

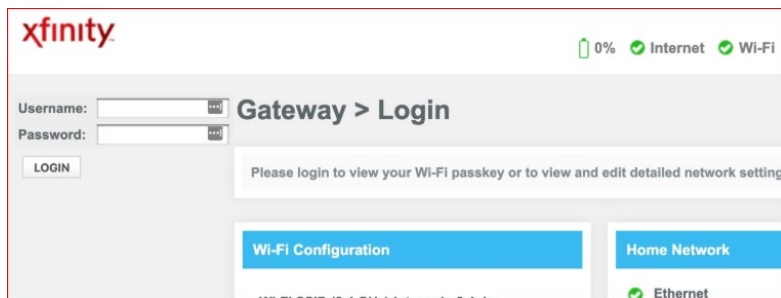
Special considerations for those using Xfinity equipment

A network incompatibility exists with some Xfinity-provided equipment. If you encounter trouble when trying out the VPN for *the first time* please try the following.

Verify that this applies to you

Be sure to disconnect from the VPN and then try browsing to <http://10.0.0.1> or <https://10.0.0.1>

If you see an Xfinity login page please proceed with the rest of this document. Otherwise, contact the Help Desk for further assistance.

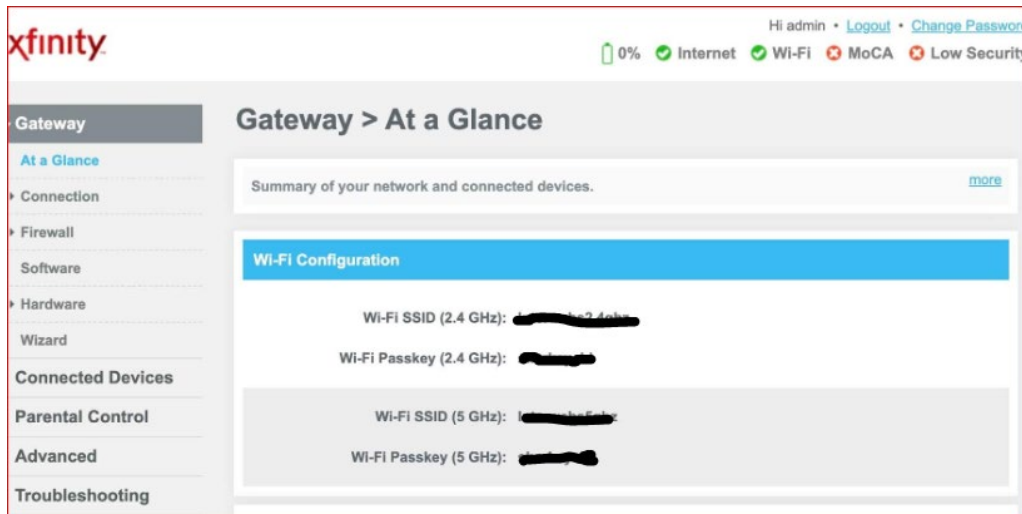


Problem description

Comcast is using the same network number scheme used at the college. When your device tries to connect to something “on campus” via the VPN your Xfinity equipment thinks that it exists on your home network and will never try the VPN. You will need to change the network number scheme used on your Xfinity device. It is easy to do...but also easy to mess up...so read this entire thing first before actually doing anything!

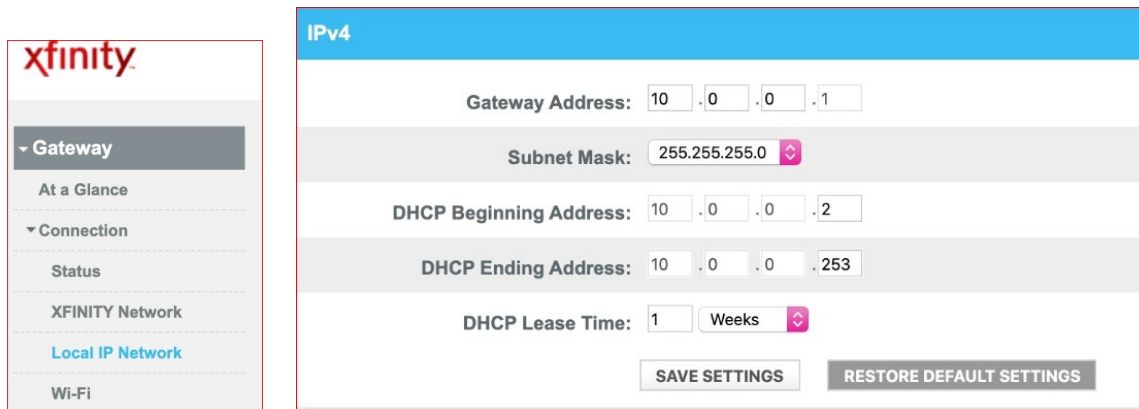
Login

At the Xfinity login screen enter the equipment’s administrative username and password. Unless you’ve changed them, the username is admin and the password is password (both lowercase). You should see a screen similar to this:



Find the IPv4 setting

In the left-hand menu, click Connection and then Local IP Network. This will display info like this:




Change the network number scheme

Change the first 3 boxes of the Gateway Address, DHCP Beginning Address, and DHCP Ending Address fields from 10.0.0 to 192.168.1 **DO NOT** click Save Settings yet! Your screen should now look like this:


IPv4

Gateway Address: . . .

Subnet Mask: 

DHCP Beginning Address: . . .

DHCP Ending Address: . . .

DHCP Lease Time: 

Verify settings

Please verify that you haven't made any typos! (You will be glad that you did!) It's important that you get this part right. You are about to pull the rug out from under yourself and your computer. When you click the Save Setting button you will lose connection to your network. You want to double-check things just to be sure!

Make the change

Go ahead and click Save Settings. It will take a couple of minutes for this change to kick in. Take a 5 minute break and then restart your computer. Restarting your computer will force it to get a new network number from the updated scheme on your Xfinity equipment.

Verify general internet connectivity

Try browsing to some random website to verify that your computer can access the internet.

Try the VPN again

Now you can try starting the VPN connection and test access to the thing you were previously having trouble accessing.

Further troubleshooting

If you have a working internet connection at this point and are still having VPN trouble, please contact the Help Desk. If the change to your Xfinity device failed for some reason you will need to restore the device to its factory settings and (re)complete the steps necessary to bring a "new" device online. Factory reset instructions can be found here:

<https://www.xfinity.com/support/articles/troubleshooting-your-cable-modem>