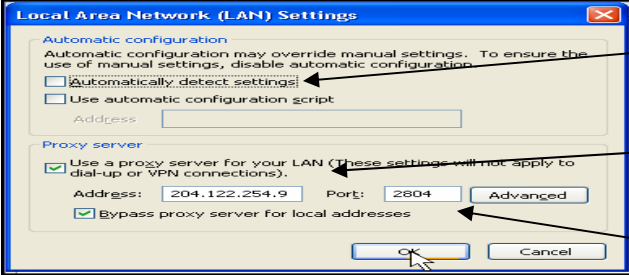


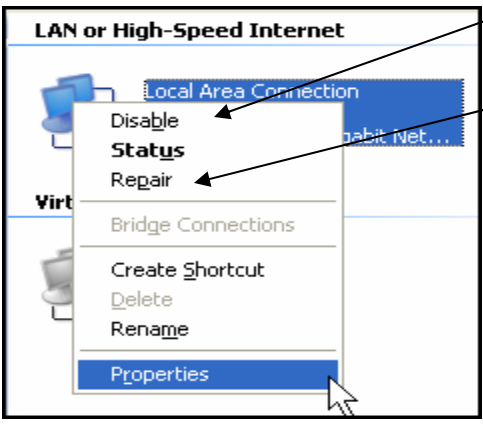


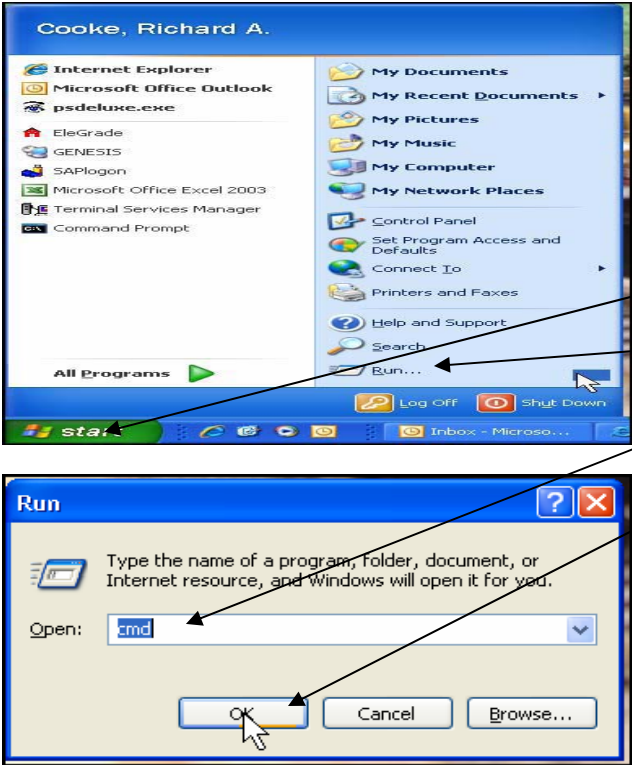
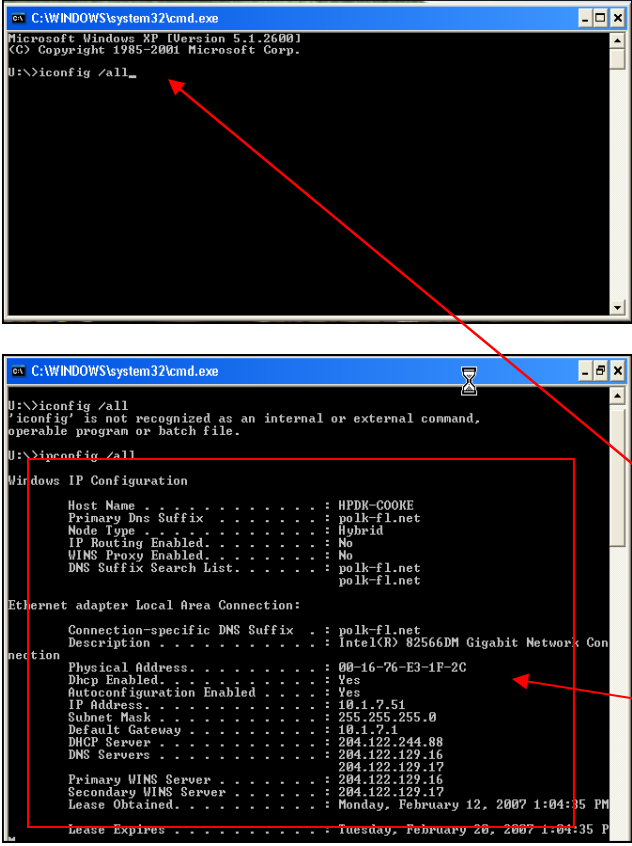
Network Adapter and Troubleshooting

Steps	Screen Displayed	Procedures
1	<p style="color: red; text-align: center;">You are using this process because you have already checked the Internet Proxy Settings and they were found to be correct.</p>  	<p style="text-align: center;"><u>Method #1 to access the network adapter.</u></p> <p style="color: red; text-align: center;">LAN Settings for Internet Explorer</p> <ul style="list-style-type: none"> • No Check marks in Automatic Configuration • Both Check Marks in Proxy server • Address: 204.122.254.9 Port: 2804 • Right Click on My Network Places • Left Click on Properties
2	 	<ul style="list-style-type: none"> • Right Click on Local Area Connection icon • If the message says “disconnected or limited connection”, • Click on Disable, then wait for “disconnected” to appear. • Click on Repair, then wait for “connected” to appear. • If you can now connect to the Internet and other network places, you are finished. If you cannot connect to the internet, go to step #5.

Network Adapter and Troubleshooting

Steps	Screen Displayed	Procedures
3		<p style="text-align: center;">Method #2 to access the network adapter.</p> <ul style="list-style-type: none"> Click on the Start button Click on Control Panel Double Left Click on the Network Connections button.
4		<ul style="list-style-type: none"> Right Click on Local Area Connection icon <p>If the message says “disconnected or limited connection”,</p> <ul style="list-style-type: none"> Click on Disable, then wait for “disconnected” to appear. Click on Repair, then wait for “connected” to appear. <p>If you can now connect to the Internet and other network places. You are finished. If you cannot connect to the internet, go to step #5.</p>

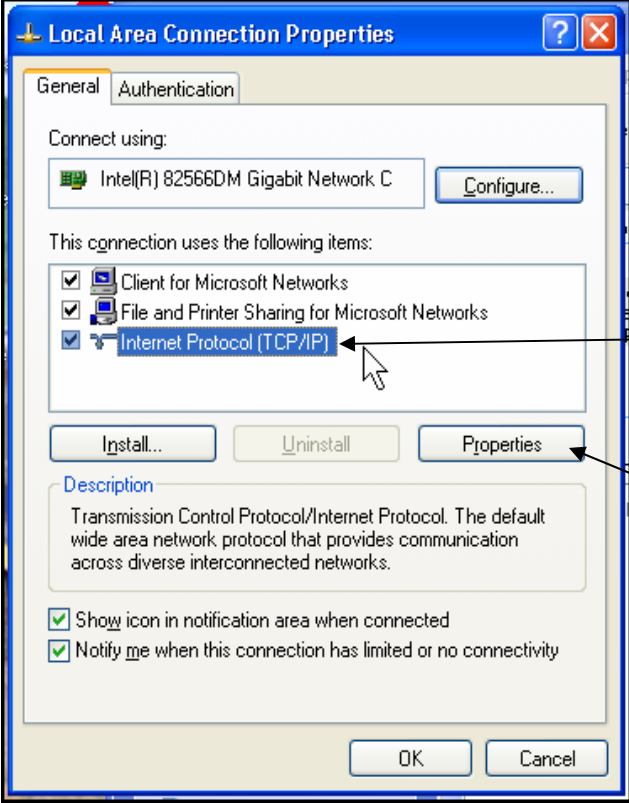
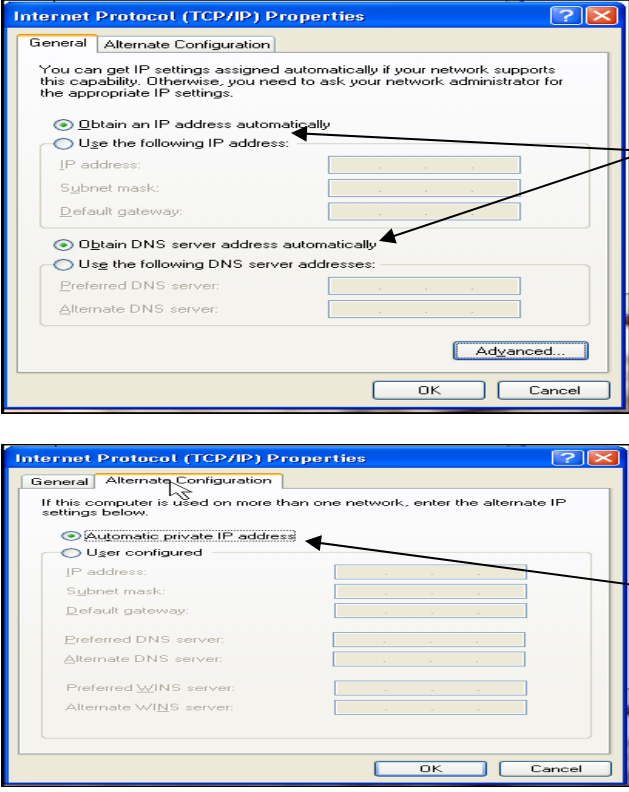
Network Adapter and Troubleshooting

Steps	Screen Displayed	Procedures
5		<div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p style="text-align: center;"><u>VIEWING NETWORK ADDRESS INFO</u></p> </div> <ul style="list-style-type: none"> • Click Start button • Click Run command • Type cmd in the text box • Click OK button
6		<p>When the black box appears you will see the following info: C:\> (or something similar with the ">"). This is called a command prompt. After the C:\>, the "_" (underscore) is flashing which is called a flashing cursor. This is the location for typing in DOS commands.</p> <p>To view the NIC configuration settings, type the following command: NOTE: the correct command entry is the word "config" followed by a space, then "/all".</p> <ul style="list-style-type: none"> • Type ipconfig /all • Press the Enter key <p>The NIC information will appear as shown on the left.</p>

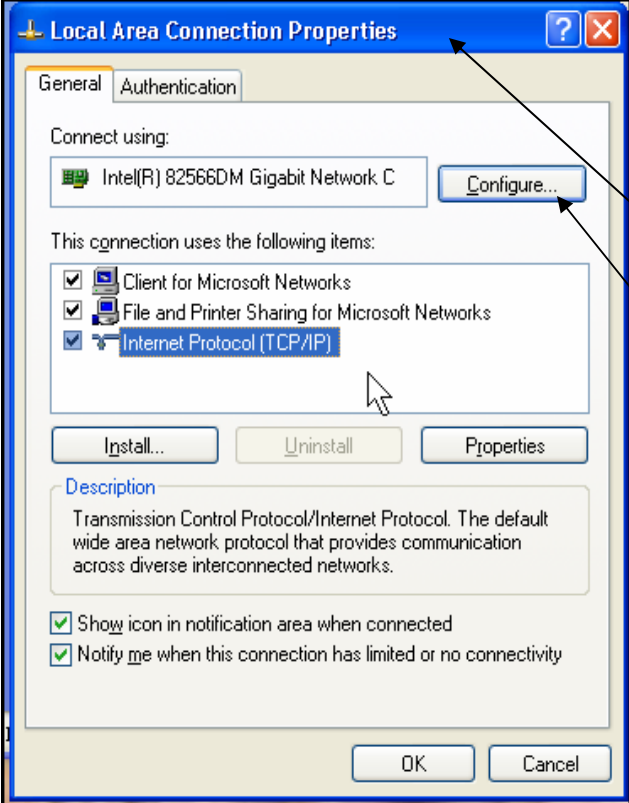
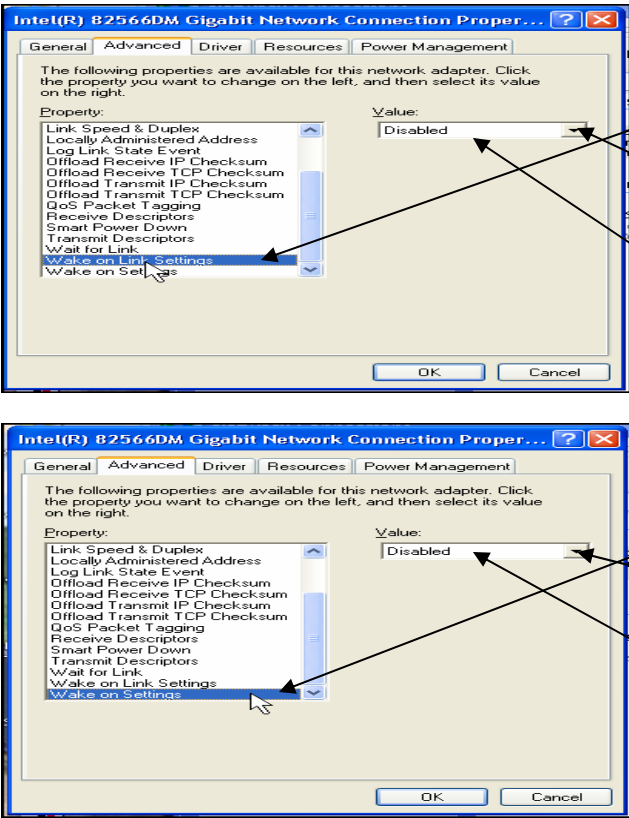
Network Adapter and Troubleshooting

Steps	Screen Displayed	Procedures
7	<pre> Ethernet adapter Local Area Connection: Connection-specific DNS Suffix . : polk-fl.net Description : Intel(R) 82566DM Gi Physical Address. : 00-16-76-E3-1F-2C Dhcp Enabled. : Yes Autoconfiguration Enabled : Yes IP Address. : 10.1.7.51 Subnet Mask : 255.255.255.0 Default Gateway : 10.1.7.1 DHCP Server : 204.122.244.88 DNS Servers : 204.122.129.16 : 204.122.129.17 Primary WINS Server : 204.122.129.16 Secondary WINS Server : 204.122.129.17 Lease Obtained : Monday, February 12 Lease Expires : Tuesday, February 2 </pre>	<p>The critical information is in this second section under “Ethernet adapter Local Area Connection”.</p> <ul style="list-style-type: none"> IP ADDRESS <p>If this address begins with 169, the network card is not connecting properly.</p> <ul style="list-style-type: none"> DNS AND WINS Server Address. <p>These numbers must be the same on your machine to properly connect.</p>
8	<pre> C:\WINDOWS\system32\cmd.exe Microsoft Windows XP [Version 5.1.2600] (C) Copyright 1985-2001 Microsoft Corp. C:\Documents and Settings\richard.cooke\Desktop>c: C:\Documents and Settings\richard.cooke\Desktop>cd\ C:\>ipconfig /all Windows IP Configuration Host Name : HPDK-COOKE Primary Dns Suffix : polk-fl.net Node Type : Hybrid IP Routing Enabled. : No WINS Proxy Enabled. : No Ethernet adapter Local Area Connection: Media State : Media disconnected Description : Intel(R) 82566DM Gigabit Network Con Physical Address. : 00-16-76-E3-1F-2C </pre>	<p><u>Other Possible Error Messages and Commands</u></p> <p>If the message says, “Media Disconnected”, your computer is unplugged from the network connection either at the computer or the wall junction box.</p> <p style="text-align: center;">Other Commands</p> <p>Remember to put a space between the command word and the “/”.</p> <p>ipconfig /release <i>clears the IP address</i></p> <p>ipconfig /renew <i>requests a new IP</i></p> <p>ipconfig /flushdns <i>clears the computers dns(domain name service) cache</i></p>

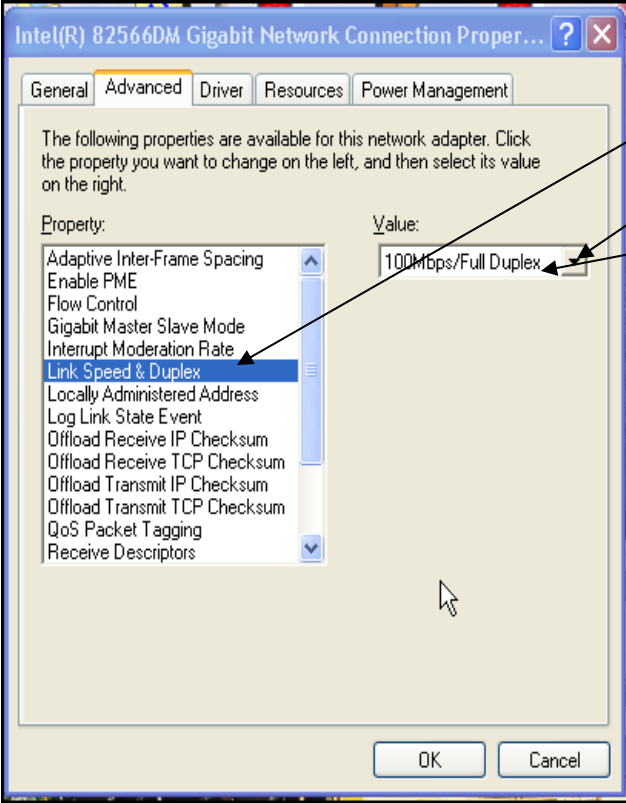
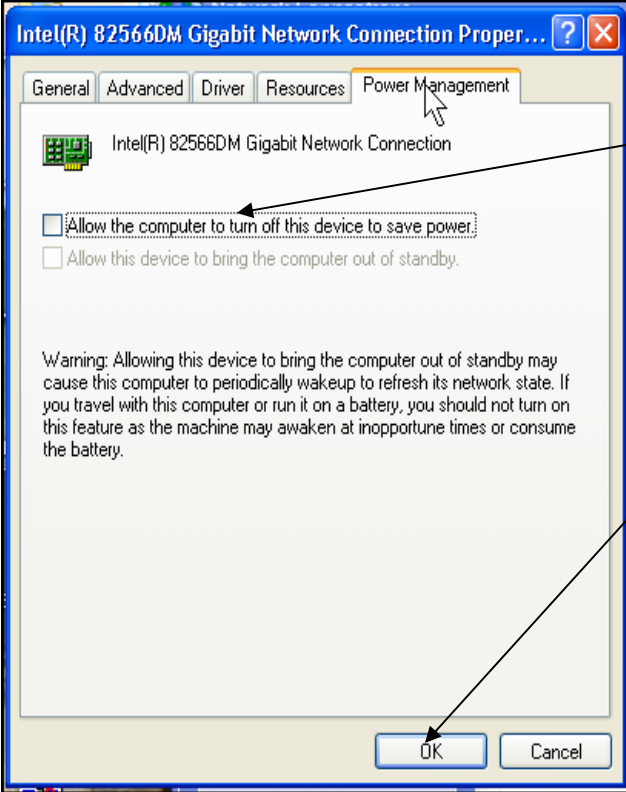
Network Adapter and Troubleshooting

Steps	Screen Displayed	Procedures
9		<p style="text-align: center;"><u>Additional Trouble Shooting Tips</u></p> <p>From the Local Area Connection Properties window:</p> <p>(See Steps # 3 & #4 to locate this screen)</p> <ul style="list-style-type: none"> • Click on Internet Protocol (TCP/IP) • Click on Properties
10		<p style="text-align: center;"><u>General Tab</u></p> <p>Obtain an IP address automatically and Obtain DNS server address automatically should have a Green DOT in the circle.</p> <p style="text-align: center;"><u>Alternate Configuration Tab</u></p> <p>Automatic private IP address should have a Green DOT in the circle. Created by</p>

Network Adapter and Troubleshooting

Steps	Screen Displayed	Procedures
11		<p style="text-align: center;"><u>Advanced and Power Management Settings that can effect NIC connectivity</u></p> <p>From the Local Area Connection Properties window:</p> <p style="text-align: center;">Click on the Configure button</p> <p>(The NIC connection properties window will appear as shown in Step 12)</p>
12		<p style="text-align: center;"><u>Advanced Tab</u></p> <ul style="list-style-type: none"> • Click on Wake on LAN Settings • Click on Value drop down arrow. • Select Disabled <ul style="list-style-type: none"> • Click on Wake on Settings • Click on Value drop down arrow. • Select Disabled <p>The exact terminology for “Wake on LAN” may vary between NIC cards.</p>

Network Adapter and Troubleshooting

Steps	Screen Displayed	Procedures
		<p>Advanced Tab</p> <ul style="list-style-type: none">Click on Link Speed and DuplexClick on Value drop down arrow.Select 100 Mbps/Full Duplex
		<p>Power Management Settings</p> <ul style="list-style-type: none">Uncheck Allow the computer to turn off this device to save power.Click OK buttonClose all remaining Local Area Connection windows.