Static IP - Troubleshooting- Article no. 5317

Introduction

Note: if customer has **their own firewall software**, that might be causing the issue; **refer customer to firewall provider**

Resolution Steps

- Check for Static IP Address outages
- Verify that Static IP service code is listed on customer account
- Verify that the Static IP service the customer has listed in BOLT appears in Merlin
- In Webtools for this Cable Modem, under the lease tab, Is there a current Static IP lease for this customer?
    - If not, Reboot the Cable Modem, Clear Host
    - Finally ask that the customer Release/Renew IP Address on their device
- Is the modem listed as 'Single Static IP Enabled' with a Static IP listed?
    - If not, Balance the account, check for PT errors

If the problem persists:

Click **Create Work Order or Technical Case** button on the **Work Orders Tab in BOLT:**

- Fill out the information as described below and click **Submit**

Trouble Call or Tech Case	Tech Case
Service Category	Data
Problem Description	IP Issue
Select	All Affected Equipment

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