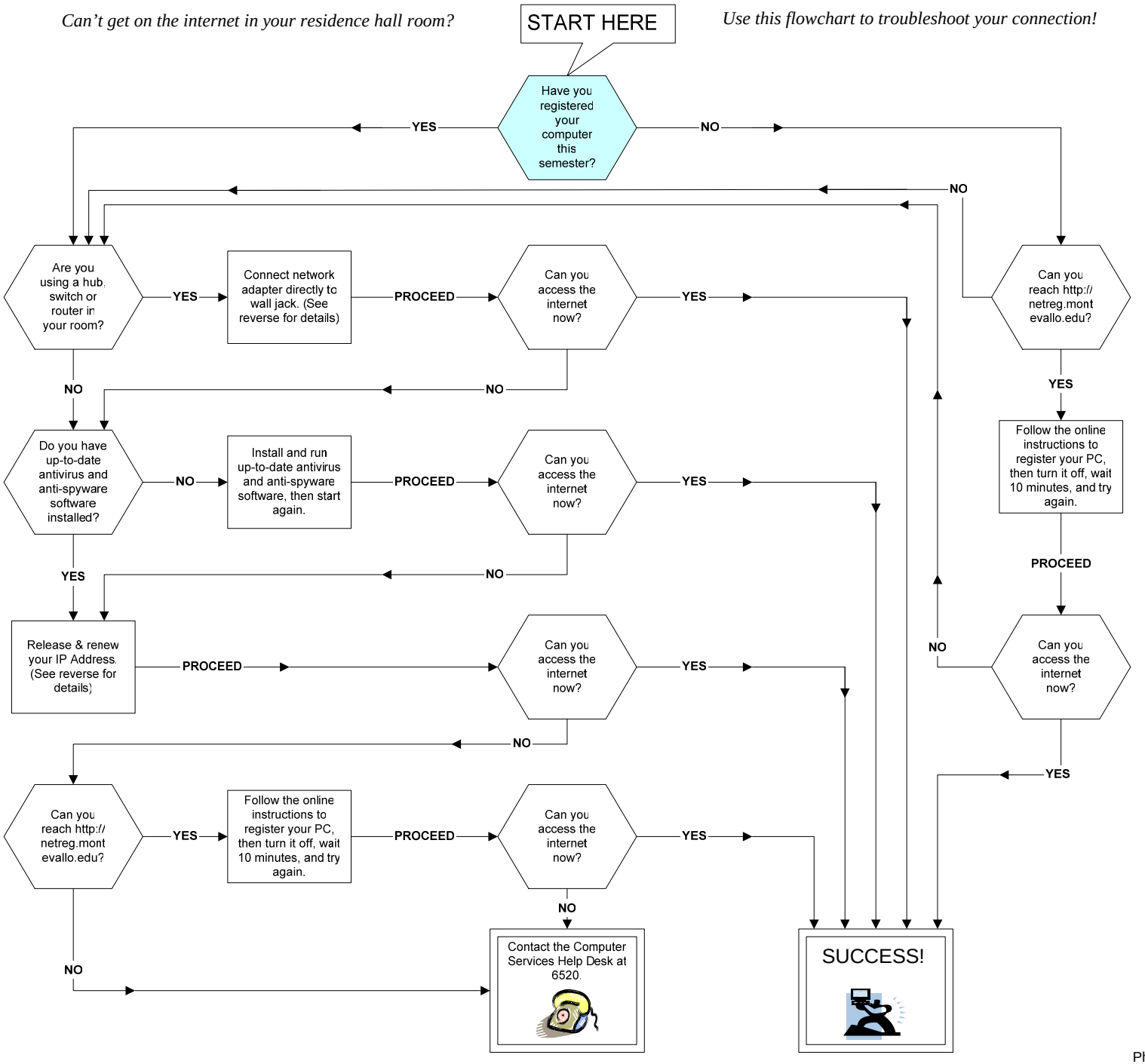
Student Self-Help Network Troubleshooting Flowchart

Can't get on the internet in your residence hall room?

Use this flowchart to troubleshoot your connection!



Computer Services Help Desk
Morgan Hall Room 109
Open 8:00 AM to 5:00 PM

HDH-003
Revised 6/20/2005

Phone: 205-665-6520
E-mail: helpdesk@montevallo.edu
http://www.montevallo.edu

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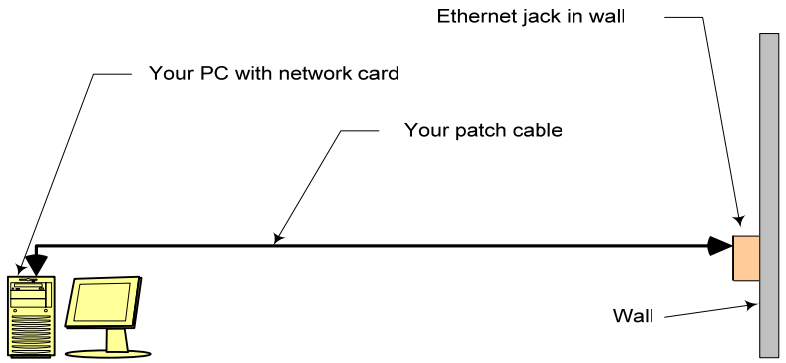
Basic Setup for Network Troubleshooting

Do not attempt to troubleshoot your network connection while using a hub, switch or router. Connect your patch cable directly from your network card to the wall jack.



How To Release/Renew Your IP Address

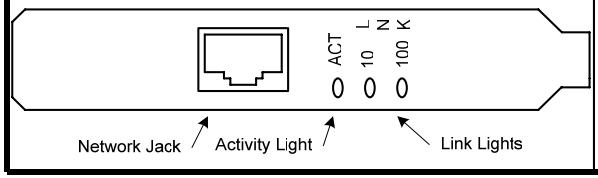
Windows 2000 & XP

- Click the **Start** button, then click **Run**. In the **Open:** field type **cmd**.
- A command prompt window will open.
- At the command prompt, type **ipconfig /release**.
- When the command prompt returns, type **ipconfig /renew**.

How To Release/Renew Your IP Address

Windows 98 & ME

- Click the **Start** button, then click **Run**. In the **Open:** field type **winipcfg**.
- The Windows IP Configuration utility will open
- Click the **Release All** button.
- Click the **Renew All** button.



Typical Internal Network Card faceplate.

Additional Network Troubleshooting Tips

Check Your Network Card in Device Manager (Win 2000 & XP)

Windows Device Manager can alert you to problems with your network card:

1. Click **Start**, then right-click **My Computer**. Choose **Properties**.
2. This will open the **System Properties** window. Click the **Hardware** tab.
3. Click the **Device Manager** button. All the hardware used by your computer will be listed here.
4. Look for the words **Network adapters** next to a small green icon.
5. Click the plus symbol (+) next to **Network adapters**. All network adapters installed on your computer will be listed.
6. Is there an exclamation point (!) next to your network adapter? If so, this indicates a problem with your network adapter. Similarly, an x indicates the network card has been disabled.
7. Double-click your network adapter. The properties for the adapter will display. You can explore the various tabs on this window to gain more information about your problem. You may need to re-install your network adapter, or contact a professional computer repair shop. Computer Services cannot assist you with the installation or configuration of your network adapter.

Check Your Network Card's ACTIVITY Light

Many network cards have external lights which can provide useful information. **Make sure your computer is turned on and connected to the network wall jack with a patch cable before trying any of these steps**:

1. On your card, look for a light labeled **ACTIVITY**. It may be abbreviated as **ACT** or something similar.
2. If the **ACT** light is flickering, that's a good sign. It indicates your card is receiving and sending data. This alone does not mean you can connect to the internet, but it's a good sign that there is nothing physically wrong with your network card. An **ACT** light that is blinking steadily or is dark, however, can be a sign that your card is not working right.
3. Many network cards also have a **LINK** light, often abbreviated **LNK**. Some cards even have two **LINK** lights, to identify the speed at which the card is transmitting and receiving data.
4. If your card's **LNK** light is a steady green or amber, your card is connected to another network device. As above, this does not necessarily mean your network connection is active, but it is still a good sign. If your **LNK** light is a steady red, or is blinking, your card is not probably not connecting.