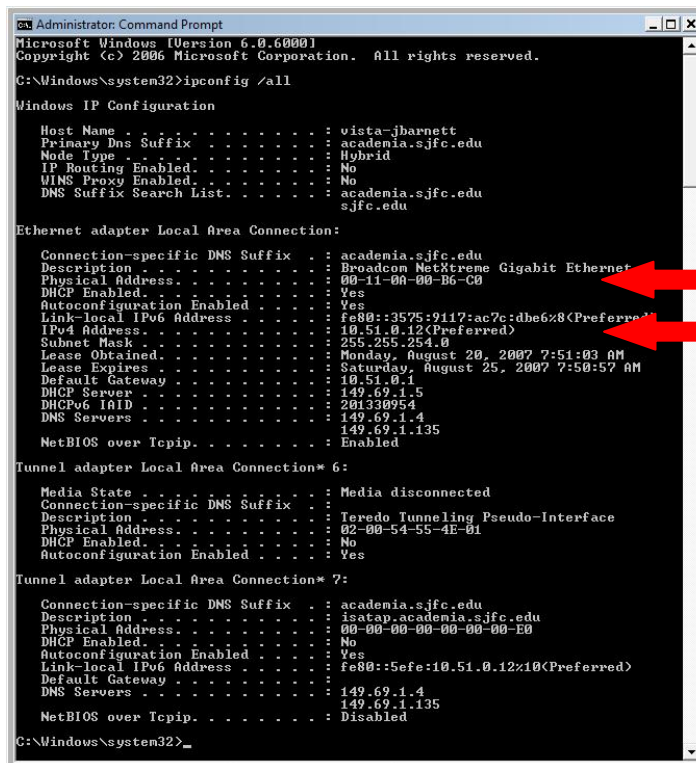


**Step1.** Launch Internet Explorer. If you can't get onto the World Wide Web, proceed to **Step2.**

**Step2.** Verify the IP address.

From the command prompt window.

- From the **Command Prompt** window, type: **ipconfig /all** and press **Enter**.
- Within the **Ethernet adapter Local Area Connection**, confirm the IP address is in the form of:
  - 10.X.X.X, where the X can be any number between 0-255. If IP address is within this range, proceed to **Step 4**.
  - If no IP address is displayed, go to the next step.



```
Administrator: Command Prompt
Microsoft Windows [Version 6.0.6000]
Copyright (c) 2006 Microsoft Corporation. All rights reserved.

C:\Windows\system32>ipconfig /all

Windows IP Configuration

Host Name . . . . . : vista-jbarnett
Primary Dns Suffix . . . . . : academia.sjfc.edu
Node Type . . . . . : Hybrid
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No
DNS Suffix Search List. . . . . : academia.sjfc.edu
sjfc.edu

Ethernet adapter Local Area Connection:

Connection-specific DNS Suffix . : academia.sjfc.edu
Description . . . . . : Broadcom NetXtreme Gigabit Ethernet
Physical Address. . . . . : 00-11-00-00-B6-C0
Dhcp Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
Link-local IPv6 Address . . . . . : fe80::3575:9117:ac7c:db62%8(Preferred)
IPv4 Address. . . . . : 10.51.0.12(Preferred)
Subnet Mask . . . . . : 255.255.254.0
Lease Obtained. . . . . : Monday, August 20, 2007 7:51:03 AM
Lease Expires . . . . . : Saturday, August 25, 2007 7:50:57 AM
Default Gateway . . . . . : 10.51.0.1
DHCP Server . . . . . : 149.69.1.5
DHCPv6 Iaid . . . . . : 261330954
DNS Servers . . . . . : 149.69.1.4
149.69.1.135
NetBIOS over Tcpip. . . . . : Enabled

Tunnel adapter Local Area Connection* 6:

Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . :
Description . . . . . : Teredo Tunneling Pseudo-Interface
Physical Address. . . . . : 02-00-54-55-4E-01
Dhcp Enabled. . . . . : No
Autoconfiguration Enabled . . . . : Yes

Tunnel adapter Local Area Connection* 7:

Connection-specific DNS Suffix . : academia.sjfc.edu
Description . . . . . : isatap.academia.sjfc.edu
Physical Address. . . . . : 00-00-00-00-00-00-E0
Dhcp Enabled. . . . . : No
Autoconfiguration Enabled . . . . : Yes
Link-local IPv6 Address . . . . . : fe80::5efe:10.51.0.12%10(Preferred)
Default Gateway . . . . . :
DNS Servers . . . . . : 149.69.1.4
149.69.1.135
NetBIOS over Tcpip. . . . . : Disabled

C:\Windows\system32>
```

MAC Address  
IP Address

- If the IP address is not in the correct form, your computer doesn't have a valid IP address
  - If the IP address is in the form of 192.168.X.X- you could have a static IP address configured. Proceed to **Step 5e**.
  - If the IP address is 169.X.X.X- you have an automatically assigned IP address, *release* and *renew* your IP address.
    - From the **Administrator: Command Prompt** window, type in: **ipconfig /release** and press **Enter**.

```

C:\WINDOWS\system32\cmd.exe
P:\>ipconfig /release

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : 
    IP Address . . . . . : 0.0.0.0
    Subnet Mask . . . . . : 0.0.0.0
    Default Gateway . . . . . : 

P:\>_
  
```

- From the **Administrator: Command Prompt** window, type in: **ipconfig /renew** and press **Enter**.

```

Command Prompt
P:\>ipconfig /renew

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : academia.sjfc.edu
    IP Address . . . . . : 10.12.1.49
    Subnet Mask . . . . . : 255.255.254.0
    Default Gateway . . . . . : 10.12.0.1

P:\>_
  
```

- W  
M

```

Command Prompt
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\WINDOWS>ipconfig /all

Windows IP Configuration

    Host Name . . . . . : xp-helpdeskstu2
    Primary Dns Suffix . . . . . : academia.sjfc.edu
    Node Type . . . . . : Unknown
    IP Routing Enabled. . . . . : No
    WINS Proxy Enabled. . . . . : No

Ethernet adapter Local Area Connection:

    Media State . . . . . : Media disconnected
    Description . . . . . : Broadcom NetXtreme Gigabit Ethernet
    for hp
    Physical Address. . . . . : 00-30-6E-B0-67-0B

C:\WINDOWS>_
  
```

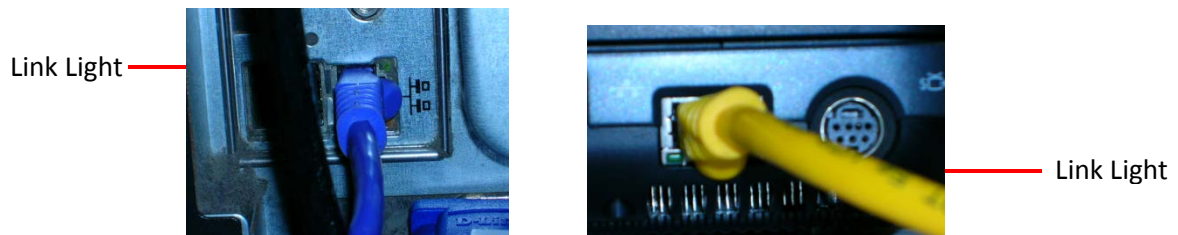
- From the **Command Prompt** window, displays-**No adapter is in the state permissible for this operation**, proceed to **Step 4**.

```

c:\ Command Prompt
C:\WINDOWS>ipconfig /release
Windows IP Configuration
The operation failed as no adapter is in the state permissible for
this operation.
C:\WINDOWS>

```

**Step3.** Check the status of the link light. If light is green, proceed to **Step 4**.



- If there is no light:
  - Unplug cable for at least 30 seconds and plug it back in. Try to re-connect to the internet.
  - Try a different cable
  - If your roommate is connected to the internet, try their port. If neither of you can connect to the internet contact the OIT Help Desk.
- If you are in a triple room and connected to a switch, confirm the switch has power and lights are on.

**Step4.** Confirm the Ethernet adapter is installed properly from the Device Manager in System Properties.

- Click on **Start**, right-click on **Computer**, and select **Manage**.
- Click on the **Device Manager**.
- From the **Device Manager** dialog box, if one of the network adapters is disabled, it will display a down arrow by the adapter. To enable an adapter, right-click on the adapter and select the appropriate choice. Please consult you manufacturer's instructions; on laptops there may be a button to enable/disable the wireless adapter.



- From the Device Manager dialog box, if one of the network adapters is malfunctioning, it will display a exclamation point in a yellow triangle. This may indicate that the driver is not installed correctly. Please consult your manufacturer, or nearest technical support center for assistance.

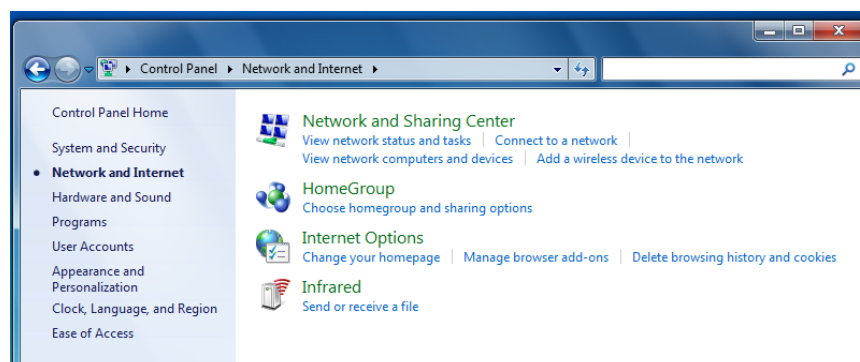


**Step5:** Verify the network connection is configured properly

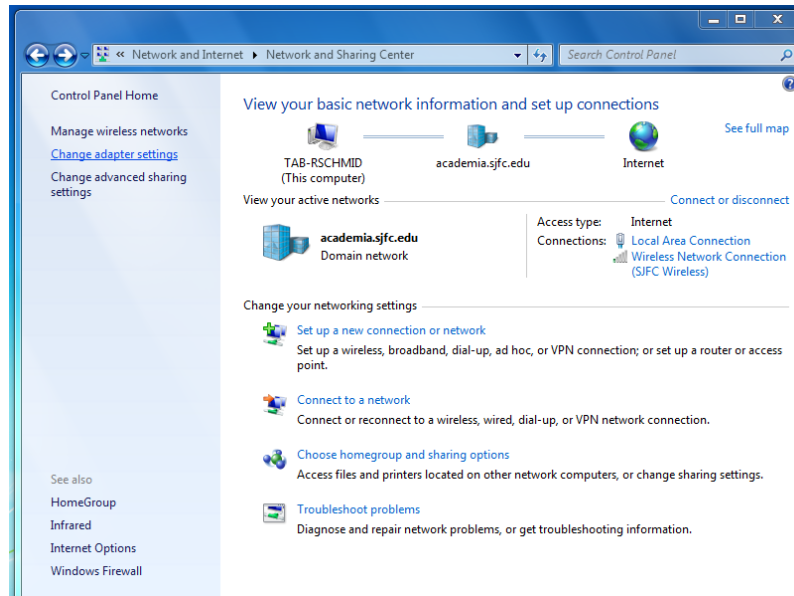
- Click on **Start**, then **Control Panel**, and from the **User Account Control** dialog box, click on **Continue**.
- From the **Control Panel** dialog box, click on **Network and Internet**.



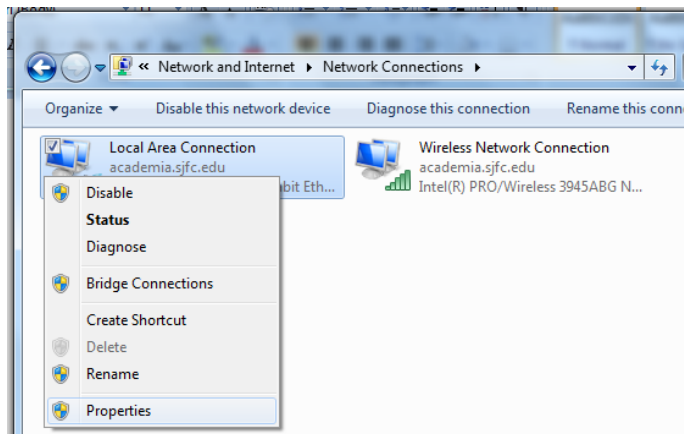
- Click on **Network** and **Sharing Center**.



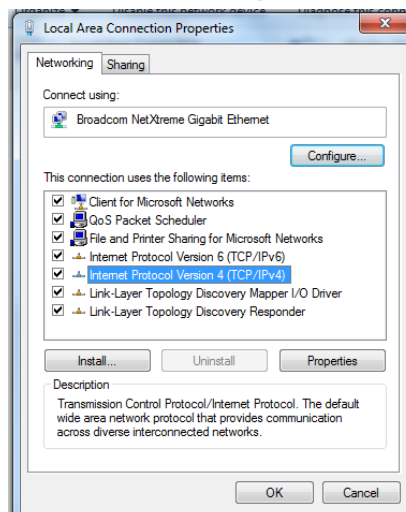
d) Click on **Change Adaptor Settings**.



e) Right-click on the **Local Area Connection** and select **Properties**.

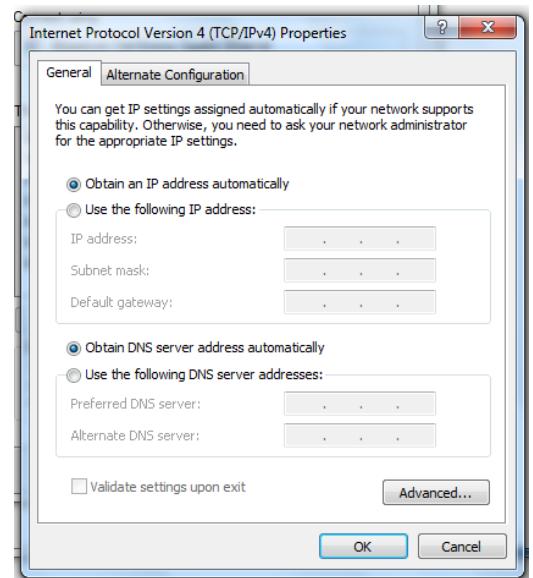


f) From the **Local Area Connection Properties** dialog box, select the **Internet Protocol Version 4 (TCP/IPv4)** and click on the **Properties** button.



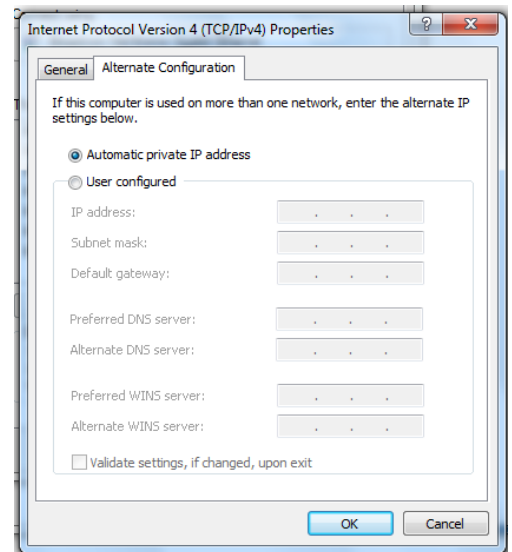
g) From the **Internet Protocol Version 4 (TCP/IPv4) Properties** dialog box, within the **General** tab confirm:

- **Obtain an IP address automatically** is selected
- **Obtain DNS server address automatically** is selected



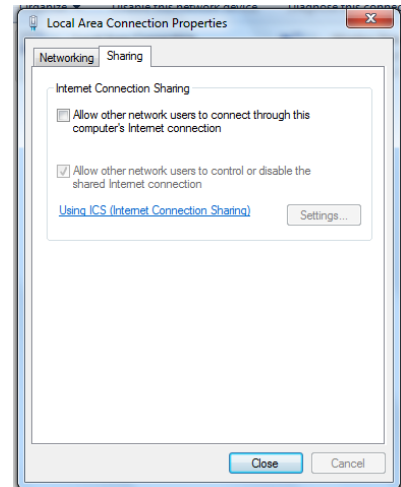
h) From the **Internet Protocol Version 4 (TCP/IPv4) Properties** dialog box, within the **Alternate Configuration** tab confirm:

- **Automatic private IP address** is selected, and click on **OK**.


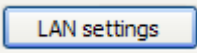


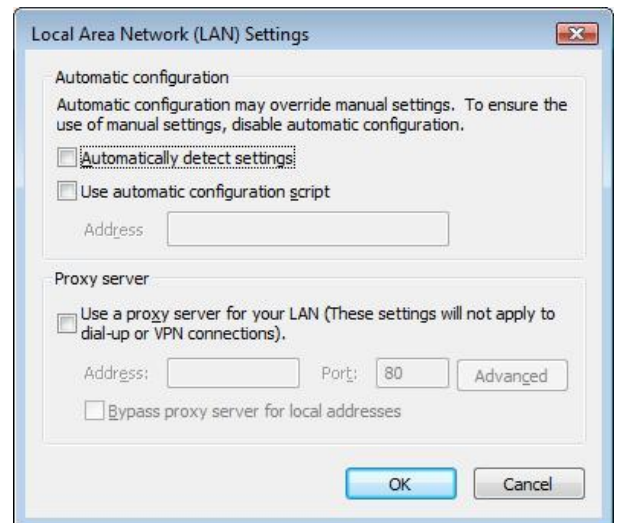
i) From the **Local Area Connection Properties** dialog box, within the **Sharing** tab, confirm that you have **NOT** selected to allow **Internet Connection Sharing**.

- Click on **Close** and close any open windows. If you have made any changes to the configuration, restart the computer and try to connect to the internet.



**Step6.** Confirm you **Internet Explorer Options**, connected through a **Lan** connection.

- Launch **Internet Explorer**, select **Tools**  **Tools** button, and click on **Internet Options**.
- From the **Internet Option** dialog box, click on the **connections** tab. Confirm, **Never dial a connection** is selected and click on the **Lan** settings button .
- From the **Local Area Network (LAN) Settings** dialog box, confirm that nothing is selected and click on **OK**.



**\*Networking Tip:** OIT recommends that File Sharing is turned **off**. When file sharing is on, files and printers that you have shared from the computer can be accessed by people on the network.

For assistance, contact the OIT helpdesk:

Web: <http://oit.sjfc.edu> Email: [helpdesk@sjfc.edu](mailto:helpdesk@sjfc.edu) Phone: (585) 385-8016