Changing DNS settings

Changing your internet DNS settings may resolve some issues which can affect online connection to MYOB software such as AccountRight Live. Note that this is a temporary solution, and you can repeat the steps to return your DNS settings to their original settings. These instructions are quite technical and may require the assistance of an IT person.

Here's what we'll cover in this support note are:

1. Record your current internet settings
2. Change your DNS settings
3. Check your internet connection settings
4. Clear the DNS cache
5. Reboot your modem

Task 1: Record your current internet settings

1. Open the **Network and Sharing Centre** on your computer:
   Windows 8: Right-click the bottom right corner of your screen and choose **Control Panel**, then click **Network and Sharing Centre**.
   Windows 7: Click the Windows **Start** button and choose **Control Panel**, then click **Network and Sharing Centre**.
2. Identify your active network connection (the one you're currently using for internet access).
3. Click on the link for your network adaptor. The connection **Status** window appears.
4. Click **Details**.
5. Take a note of the value for **IPv4 Default gateway**.
6. Click **Close**.
7. Leave the **Status** window open and complete the next task.

Task 2 - Change your DNS settings

1. On the **Status** window, click **Properties**.
2. In the list of items, click to highlight **Internet Protocol Version 4 (TCP/IPv4)**.
3. Click **Properties**.

4. If any details are displayed under **Use the following DNS server addresses**, take a note of these details.

5. Select the option **Use the following DNS server addresses**, then enter the following details:
   Preferred DNS server: 8.8.8.8
   Alternate DNS server: enter the value for your IPv4 Default Gateway which you noted in the previous task. If this information was NA, enter 8.8.4.4

6. Click **OK**.

7. Close all windows.

Task 3 - Check your internet connection settings

1. Open your internet options:
   Windows 8: Right-click the bottom right corner of your screen and choose **Control Panel**, then click **Internet Options**.
   Windows 7: Click the Windows **Start** button and choose **Control Panel**, then click **Internet Options**.

2. Click the **Connections** tab.

3. Click **LAN settings**.

4. Ensure the option **Automatically detect settings** is selected.

5. Click **OK**, then click **OK** again to return to the Control Panel.

6. Close the **Control Panel** window.

Task 4 - Clear the DNS cache

1. Press the windows **Start** key on your keyboard (between the **Ctrl** and **Alt** keys).

2. In the search box, type **cmd**

3. In the list of results, right-click **cmd.exe** and choose **Run as administrator**. A command prompt window appears.

4. At the flashing cursor, type **ipconfig /flushdns**

5. Press Enter on your keyboard. A confirmation message should be displayed stating **Successfully flushed the DNS Resolver Cache**. If not, repeat steps 4 & 5 and ensure the command is typed correctly.

6. After the confirmation message has been displayed, close the command prompt window.

Task 5 - Reboot your modem

1. Turn your modem off. There should be a switch on the modem to do this.

2. Wait 10 seconds.

3. Turn your modem back on.