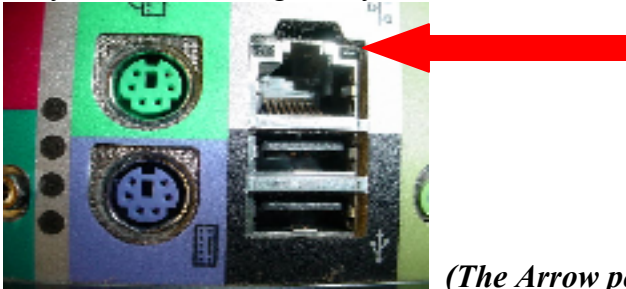


# Troubleshooting Steps for Network Problems

1. Is your Ethernet cord plugged into the wall and computer securely? . If yes go to step 2. Please re-try connection, unplug and re-plug the cord into the wall to ensure a good connection
2. Are you plugged into the orange/blue jack labeled **DATA**? (Voice is yellow/beige). If yes go to step 3 if no have them plug into correct data jack and re-try connection.
3. Make certain that you are connected directly to the wall from your computer (no routers or other devices involved). If no other devices involved go to next step.
4. Make sure you are using a patch (Ethernet) cable (RJ45) that is 10BaseT cable with a maximum length of 10 meters with an RJ45 on each end. (Larger end than a normal phone jack rj11) Go to next step if ok.
5. Do you have a link light on your network interface card?



*(The Arrow points to the network link lights.)*

If yes go to step 6

If no ask yourself these set of questions to determine if you might have a defective Network Interface Card (NIC).

Have you used this NIC on campus before?

When was the last time the computer worked? Example- Before the lightning storm last night.

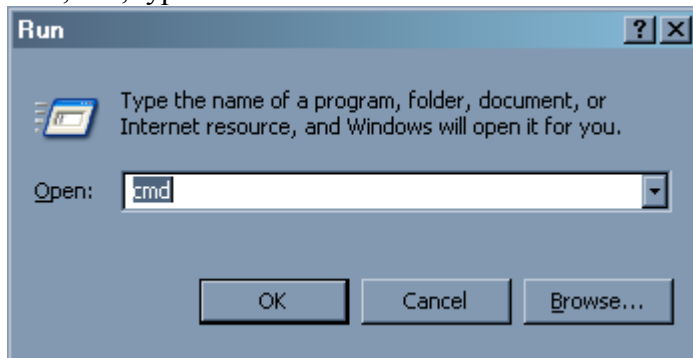
Is this a new NIC?

Did this NIC originally come with the computer?

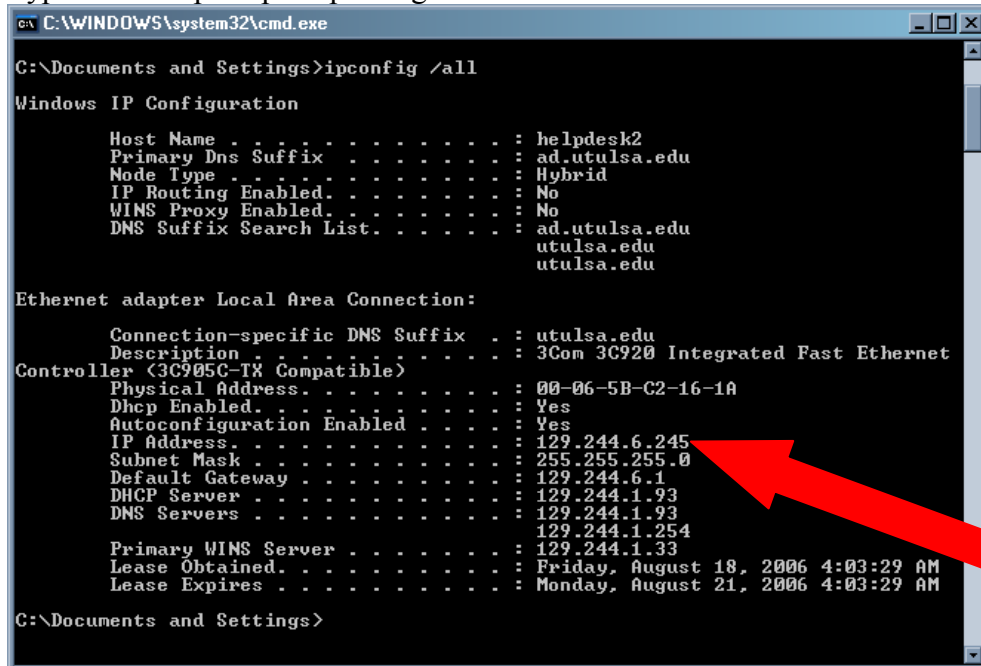
Who installed the NIC?

If you don't have answers to these questions go to next step.

6. Have you rebooted their computer? Normally, you click on the Start> Shutdown, then select Restart.
7. Is there another jack nearby that you can try to plug your computer into?
8. Does it work on this jack?
9. Does your room mate's computer work on this connection?
10. With your connections plugged in try to see if you are obtaining an IP address. Go to start, run, type in **cmd** and click on OK.



- a. Type after the prompt> ipconfig /all



```
C:\WINDOWS\system32\cmd.exe
C:\Documents and Settings>ipconfig /all

Windows IP Configuration

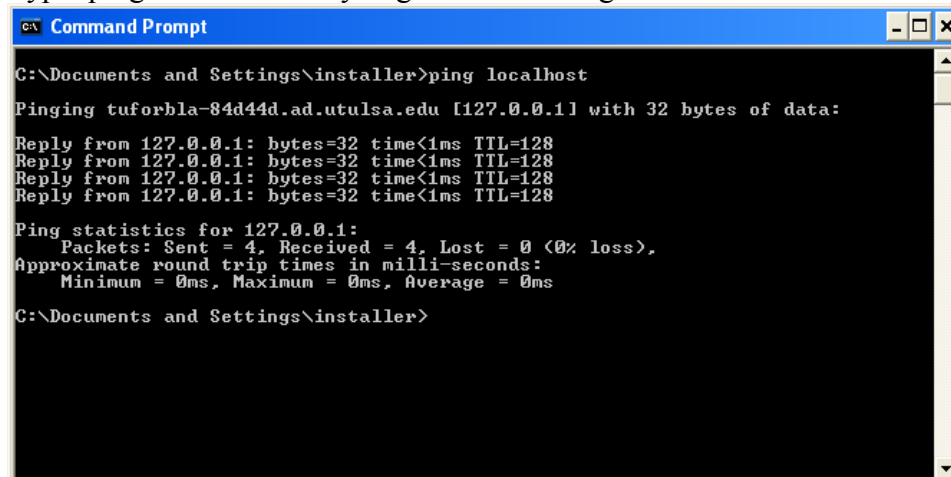
Host Name . . . . . : helpdesk2
Primary Dns Suffix . . . . . : ad.utulsa.edu
Node Type . . . . . : Hybrid
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No
DNS Suffix Search List. . . . . : ad.utulsa.edu
                                utulsa.edu
                                utulsa.edu

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : utulsa.edu
    Description . . . . .           : 3Com 3C920 Integrated Fast Ethernet
    Controller (3C905C-IX Compatible)
    Physical Address. . . . .       : 00-06-5B-C2-16-1A
    Dhcp Enabled. . . . .           : Yes
    Autoconfiguration Enabled . . . : Yes
    IP Address. . . . .             : 129.244.6.245
    Subnet Mask . . . . .           : 255.255.255.0
    Default Gateway . . . . .       : 129.244.6.1
    DHCP Server . . . . .           : 129.244.1.93
    DNS Servers . . . . .           : 129.244.1.93
                                    129.244.1.254
    Primary WINS Server . . . . .   : 129.244.1.33
    Lease Obtained. . . . .         : Friday, August 18, 2006 4:03:29 AM
    Lease Expires . . . . .         : Monday, August 21, 2006 4:03:29 AM

C:\Documents and Settings>
```

- b. See if they are getting a 129.244.??? ip address. If not do an ipconfig /release. Then type an ipconfig /renew. If this is not successful go to next step.  
c. Type ping localhost. Do you get the following:



```
Command Prompt
C:\Documents and Settings\installer>ping localhost

Pinging tuforbla-84d44d.ad.utulsa.edu [127.0.0.1] with 32 bytes of data:

Reply from 127.0.0.1: bytes=32 time<1ms TTL=128
Reply from 127.0.0.1: bytes=32 time<1ms TTL=128
Reply from 127.0.0.1: bytes=32 time<1ms TTL=128
Reply from 127.0.0.1: bytes=32 time<1ms TTL=128

Ping statistics for 127.0.0.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms

C:\Documents and Settings\installer>
```

- d. If no replies from 127.0.0.1, please contact an Off Campus Computer Support Technician.
11. Go to Start>Control Panel>Network Connections and make sure your LAN connection is 'Enabled' and 'Connected'. Right click to enable or disable.
- While here also check you properties by right clicking on the LAN connection.
  - Under the general tab highlight the 'Internet Protocol' at the bottom of the screen and click properties.
  - Make sure that the Obtain IP Address Automatically is checked. Also the Obtain DNS server address automatically.
  - Click OK to save any changes. If you have made any changes and the connection is still not working please go back to step 4 and have student restart their computer.

If the above troubleshooting steps do not work, please call the help desk at x3500 to ask about having networking come out and take a look at the port.

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Below are some links that may be helpful for students with limited or no connectivity.

<http://www.pchell.com/support/limitedconnectivity.shtml>

[http://www.tech-recipes.com/windows\\_networking\\_tips923.html](http://www.tech-recipes.com/windows_networking_tips923.html)