Troubleshoot Network Already Exists Error in OpenDNS

Contents

Introduction

Troubleshooting

1. Confirm the Public IP Address Used for Registration

2. Renew the Public IP Address

3. Contact the ISP to Request a New Public IP Address

Introduction

This document describes how to troubleshoot a Network already exists error when attempting to register a network in OpenDNS.

Troubleshooting

1. Confirm the Public IP Address Used for Registration

- Determine the current public IP address for the network that is being registered.
- Ensure the public IP address matches the network provided by the Internet Service Provider (ISP).

If the public IP address is shared, it can already be registered by another network.

2. Renew the Public IP Address

If the public IP address appears to be associated with a different existing network entry, attempt to obtain a new public IP address.

Option A. Renew the IP Address Through the Router

1. Locate the WAN/Internet interface page on the router.
2. Use the router option that releases and renews the address (wording varies by platform)

Note: Exact steps vary by router model and ISP method.

Option B. Power-Cycle Device

1. Power off the modem (or upstream ISP device), then power off the router.
2. Wait for the ISP device to clear the existing session/lease.
3. Power on the modem first and wait for it to fully come online.
4. Power on the router and verify the public IP address changed.

3. Contact the ISP to Request a New Public IP Address

If the public IP address does not change after renewal attempts, contact the ISP and request one of these options (based on what they support):

1. Renew the DHCP lease on their side.
2. Assign a new public IP address
3. Confirm whether the network is a static public IP address (static addresses typically cannot be renewed without an ISP change).
4. Retry network registration after the public IP address changes.