

# Troubleshooting - Unable to Access Websites through RV220W Wireless-N Firewall

## Objectives

The scenario for this troubleshooting article is when web sites cannot be accessed through RV220W Wireless-N VPN Firewall. The network is setup such that hosts access the Internet through the RV220W.

## Applicable Devices

- RV220W

## Troubleshooting the Access to Web Sites

Step 1. First thing to check is the Content Filtering. This can be checked by opening the page *Content Filtering* from the Web Based utility. Choose **Firewall > Content Filtering** from web based utility to open the page.

Step 2. On the **Content Filtering** page check if the **Block All URLs by default** check-box is checked. If this check-box is found to be checked then all the websites are getting blocked due to this option. Just unchecking the check-box may resolve the issue.

Step 3. Next check the *URL Blocking* page. To open it choose **Firewall > URL Blocking** from the Web Based utility. Try to look for the URL field in the Blocked Keyword Table to see if the web site that is not accessible is there in the list.

Step 4. At last check for the Protect Link rules if set. Choose **Cisco Protect Link Web > Cisco Protect Link Web** from the Web based utility to open the Protect Link Page. Try to look for if any rules are set to block websites.

Step 5. If all of this seems to be right then the problem might exist on the device that is connected next to the RV220W in the network topology. Suppose if it is a DSL Modem then try to look for DMZ host rules on the DSL Modem. In DMZ rules try to see the DMZ host rule.