

Setting Static IP address causes lost internet connection

Scenario

The server is on a dhcp IP address that needs to be changed to a static IP address.

In the **Internet Protocol version 4 (TCP/IPv4) Properties** window

you choose to Use the following IP address

you enter the ip address, subnet mask and the default gateway

you choose to Use the following DNS server addresses

you enter the DNS server addresses.

When you close out of the **Internet Protocol version 4 (TCP/IPv4) Properties** window you lose the internet connection.

This is because windows has not saved the default gateway and dns information. The solution is to have the customer reopen the **Internet Protocol version 4 (TCP/IPv4) properties** window and reenter the default gateway and DNS server addresses. When the window is closed, internet connectivity will be restored.

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