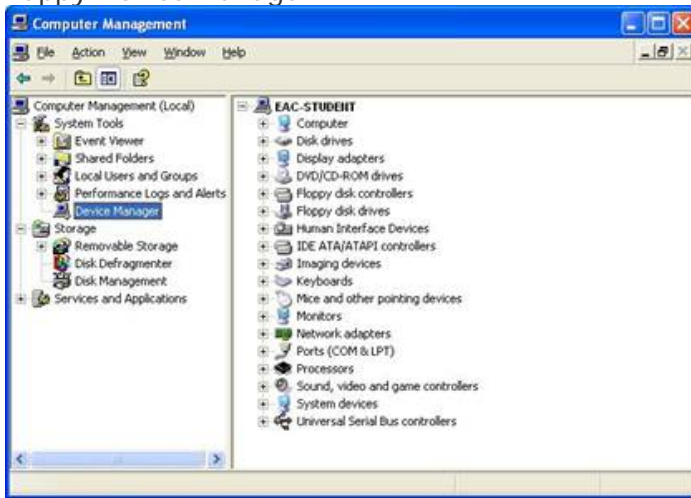


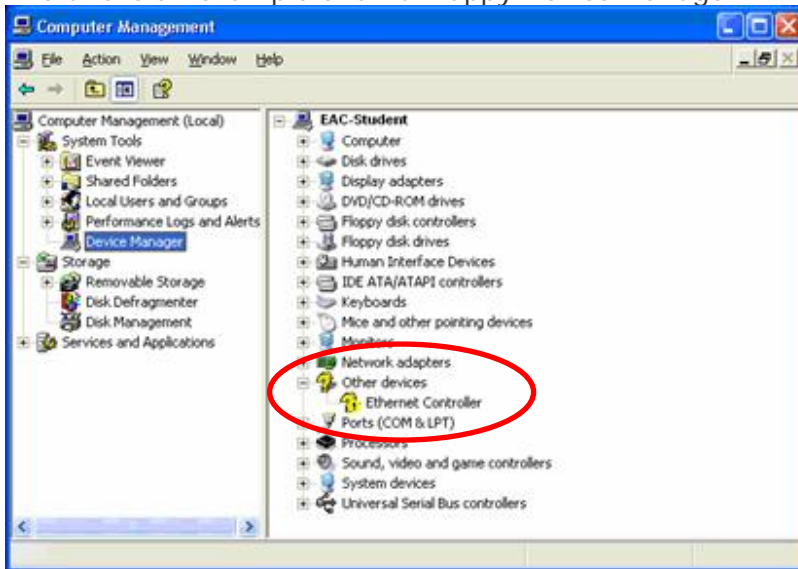
Student Network Troubleshooting Guide for Windows 2000 and Windows XP

If you're having trouble connecting, check the following:

1. Make sure your computer meets the [minimum requirements](#).
2. Check Device Manager for hardware/driver problems. Right-click "My Computer" and select "Manage" then highlight "Device Manager" in the left pane. Here is an example of a happy Device Manager:

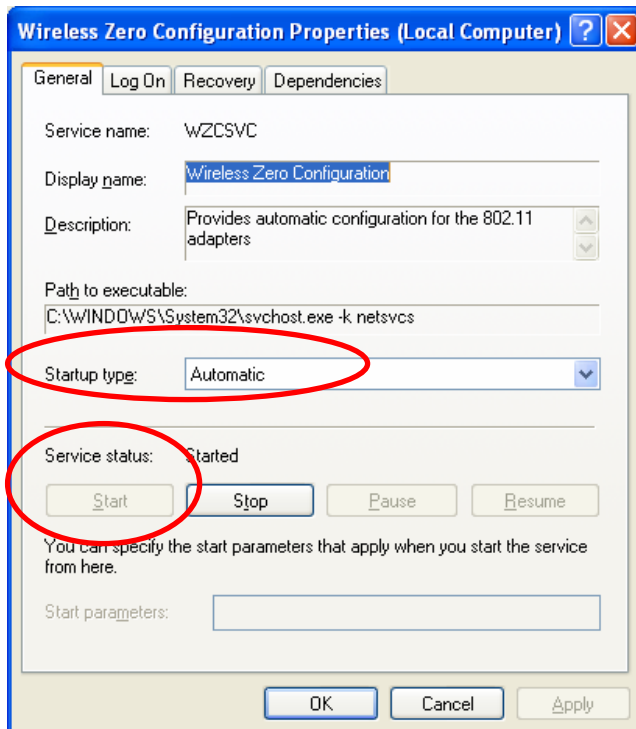
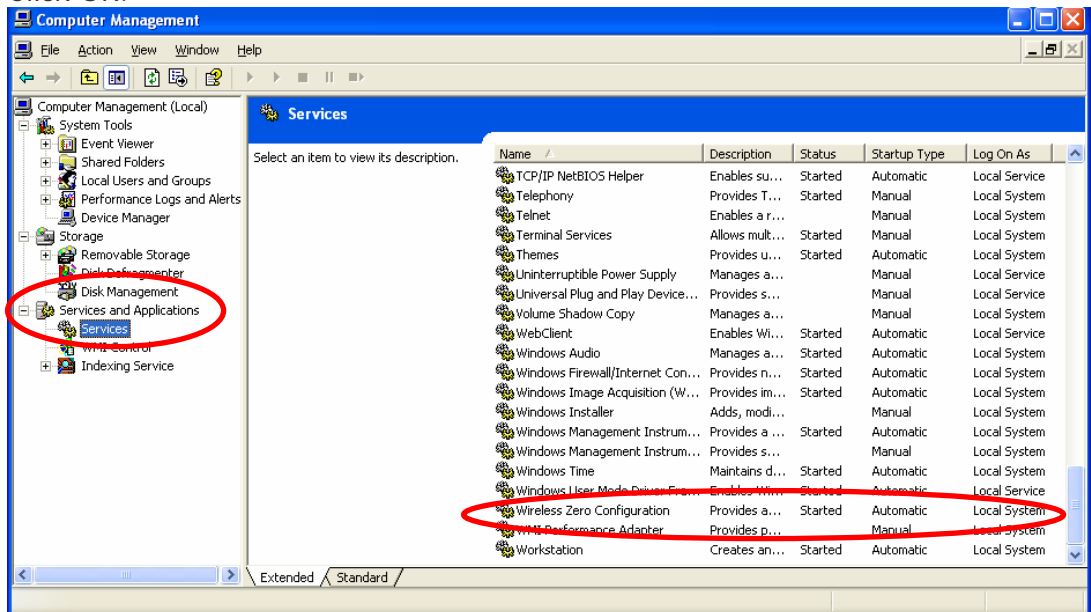


And this is an example of an unhappy Device Manager.

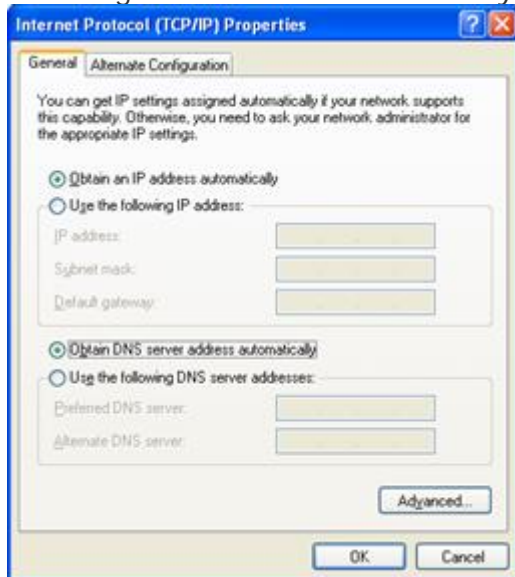


Notice the question mark and the yellow circle with an exclamation mark on the Ethernet Controller. If you have a similar mark on your Ethernet Controller or on any of your network adapters, your hardware is not functioning properly and you won't be able to connect. Most likely you need to install device drivers. The easiest way to do this is to use the system restoration CDs that either came with your system or which you were prompted to create as soon as you started up your brand new computer. If you don't have access to the system restoration CDs, go to the manufacturer's web site (such as dell.com, gateway.com or hp.com) and enter your system's serial number to locate the drivers you need, or call the manufacturer for technical support.

3. In order for the authentication tab to appear on a Windows 2000 or Windows XP system, you must be running the [Wireless Zero Configuration](#) service (even for wired network cards).
 1. Right-click My Computer and choose Manage.
 2. Expand Services and Applications.
 3. Click on Services.
 4. Scroll down on the right side of the window and double-click Wireless Zero Configuration.
 5. Change the Startup type to Automatic.
 6. If the Start button isn't grayed out, click it to start the service.
 7. Click OK.



4. Double-check, triple-check, quadruple-check your computer's [Ethernet Address](#), also known as Mac Address or Physical Address. Our server will enable the Ethernet Address you enter in. If you enter the number incorrectly, your computer will not be able to connect. This is by far the most common cause of connection problems. Things to watch out for:
 - a. Your computer may have more than one Ethernet adapter. Make sure you entered the number for the correct adapter. If you entered the wrong one, log back onto your Gila Hank Account Information and select the Network tab. Remove the incorrect entry. Click "add new" and enter the correct address. If you are not sure which adapter's number to enter, or if you wish to be able to use both wired and wireless connections on your computer, click "add network card" and repeat the process to add the Ethernet address of the second adapter.
 - b. Make absolutely sure you did not misread or mistype any of the digits. There will be no letter O in the address; if you read something as letter "O" substitute a zero instead. Other common errors are confusing 8 and B or 0 (zero) and D.
5. The second most common problem is using an incorrect username or password. When prompted, enter the username that you were given at the end of the process when you added a network card in your account on Gila Hank Online. If you don't remember your username or password, log onto Gila Hank Online and return to the Network Access tab under Personal/Account Information and read the information there.
6. Turn off 3rd party firewall software such as Zone Alarm or Norton Personal Firewall and try again to connect. If it works with the firewall off, you'll have to configure your firewall to allow the connection. See the documentation for your particular firewall software for help.
7. Turn off Windows Firewall (go to Start, Control Panel, Windows Firewall) and try again to connect. If it works with the firewall off, you'll need to configure the firewall to allow the connection.
8. Make sure no IP or DNS addresses have been manually entered—the computer should be obtaining an IP address automatically through DHCP, as shown in the screenshot below.



9. Shut down your computer for a few minutes, and then try it again. Sometimes it just takes some systems a little longer than average to make the connection. If, after following each step in the troubleshooting guide, you still are unable to connect, go to a computer with internet access and send an email to helpmehank@eac.edu or call 428-8394 and leave a message.