

The logo features the text "ResNet" in a bold, dark blue, sans-serif font. Above the text is a semi-circular arc of binary code (0s and 1s) in a smaller, dark blue font. The arc starts above the 'R' and ends above the 't', curving around the top of the letters.

# ResNet

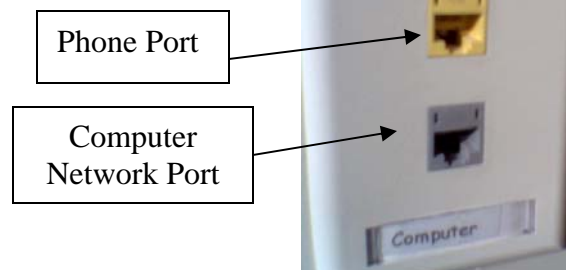
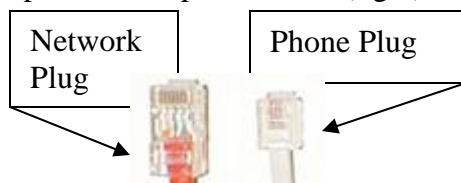
Troubleshooting  
Network  
Connectivity

## STEP 1. CHECK THE CABLE

The computer should have an Ethernet port on that back in which the network cable plugs into (left photo). The other end should be plugged into the designated port on the wall jack.(right photo). The center photo shows what the plug of a network cable (left) should look like in comparison to a phone cable (right).

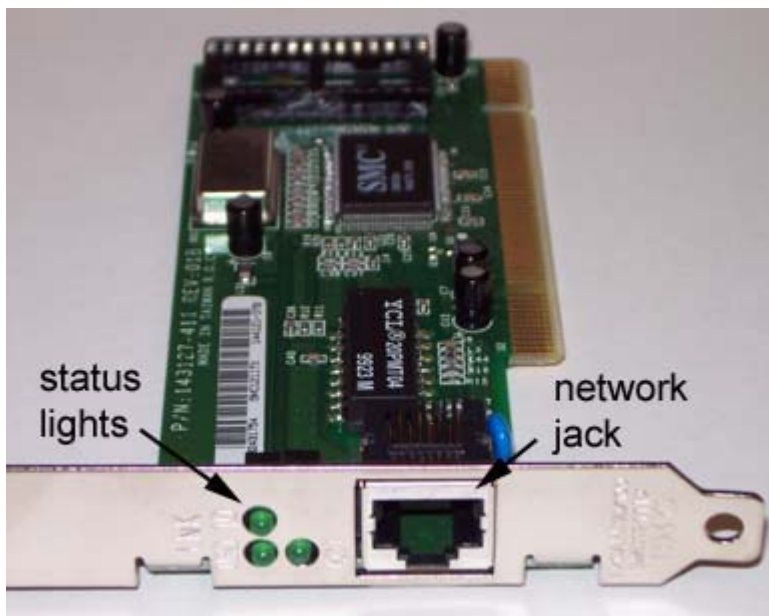


Network port on a computer



## STEP 2. LOOK FOR LINK ACTIVITY

Most network cards will have two or three LEDs that show whether there is a connection and if that connection is successfully transmitting data. If there are no steady or blinking lights then you should try a new cable that you know is good, and/or recheck the port with a port tester. If the port is okay, check that the network card is installed, and you should release/renew the IP Address.



### Support

If you are having trouble getting your PC connected to the network you may call the Student IT Helpdesk at **x1788**

## **STEP 3. DETERMINING, RELEASING, RENEWING THE IP ADDRESS**

### **Windows 2000\XP**

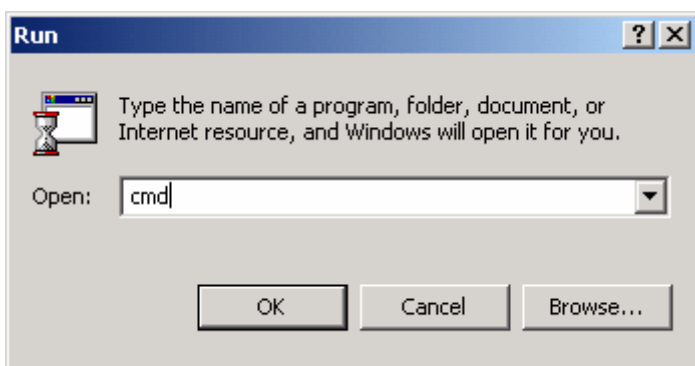
(Windows 98, go to page 5)

The following section refers to computers with Windows 2000 and Windows XP Operating Systems.

#### **Determining the IP Address**

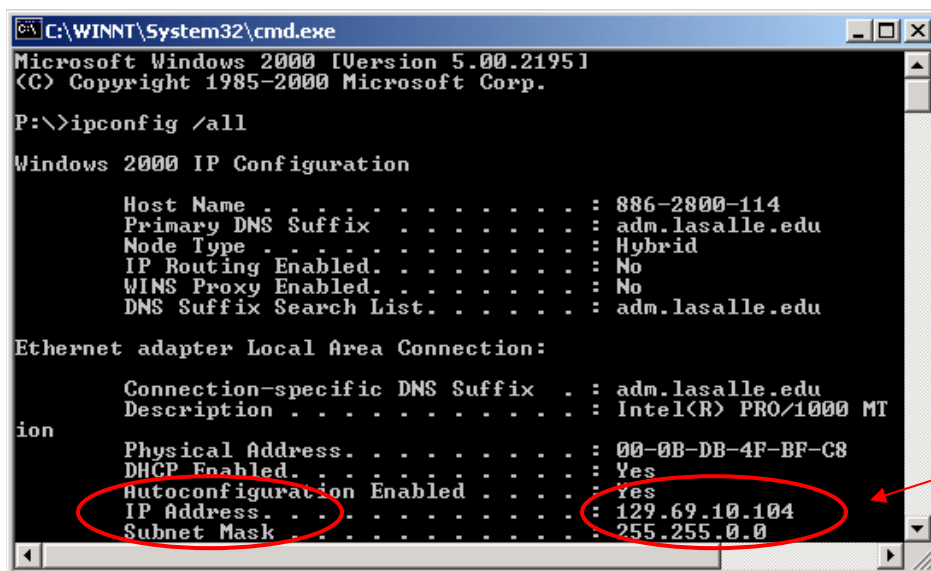
In order to determine the IP address of a networked computer, follow the steps below:

1. Click Start → Run.
2. Type *cmd* in the 'Open' text box. Click the OK button.



3. Type *ipconfig /all* at the prompt and press [Enter]. Note the value of the IP Address

NOTE: If Ethernet adapter settings are not displayed, then your network card is not functioning. Either reinstall the drivers or purchase a new network card from the bookstore. You can make an appointment with a ResNet Technician for assistance.



Sample  
IP Address

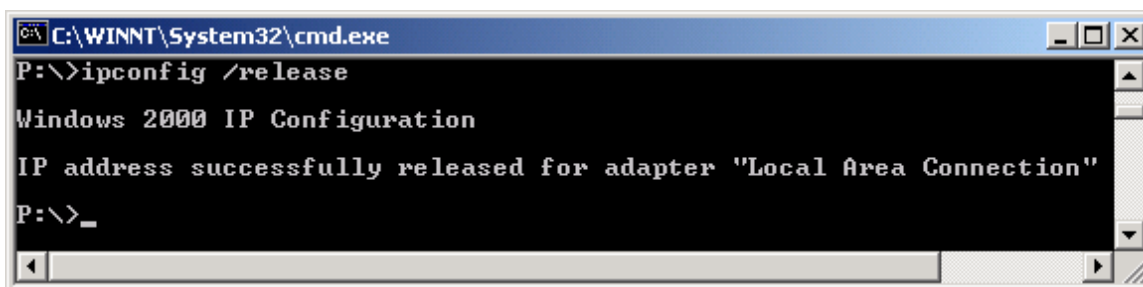
#### **Support**

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## Releasing the IP Address

In order to release the IP address of a networked computer, follow the steps below:

1. Click Start → Run.
2. Type *cmd* in the 'Open' text box. Click the OK button.
3. Type *ipconfig /release* at the prompt and press [Enter]. A message should appear saying the "IP address successfully released..."



```

C:\WINNT\System32\cmd.exe
P:\>ipconfig /release

Windows 2000 IP Configuration

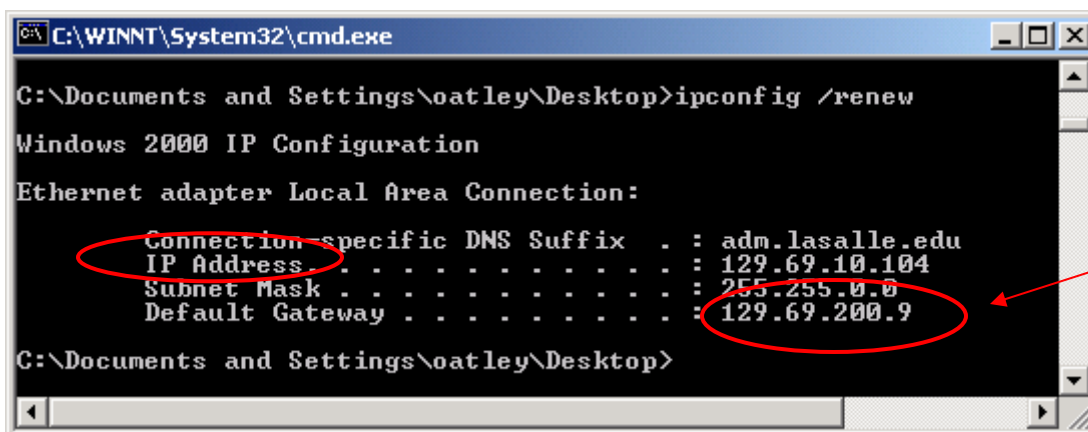
IP address successfully released for adapter "Local Area Connection"

P:\>_
  
```

## Renewing the IP Address

In order to renew the IP address of a networked computer, follow the steps below:

1. Click Start → Run.
2. Type *cmd* in the 'Open' text box. Click the OK button.
3. Type *ipconfig /renew* at the prompt and press [Enter]. Network information should appear. Note the IP Address.



```

C:\WINNT\System32\cmd.exe
C:\Documents and Settings\oatley\Desktop>ipconfig /renew

Windows 2000 IP Configuration

Ethernet adapter Local Area Connection:

    Connection specific DNS Suffix . . : adm.lasalle.edu
    IP Address . . . . . : 129.69.10.104
    Subnet Mask . . . . . : 255.255.0.0
    Default Gateway . . . . . : 129.69.200.9

C:\Documents and Settings\oatley\Desktop>
  
```

Sample  
IP Address



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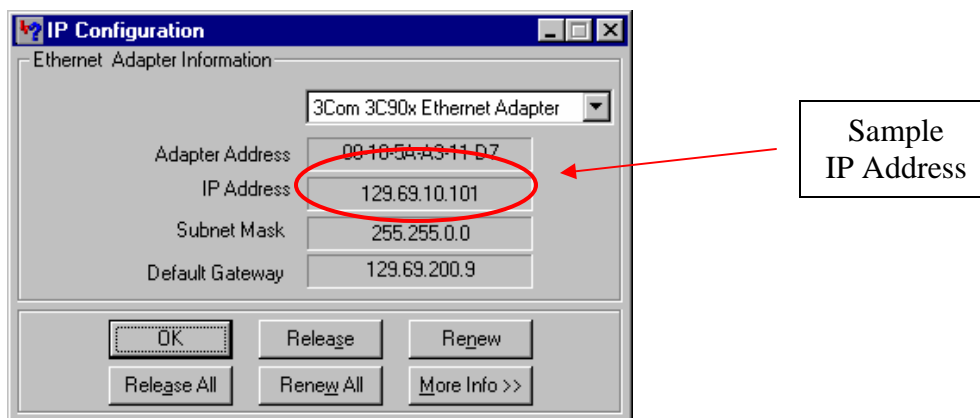
**DETERMINING, RELEASING, RENEWING THE IP ADDRESS IN WINDOWS 98**

The following section refers to computers with the Windows 98 Operating System.

**Determining the IP Address**

In order to determine the IP address of a networked computer, follow the steps below:

1. Click Start → Run.
2. Type *wiipcfg* in the 'Open' text box. Click the OK button.
3. The IP Address is displayed.

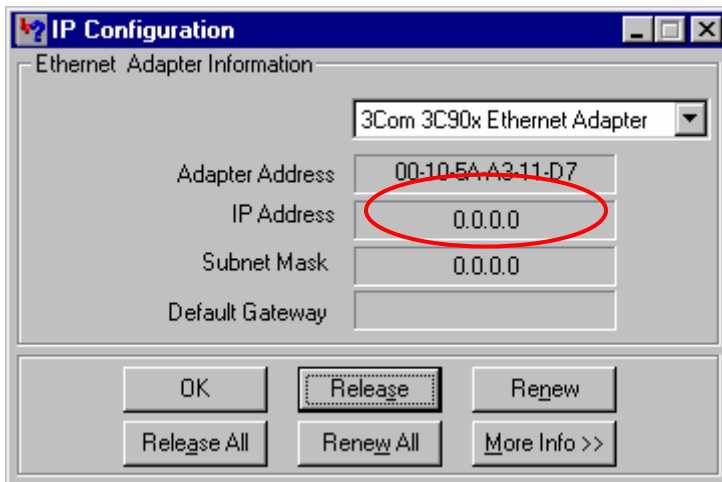
**Releasing the IP Address**

In order to release the IP address of a networked computer, follow the steps below:

1. Click Start → Run.
2. Type *wiipcfg* in the 'Open' text box. Click the OK button.
3. Click the 'Release All' button.
4. The IP address will be set to 0.0.0.0.

**Support**

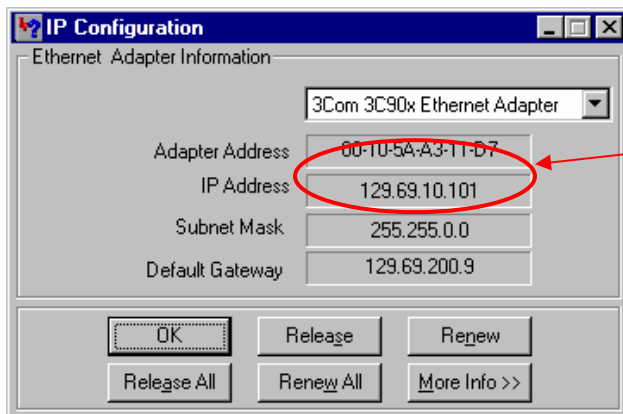
If you are having trouble getting your PC connected to the network you may call the Student IT Helpdesk at **x1788**



### **Renewing the IP Address:**

In order to renew the IP address of a networked computer, follow the steps below:

1. Click Start → Run.
2. Type *winipcfg* in the 'Open' text box. Click the OK button.
3. Click the 'Renew All' button.
4. Note the value of the 'IP Address'.



Sample  
IP Address

### **Support**

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