4. Then, click "Connections" tab.

🗈 Internet Properties 🛛 ? 🗙					
General Security Privacy Content Connections Programs Advanced					
To set up an Internet connection, dick Setup Setup.					
Dial-up and Virtual Private Network settings					
Add					
Add VPN					
Remove					
Choose Settings if you need to configure a proxy Settings server for a connection.					
Local Area Network (LAN) settings — LAN Settings do not apply to dial-up connections. LAN settings Choose Settings above for dial-up settings.					
OK Cancel Apply					

MAC OS:

4. Please check the Web Proxy Server (HTTP) is not selected. Then, click "OK".





Windows System:

5. In order to check proxy, press "LAN settings".





Window System:

6. Uncheck boxes in "Automatic configuration" and "Proxy server". Click "OK".





Windows System :

1. Tap or click the Start button. (Window icon) Click the Control Panel.



MAC OS:

1. To check your IP address, please click the Apple icon menu on the top left corner, then select "System Preferences...".

Ú.	Finder	File	Edit	View	Go	Window	Help
Abo	ut This	Мас					
Syst	tem Pret	ference	es				
App	Store	9					
Rec	ent Item	IS			•		
Ford	e Quit F	inder		70	80		
Slee	p						
Rest	tart						
Shu	t Down.						
Loc	< Screen	n		^	*#Q		
Log	Out HK	BN Tec	ch Tean	n 🛈	*¥Q		



Windows System :

2. Select and click "Network and Internet".



MAC OS:

2. Click "Network".



Flash Player



Windows System :

3. Choose "Network and Sharing Center".



MAC OS:

3. Select the network you have connected from the left column. The IP address will be displayed on the right.





Windows System :

4. Press "Change adaptor settings" from the left column.





Windows System :

5. Double click or right click the icon (LAN) to see the status and connection currently used.





Windows System :

6. Press "Details...".

Q.	Ethernet0 S	tatus 🛛 🗙
General		
Connection IPv4 Conne IPv6 Conne Media State Duration: Speed: Details	ctivity: ctivity: ::	Internet No Internet access Enabled 11 days 08:01:57 10.0 Gbps
Activity —	Sent 📓	Persived
Bytes:	8,133,822,821	1,907,571,929
Propertie	s 😵 Disable	Diagnose



Windows System :

7. The "Network Connection Details" will display the information of the IP address. (IPv4 address)

Network Connection Details: Property Value Connection-specific DN Description Description vmxnet3 Ethemet Adapter Physical Address 00-50-56-B9-54-7B DHCP Enabled No IPv4 Address 192.168.238.45 IPv4 Subnet Mask 255.255.255.0 IPv4 Default Gateway 192.168.239.26 IPv4 DNS Servers 192.168.239.20 IPv4 WINS Server Yes Link-local IPv6 Address fe80::50da:66dc:ad90:a9ec%12 IPv6 Default Gateway IPv6 DNS Server	
Property Value Connection-specific DN Description Description vmxnet3 Ethemet Adapter Physical Address 00-50-56-B9-54-7B DHCP Enabled No IPv4 Address 192.168.238.45 IPv4 Subnet Mask 255.255.255.0 IPv4 Default Gateway 192.168.238.254 IPv4 DNS Servers 192.168.239.16 19v4 WINS Server Yes NetBIOS over Tcpip En Yes Link-local IPv6 Address fe80::50da:66dc:ad90:a9ec%12 IPv6 DNS Server Nes	
Connection-specific DN Description vmxnet3 Ethemet Adapter Physical Address 00-50-56-B9-54-7B DHCP Enabled No IPv4 Address 192.168.238.45 IPv4 Subnet Mask 255.255.25.0 IPv4 Default Gateway 192.168.239.16 192.168.239.20 IPv4 WINS Server NetBIOS over Tcpip En Yes Link-local IPv6 Address fe80::50da:66dc:ad90:a9ec%12 IPv6 Default Gateway IPv6 DNS Server	
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IPv4 DNS Servers 192.168.239.16 192.168.239.20 IPv4 WINS Server NetBIOS over Tcpip En Yes Link-local IPv6 Address fe80::50da:66dc:ad90:a9ec%12 IPv6 Default Gateway IPv6 DNS Server	
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NetBIOS over Tcpip En Yes Link-local IPv6 Address fe80::50da:66dc:ad90:a9ec%12 IPv6 Default Gateway IPv6 DNS Server	
Link-local IPv6 Address fe80::50da:66dc:ad90:a9ec%12 IPv6 Default Gateway IPv6 DNS Server	
IPv6 Default Gateway IPv6 DNS Server	
IPv6 DNS Server	
G	
Close	



Windows System :

1. Tap or click the Start button. (Window icon) Click the Control Panel.



MAC OS:

1. To renew your IP address, please click the Apple icon menu on the top left corner, then select "System Preferences..."

System Freierences		
App Store		
Recent Items	•	
Force Quit Finder	て合業の	
Sleep		
Restart		
Shut Down		
Lock Screen	^#Q	



Windows System :

2. Select and click "Network and Internet".



MAC OS:

2. Click "Network".





Windows System :

3. Choose "Network and sharing center".



MAC OS:

3. Then, select the network you have connected from the left column. Press "Advanced..."

••• <>	Network	¢	Q Search
Loc	ation: Automatic	•	
Wi-Fi Not Connected Silvetooth PAN Not Connected Silvetooth PAN	Status:	Cable Unplugged Either the cable for Ethern or the device at the other of responding.	et is not plugged in end is not
• Ethernet Connected	Configure IPv4:	Using DHCP	0
FireWire Not Connected	IP Address:	61.238.19.214	
iPhone USB Not Connected	Subnet Mask: Router:	255.255.254.0 61.238.18.1	
ThundeIt Bridge Not Connected	DNS Server: Search Domains:	203.185.0.37 > 203.185.0	0.36 > 203.1
+ - &-			Advanced ?
			Revert Apply



Windows System :

4. Press "Change adapter settings" from the left column.

9	Network and Sharing Center 📃 🗖 🗙
🛞 💿 👻 🕇 🕎 « Network	and Internet Network and Sharing Center C Search Control Panel P
Control Panel Home	View your basic network information and set up connections
Change adapter settings Change advanced sharing settings	View your active networks Access type: Internet Domain network Connections: Ethernet0
	Change your networking settings Set up a new connection or network Set up a broadband, dial-up, or VPN connection; or set up a router or access point. Troubleshoot problems Diagnose and repair network problems, or get troubleshooting information.
See also Internet Options	
Windows Firewall	

MAC OS:

4. In the TCP/IP tab menu, click renew DHCP Lease to renew the IP Address. The IP Address will disappear, please wait for a moment until it displays again. Then click "OK".

Configure IPv4	Using DHCP	.	
IPv4 Address	61.238.19.214	DUCD Client ID:	Renew DHCP Lease
Router	255.255.254.0 : 61.238.18.1	DHCP Client ID:	(if required)
Configure IPv6	Automatically	0	
Router	:		
IPv6 Address	:		
Prefix Length			



Windows System :

5. Right-click the icon (LAN) and select "Disable".

Network Connections							
🍥 🍥 🕤 🏦 🕎 « Network and Int	ernet	 Network Connections 					
Organize Disable this network details	vice	Diagnose this connection	Rename thi				
Ethernet0 MSAD.LOCAL							
vmxnet3 Ethernet Adapter	9	Disable					
		Status					
		Diagnose					
	9	Bridge Connections					
		Create Shortcut					
		Delete					
	9	Rename					
	9	Properties					

Windows System :

6. When the status of the connection changed to "Disabled", right-click the icon (LAN) and select "Enable". (Administration authentication required) It will renew the IP address





Windows System :

1. Tap or click the Start button. (Window icon) Click the Control Panel.





Windows System :

2. Click "Hardware".



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Windows System :

3. Click "Device Manager" in "Devices and Printers".





Windows System :

4. In the menu of "Device Manager", select "Network adapters". It will show the existing network card model.

If the network card has the signal of "!" / "?" / "X" or "unknown device", it means that the network card driver has detected error and not installed properly. You are suggested to follow the steps to re-install or update the network card driver.



Windows System :

5. In the column of "Network Adapter", please right-click the selected "Properties" under the Network Card model.

File Action View Help	
⊨ 🔶 📰 🖾 🖬 💻 💺 🗙 📀	
✓ 륜 PF0B5BQH	
> 4 Audio inputs and outputs	
> 🗃 Batteries	
> 🚯 Bluetooth	
> 💻 Computer	
> 👝 Disk drives	
> 🏣 Display adapters	
> 🛺 Human Interface Devices	
> 📹 IDE ATA/ATAPI controllers	
> 🛁 Imaging devices	
> E Keyboards	
> Memory technology devices	
Mice and other pointing devices	
> Monitors	
V V Network adapters	
Intel(R) Ethernet Connection (3) I218-V	
	Update Driver Software
	Disable
	Uninstall
	Scan for hardware changes
	Properties



Windows System :

6. In the "General" tab, check whether the device is working properly under "Device status".





Windows System :

7. Then, select "Driver" tab and click "Update Driver...".

Intel(R) Ethernet Connection (3) I218-V Properties					
Events General	Resources Advanced	Power Man Driver	nagement Details		
Intel(R) I	Ethemet Connection (3) 12	218-V			
Driver Pr	rovider: Intel				
Driver D	ate: 5/10/2016				
Driver V	ersion: 12.15.23.1				
Digital S	igner: Microsoft Win Publisher	dows Hardware Co	ompatibility		
Driver Details	To view details a	bout the driver files	5.		
Update Driver.	To update the d	To update the driver software for this device.			
Roll Back Driver	If the device fails back to the prev	after updating the iously installed drive	driver, roll er.		
Disable	Disables the sele	Disables the selected device.			
Uninstall	To uninstall the o	driver (Advanced).			
		Close	Cancel		



Windows System :

8. Click "Search automatically for updated driver software" to update the network card driver.

Update Driver Software - Intel(R) Ethernet Connection (3) I218-V

How do you want to search for driver software?

→ Search automatically for updated driver software Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.

→ Browse my computer for driver software Locate and install driver software manually.

Windows System :

9. Windows will check for and update the driver to the latest version. Click "Close" when it is done.

Update Driver Software - Intel(R) Ethernet Connection (3) I218-V

Windows has successfully updated your driver software

Windows has finished installing the driver software for this device:



Intel(R) Ethernet Connection (3) I218-V





Windows System :

1. Tap or click the Start button. (Window icon) Click the Control Panel.



MAC OS:

1. Click the Apple icon menu on the top left corner, then select "System Preferences…"

Finder File Edit V	/iew	Go	Window	Help
About This Mac				
System Preferences				
App Store				
Recent Items		•		
Force Quit Finder	7.03	€D		
Sleep				
Restart				
Shut Down				
Lock Screen	~9	€Q		
Log Out HKBN Tech Team	. 	€Q		



Windows System :

2. Select and click "Network and Internet".



MAC OS:

2. Click "Network"





Windows System :

3. Choose "Network and sharing center".

MAC OS:

3. Then, select the network you have connected from the left column. Press "Advanced..."







Windows System :

4. Press "Change adapter settings" from the left column.



MAC OS:

4. In DNS tab menu, the DNS server address should be displayed in 203.185.0.32 / 203.185.0.33 /203.185.0.34. If the system did not retrieve the related information correctly, please amend the DNS server addresses and click "OK".

			N	letwork				earch
<> Ethernet								
	TCP/IP	DNS	WINS	802.1X	Proxies	Hardwa	re	
DNS Servers:				Searc	h Domains			
203.185.0.32 203.185.0.33 203.185.0.34								
+ — IPv4 c	er IPv6 add	resses		+ -				



Windows System :

5. Right click and choose "Status" to see the connection currently used.





Windows System :

6. Click "Properties"

Ethernet0 Status			×
General			
Connection			
IPv4 Connectivity:		Internet	
IPv6 Connectivity:		No network access	
Media State:		Enabled	
Duration:		16 days 20:18:22	
Speed:		390.0 Mbps	
Details			
Activity	Sent —	Received	
Bytes:	20,069,872	496,465,001	
Properties	Disable	Diagnose	
		Close	



Windows System :

7 Select "Internet Protocol Version 4 (TCP/IPv4)" and click "Properties"





Windows System :

8. Choose "Use the following DNS server address", enter 203.185.0.32 for "Preferred DNS server" and enter 203.185.0.33 (~37) for "Alternate DNS server". Click "OK".

Internet Protocol Version 4 (TCP/IPv4	4) Properties X
General Alternate Configuration	
You can get IP settings assigned auto this capability. Otherwise, you need t for the appropriate IP settings.	matically if your network supports to ask your network administrator
Obtain an IP address automatica	ally
OUse the following IP address:	
IP address:	and the second second
Subnet mask:	· · · · · ·
Default gateway:	· · · · · · · ·
○ Obtain DNS server address auto	matically
Use the following DNS server ad	dresses:
Preferred DNS server:	203.185.0.32
Alternate DNS server:	203.185.0.33
Validate settings upon exit	Advanced
	OK Cancel

