



Windows 2000 & Windows XP Network Connectivity Troubleshooting Tips

If you have followed all the Instructions for Logging onto the Network from Dorm Rooms and still cannot connect to the network, please try the following:

Note: These tips are only for people using Windows 2000 Professional, Windows XP Home Edition & Windows XP Professional. If you are using any other operating system, please refer to the Network Connectivity Troubleshooting Tips corresponding to your operating system.

- Make sure your computer is connected to the wall port with a CAT-5 Ethernet Cable. It's possible to plug a phone cord into the wall port and your computer instead, but it will not communicate with the network.
- After starting your computer, look on the card where your Ethernet cable is plugged in at the back of your computer. There should be a light visible. If the light is on, skip down to the IP Configuration section.
- If there is no light on, follow these steps to ensure your card is properly installed:
 - a. Right click the **My Computer** icon, and select **Properties**. Choose the **Hardware** tab, and click the **Device Manager...** button.
 - b. If your network adapter has a red "X" or yellow "!" next to it, then the drivers for your network adapter are not properly installed, and must be before you can proceed. If there is not a red "X" or Yellow "!", the card is properly installed.

IP Configuration

- Click the **Start** button and select **Run**. Type **COMMAND** in the **Run** box and hit **Enter**. This will launch the Command Prompt.
- From the Command Prompt, type **IPCONFIG -RENEW**. All of our IP Addresses are the following format: "10.x.x.x", where each "x" represents a number between 1 and 255. If the IP Address you received is "10.x.x.x", the problem is resolved. Restart your computer and you're good to go.
- If you receive the message "error while renewing adapter: DHCP Server unavailable, or if your IP Address begins with anything other than "10.", please contact the IT Help Desk at ext. 411 or send an e-mail to helpdesk@vanguard.edu