

Physical Connections

(Cable, network card)



Is the network cable firmly seated?

- ✓ Disconnect the network cable from both the wall outlet and the computer. Reconnect both ends, pushing firmly to confirm a good connection.

Does the network card show connection lights?

- ✓ Look where the network cable plugs into the computer. Most computers have small lights near this connection.
- ✓ If there are lights, but none of them are lit, then there is a hardware problem with the network or your network card. Try the network tests below.
- ✓ If the computer has lights lit up, then you are getting a good physical connection. Check the Windows settings below.

Network Tests

(Identifying network problems)

SUBJECTIVE SCORE INSTRUCTOR USE ONLY									
100	90	80	70	60					
50	40	30	20	10					
0	0	0	0	0					
0	0	0	0	0					
0	0	0	0	0					
(T)	(F)								
1	A	B	C	D	E				
2	A	B	C	D	E				
3	A	B	C	D	E				
4	A	B	C	D	E				
5	A	B	C	D	E				

Is anybody able to access the network?

- ✓ Ask others in the area if their network connections are working. If nobody else can get on the network, then it is most likely an outage. Call the Help Desk.

Does it work if plugged into a different network port?

- ✓ Connect your computer to another user's network outlet. If it works from their connection, then your port has been turned off. Call the Help Desk.

Windows Settings

(Windows network settings in 2000 and XP)



Open the Network Connections section of Control Panel

- ✓ Click Start > Settings > Control Panel > Network Connections

Is the network connection "Disabled"?

- ✓ Right-click on the network connection and select Enable

Is the Media State "Disconnected"?

- ✓ If the cable is firmly connected and Windows still says it is disconnected, there is a problem with the network or your network card. Try the network tests above; call the Help Desk if they do not work.

TCP/IP Configuration

(Network address configuration)



Is your computer set to use DHCP?

- ✓ Click Start > Settings > Control Panel > Network Connections
- ✓ Right-click your Local Area Connection and select Properties
- ✓ Select Internet Protocol (TCP/IP) and click Properties
- ✓ Make sure “Obtain an IP address automatically” and “Obtain DNS server address automatically” are both selected.
- ✓ Reboot if you had to change these settings.

Is your computer getting a valid IP address?

- ✓ Click Start > Run
- ✓ Type command and press [Enter]
- ✓ Type ipconfig /all and press [Enter]
- ✓ Look for the Physical Address (a set of four numbers separated by dots)
- ✓ If your computer is getting an address that starts with 172.18.1, 172.18.2, or in the range from 172.18.249 through 172.18.254, then it is not correctly registered. See the help section on the registration web site.
- ✓ If your computer is getting an address that starts with 169.254, or an address of 0.0.0.0, then your computer is not correctly communicating with the network. Call the Help Desk.
- ✓ If your computer is getting any other address that starts with 172.18, then you have a valid IP address. Check for a hijacked connection below.

Network Registration

(Registering your connection with UTC)

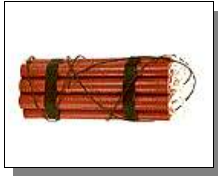
A screenshot of a web browser window titled 'Login'. It contains two input fields: 'UTCID:' with the text 'xyz987' entered, and 'Password:' with asterisks. Below the fields are two buttons: 'Login' and 'Reset'.

Do you have an existing registration?

- ✓ On the registration page, delete all existing registrations.
- ✓ Wait for at least fifteen minutes, then reboot.
- ✓ Register your computer again.

Hijacked Connections

(viruses, spyware, and firewalls)



Do you have a virus?

- ✓ If you have Internet access (or a friend does), download Norton AntiVirus and the latest virus definitions from <http://itd.utc.edu/protect>
- ✓ Install the anti virus program and the updated definitions
- ✓ Run a virus scan, then reboot.

Is spyware clogging your connection?

- ✓ If you have Internet access (or a friend does), download SpyBot and the latest definitions from <http://itd.utc.edu/protect>
- ✓ Install SpyBot and run the definitions update.
- ✓ Run a SpyBot scan, remove all spyware found, then reboot.

Do you have a firewall installed?

- ✓ Firewall software can prevent you from getting on a network if it is misconfigured. Try turning off or uninstalling the firewall, then reboot.

When Calling the Help Desk

(Information to have before you call)



Before calling the Help Desk, try the troubleshooting steps above.

Collect information on your computer

- ✓ Click Start > Run
- ✓ Type command and press [Enter]
- ✓ Type ipconfig /all and press [Enter]

Have the following information ready when calling the help desk:

- ✓ Physical address: _____
- ✓ IP Address: _____
- ✓ Version of Windows: 95 / 98 / ME / 2000 / XP

Call the Student Help Desk at 425-2678