

# Network Connection Troubleshooting

For first-time connection on Campus



Welcome to MHC! Most computers work on our network “out of the box”, as long as no manual addresses have been set, and if no problematic software has been installed. The very first thing you will be presented with as you attempt to access an off-campus website should be an IP registration page. Fill out the information on the page, submit it, and within 5 – 10 minutes you should be up and running just fine. (A reboot is suggested 10 min after registering. You have to register your system each year.)

If you are NOT able to open a browser and see the registration page, then please follow the following steps in an attempt to troubleshoot your connection. It is important to discover what level of connectivity you may actually have, and to record down as much information as possible. If necessary, you may bring your system over to the Information Commons AFTER attempting these steps, located on the 4<sup>th</sup> floor of the Library. Please bring this paperwork with you, along with your power and Ethernet cords.

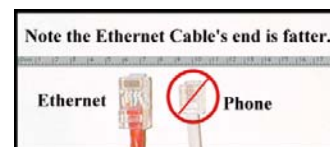
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## Check the boxes if YES =

- 1. Do you have “link” lights on your computer where the network cable plugs in to the system?**  
Most computers have lights that go on when the connection is properly established: One steady light that is usually green showing connection, and one blinking orange showing activity. (Colors may vary.) The lights are usually located where the cable plugs into the Ethernet card on the back or side of the machine. If the computer is on, and you do not see these lights on, then your “physical” connection may not be present. (Not all computers have lights, but most do. All Dell systems do.) This could mean a bad cable, bad Ethernet card, or the connection is not live.  
- If YES, then skip to step # 6.

- 2. Does using a different cable work?**  
Network cables are actually quite fragile. They are **not** to be bent at 90° angles, and should be free of twists and kinks. Try borrowing a known working cable and see if that makes a difference. Does your Ethernet cable “click” into place when plugging it in both the wall and your computer?

- 3. Are you using an Ethernet Cable and NOT a phone cable?**  
A Phone cable **WILL NOT WORK** for Ethernet.  
Make sure you are plugged into the data jack and not the phone port.  
Do you get a dial tone when a phone is plugged into the phone drop?



- 4. Does someone else’s computer work in your wall port?**  
Try swapping locations of computers with a known working connection, such as a neighbor’s room. If your computer works in someone else’s wall port, and their computer does not work in your wall port, then your wall port may not be “live.” You will need to go to another computer and fill out the online BAD PORT webpage for service: <http://www.mtholyoke.edu/lits/network/badport/>

- 5. Is there any physical damage to the “jacks”?**  
What happens to your network connection if you move the Ethernet cable around at the location it enters the jack on the wall? Gently wiggle the connection on the computer end as well. Is there a position that causes the connection to work? If the wall port appears to be broken, go to another computer and complete the bad-port request page at: <http://www.mtholyoke.edu/lits/network/badport/>  
If your computer has a broken jack, then you must take it to an off-campus repair shop to be fixed.

- 6. Do you Have Microsoft's Bridge installed and enabled?** (Windows XP)  
If so, *Disable* or *Remove* it!  
To view this, go to the start menu, settings, control panel, and click the network connections icon. Click once to highlight the Bridge if present, and hit the delete key on the keyboard to remove it.



❑ **7. Is the driver installed properly?** (Windows)

Check this by going to your Device Manager:

(Control Panel -> System -> (Hardware tab) -> Device manager)

It **should** indicate that your Network Card (NOT *Dial-up networking*) is working correctly.

(There should not be a yellow "!" over the Ethernet card:)

The above image indicates a non-working Ethernet Card. You would need to reinstall the drivers from the manufacturer's CDs that came with your system, or go online (from another computer,) to the manufacturer's site of the ethernet card, download the drivers, and transfer them to your system.



❑ **8. Are you obtaining a proper IP # from the network?**

**Windows:** - To check your IP address, go to the start menu, click on run, type the word "command" (without quotes,) and hit enter. You will be presented with a black window with grey text. At the prompt, type "ipconfig /all", and then hit enter. You should see what your IP address is for your Ethernet card as well as wireless.

**Mac OS9:** Go to the apple menu, select control panels, choose "TCP/IP". Be sure that "Built-in Ethernet" and "TCP/IP" are selected from the pull down lists. Within this window should be listed your Ip #. The pull down menus should read, from top, "ethernet" and "using DHCP server".

**Mac OSX:** Go to System Preferences, select Network, be sure that "Built-in Ethernet" and "TCP/IP" are selected from the pull down lists/tabs. Within the window there should be listed your current Ip #. The location dropdown menu should be "automatic"; show menu should be "built-in ethernet" or "airport" depending on how you're connecting.

If you are receiving a number that begins with 169, (169.012.345.678) Then you are not connected properly. This could be your port, cable, card, or driver. A valid IP number would begin with 138.110.xxx.xxx.

Write your IP here: \_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_

❑ **9. Is there any firewall software installed and running?**

Are you using a personal Firewall? If so Try disabling it and see if the network connection is working. Sometimes completely uninstalling a firewall is necessary. If you have XP's service pack 2, try disabling the firewall by going to the start menu, control panel, and open the firewall control icon. It is recommended only having one firewall program installed. If you recently updated an XP system to Service Pack 2, then either turn SP2's firewall off, or uninstall your old firewall.



❑ **10. Is there a Proxy Server Enabled?**

Go to the start menu, settings, control panel, and click the Internet Options icon. Go to the Connections tab at the top of the window that you just opened, and then click on the LAN settings button. Be sure that the checkbox is **empty**:



❑ **11. Does the system have any "ad-software"/Spyware installed?**

If your system has a lot of popups, if your are constantly re-directed to other sites, or if some applications work such as instant messengers, but your browser do not, then your system might have ad software installed. This is also known as "spyware". You can use programs such as "spybot" or "Ad-aware" to remove this network-crippling software. (Available from [www.download.com](http://www.download.com) You can use another computer to get this software and run it on your machine.)