Fix Modem Hijack Page - Troubleshooting- Article no. 1969

Introduction

- Hijacking redirect occurs when a customer gets **a special DNS (207.172.156.202) server issued** along with **an IP lease**
- This causes every web page the customer tries to access to go to a specific site. In this case, **the Hijack page**
- Typically, the connection displays the Hijack page if the modem provisioning is incorrect
- The page redirect can be but is not always located at **http://penalty3.isd.rcn.net/**

Resolution Steps

Verify the following before proceeding:

- The modem is **active** in **Merlin**

Check **ICOMS** to confirm the modem is **active** in both l**ocal and server**:

1. Go to the **Customer Equipment BX** screen
2. Highlight the modem and click on the **Port Occ Asgn** button
3. Highlight the modem again and click the **Modem Prov** button

4. On the **Modem Provisioning Information** screen, the **Local and Server status** should be set to **Active**

5. Confirm there are **no errors** showing on the PT screen

6. Balance the account through the ICOMS **EB** screen

7. Power cycle the **cable modem** and the **connected device**

8. If the customer is still getting hijack page, **reboot the computer or device** that is getting the error

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