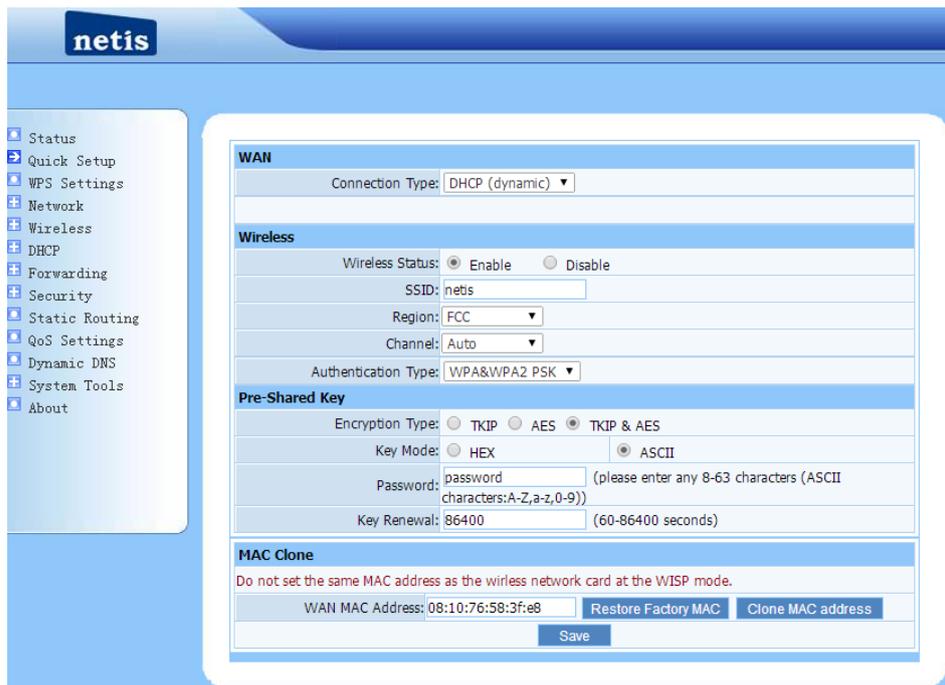


Solution for display issue of router's web management page after firmware upgrade

This solution is for the Model **WF2411, WF2411D, WF2412, WF2419, WF2419D, WF2420, WF2414.**

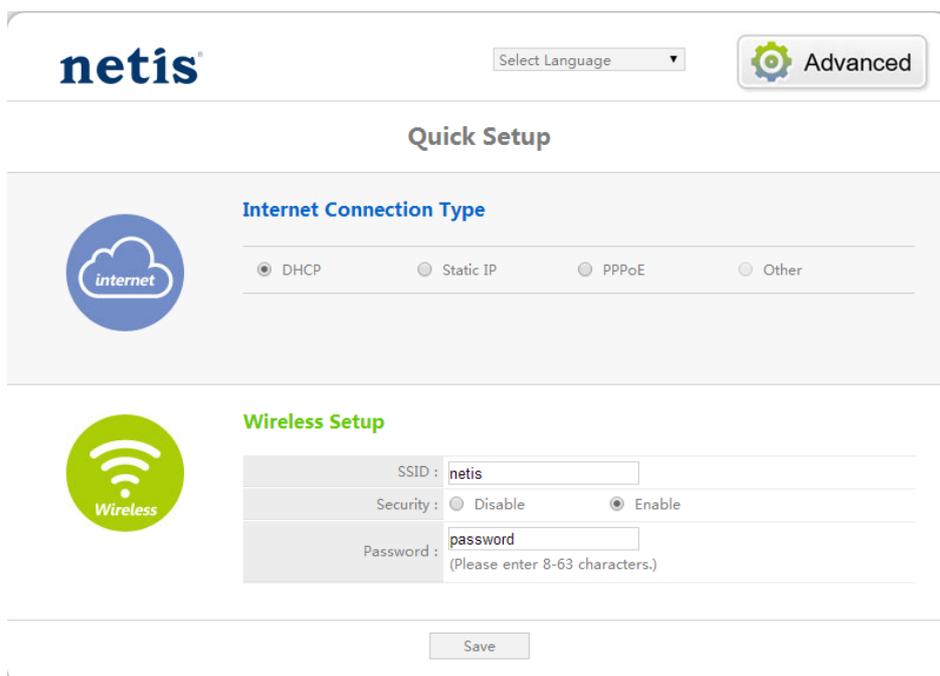
Since **July of 2013**, the models mentioned above have been updated with brand new firmware with multi-language and new web UI supported.

Old firmware (with blue web UI)



The screenshot shows the Netis web management interface with a blue theme. On the left is a navigation menu with options like Status, Quick Setup, WPS Settings, Network, Wireless, DHCP, Forwarding, Security, Static Routing, QoS Settings, Dynamic DNS, System Tools, and About. The main content area is titled 'WAN' and includes a dropdown for 'Connection Type' set to 'DHCP (dynamic)'. Below this is the 'Wireless' section with 'Wireless Status' set to 'Enable', 'SSID' as 'netis', 'Region' as 'FCC', and 'Channel' as 'Auto'. The 'Authentication Type' is 'WPA&WPA2 PSK'. Under 'Pre-Shared Key', 'Encryption Type' is 'TKIP & AES' and 'Key Mode' is 'ASCII'. The 'Password' field contains 'password' and the 'Key Renewal' is set to '86400' seconds. At the bottom, there is a 'MAC Clone' section with a warning: 'Do not set the same MAC address as the wireless network card at the WISP mode.' It includes a 'WAN MAC Address' field with '08:10:76:58:3f:e8' and buttons for 'Restore Factory MAC', 'Clone MAC address', and 'Save'.

New firmware from July of 2013 until now (with white web UI)



The screenshot shows the updated Netis web management interface with a white theme. At the top left is the 'netis' logo, and at the top right is a 'Select Language' dropdown and an 'Advanced' button with a gear icon. The main heading is 'Quick Setup'. The first section is 'Internet Connection Type' with a cloud icon and four radio buttons: 'DHCP' (selected), 'Static IP', 'PPPoE', and 'Other'. The second section is 'Wireless Setup' with a green wireless icon. It includes 'SSID' as 'netis', 'Security' set to 'Enable', and 'Password' as 'password'. A note below the password field says '(Please enter 8-63 characters.)'. A 'Save' button is located at the bottom of the page.

After you upgrade your router with the old firmware (with blue web UI) to the new firmware (with white web UI), you will see the white web UI when you login to the router's web management page (192.168.1.1).

But for some users, they will see **an abnormal blank page** for 192.168.1.1 or the web UI doesn't switch to the new UI completely (**still shows blue style**).



Note: Problem will only happen for one time and just on the computer which you use to login to the old firmware page and then switch to the new firmware page after firmware upgrade.

And there're no display issues when you upgrade the router from the current firmware (with white web UI) to another firmware (also with white web UI).

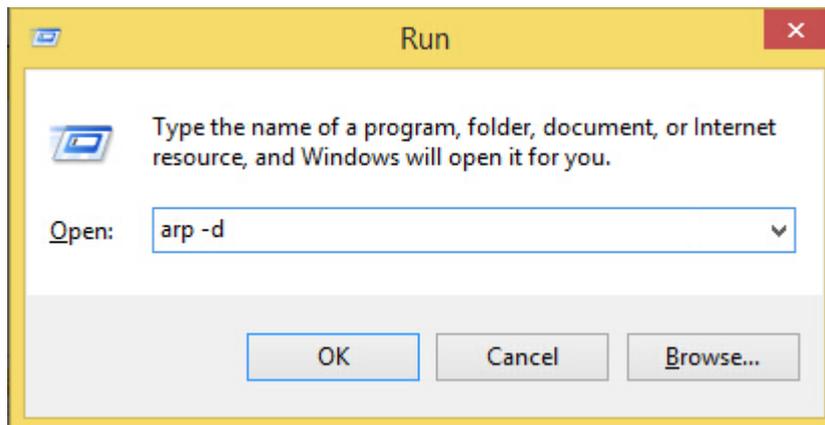
It's due to the ARP cache and browsing history issue. Please follow the instructions below to **clear the ARP cache and browsing history of your browser**.

Part One, Clear ARP Cache

For Windows Systems

Press the **Windows + R** button on your Keyboard at the same time to open the **Run** window.

Then type in "**arp -d**" in the Open box and click **OK** to clear the ARP cache on your computer.



For MAC OS

Open the terminal and type in the command "**\$ sudo arp -a -d**" to clear the ARP cache on your computer.

```
broccoli:~ stmiller$ sudo arp -a -d
Password:
172.16.1.1 (172.16.1.1) deleted
172.16.1.202 (172.16.1.202) deleted
172.16.1.204 (172.16.1.204) deleted
172.16.1.255 (172.16.1.255) deleted
172.16.206.255 (172.16.206.255) deleted
192.168.246.255 (192.168.246.255) deleted
broccoli:~ stmiller$
```

Part Two, Clear the browsing history of your browser

Here we take IE for example

<http://www.clear-history.org/how-clear-history-internet-explorer.html>

Open Internet Explorer.

Click the **Tools** button  and select "**Internet Options**".

Click "**Delete**" under the **Browsing History** section.

Click the "**History**" option and select the "**Delete**" button to clear the history of websites you have visited.

Click "**OK**" to exit the Internet Options dialog box.

For the other browsers, please also try to search for the help from the Internet.

Then you may check if you can see the router's web management page normally.