

What to do when your internet connection is not working properly.
(Vista or Windows 7)

In the event that you cannot browse to sites that you normally visit, attempt to browse to <http://www.ofm.com>.

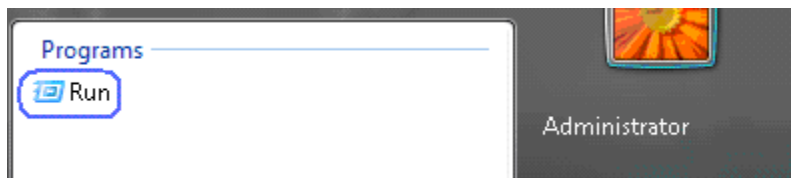
If you cannot browse to the above link, please continue as directed below:

1) Check your Physical Connections

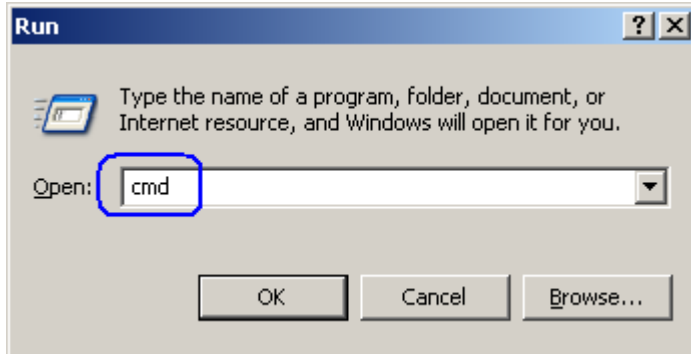
- Be sure that your computer is connected to the network port in the wall. This port looks like a large phone jack. The connecting cable is commonly referred to as a **network, Ethernet, or patch cable**, and needs to be connected securely (so that it “clicks”).
- Most NICs (Network Interface Cards) have “link lights” that announce that they have connectivity. Check for these lights next to the jack on your computer.
- If your computer is connected to a personal router instead of directly into the wall, inspect the connections there in like fashion. Make sure all devices have power.
 - o Make sure the computer is plugged into a LAN port
 - o Make sure the network jack in the wall is plugged into the WAN port
 - o Power cycling (turning the device off for 30 seconds) fixes many issues.
- Review the setup instructions “Windows Vista or Windows 7 - Ethernet setup Guide”
If you have followed those steps, there are a few things you can do on your own that may help solve your problem.

2) Check your IP Settings

Click on the Windows button and then type Run in the search bar. Choose the Run program at the top of the menu.



From here you should type **cmd** and click OK.



A new window should open for you at this point. There should also be a blinking cursor beside the prompt.

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

Type **ipconfig /all** and press the Enter key on the keyboard.
Your results will vary, but you should see results similar to those below

```
Physical Address. . . . . : 00-16-EA-EF-71-E6
Dhcp Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
IP Address. . . . . : 10.1.17.17
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . : 10.1.17.1
DHCP Server . . . . . : 10.1.17.1
DNS Servers . . . . . : 10.1.17.1
                       216.12.0.14
```

The fields above all need to be populated, and **not with any address beginning with 169**, so **169.54.114.2** would be **bad**, but **10.4.114.2** would be **OK**.

If you see a 169.xxx.xxx.xxx address, or any blank spaces:

- Type ipconfig /release
- Hit the Enter key
- Type ipconfig /renew
- Hit the Enter key

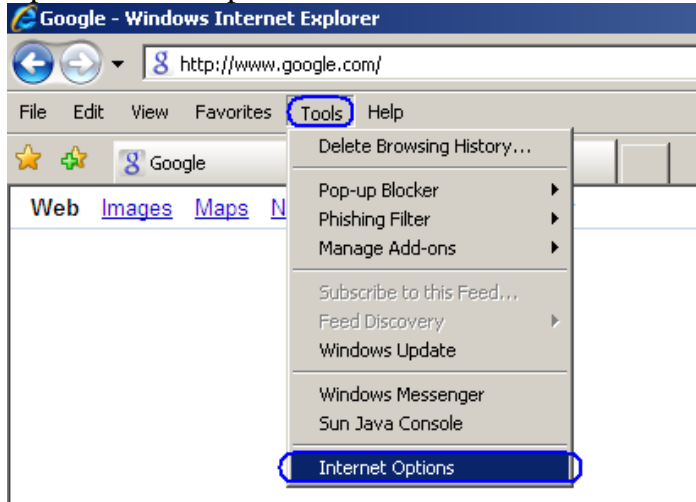
Try typing ipconfig /all again to see if the situation has changed.

If you now have (or already had) good IP settings but still cannot browse the Internet:

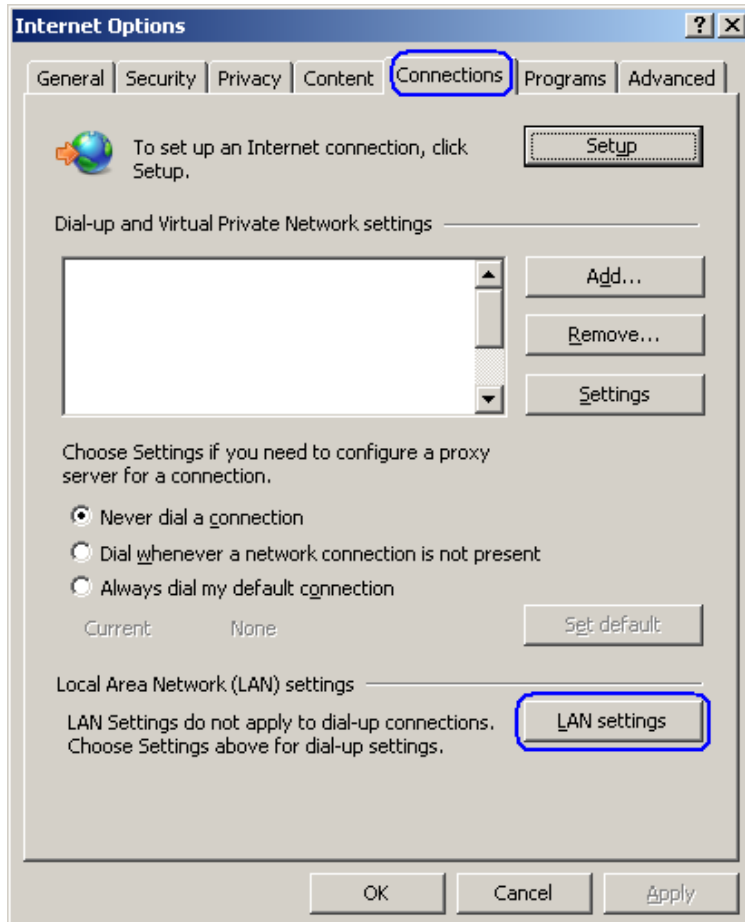
3) Check to make sure you are *not* set to use a proxy.

Internet Explorer:

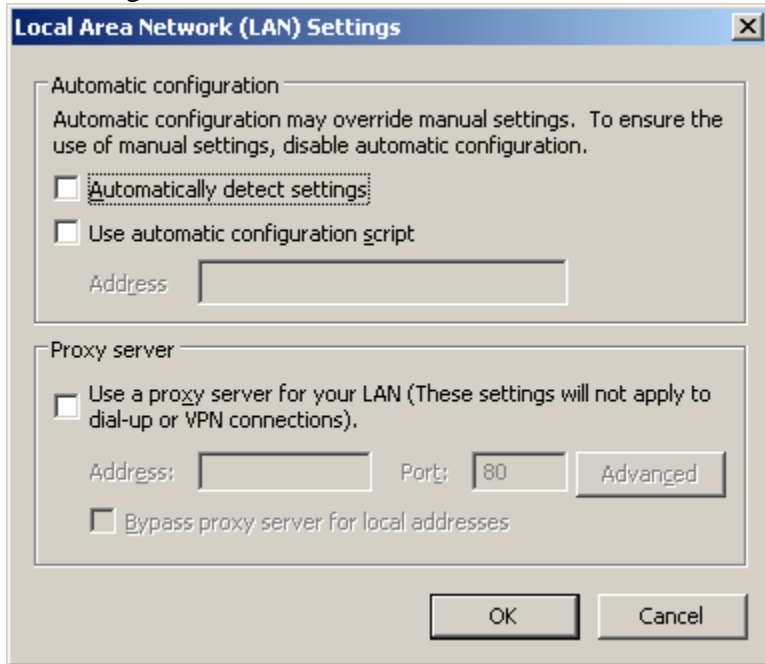
Open Internet Explorer and click on the **Tools** button and then click **Internet Options**.



Click on the **Connections** tab and then click on **LAN Settings**.

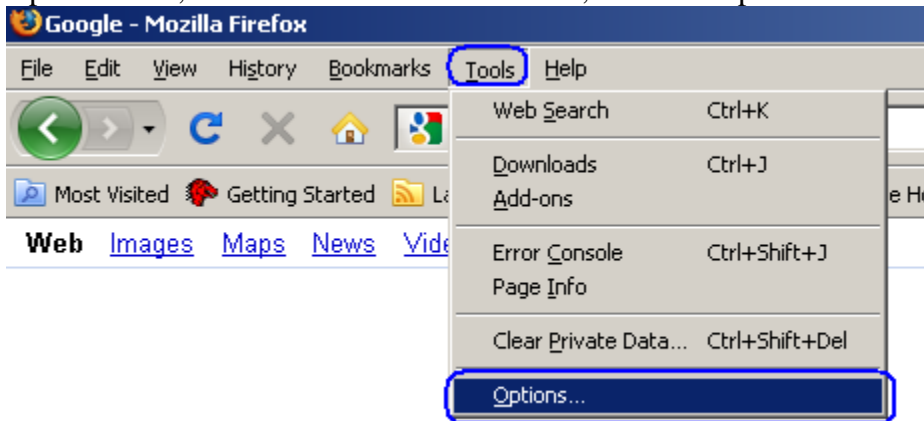


Next you will want to make sure there are not any boxes checked. It should look exactly like the picture below. If there are any boxes checked, please uncheck them and try to browse the internet again.

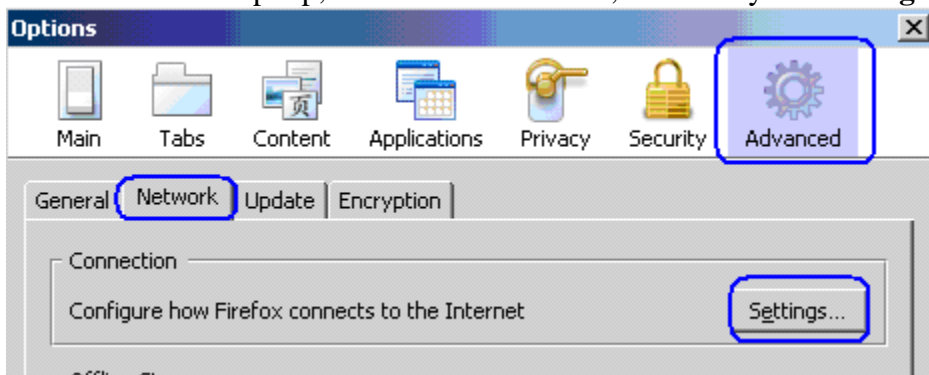


Firefox

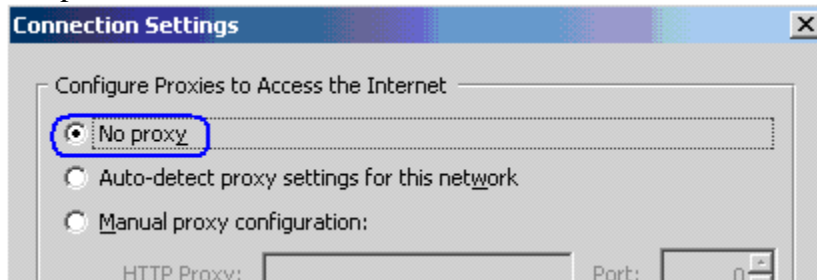
Open Firefox, click Tools from the menu bar, and then Options



Select **Advanced** up top, then the **Network** tab, and finally the **Settings** button.



Make sure the circle beside **No Proxy** has a little dot inside. Try browsing the internet again at this point.



Test your setup, open an Internet browser and type the following address into the address bar: <http://www.time.gov> and select the correct time zone.

If you are still having difficulty connecting to the internet, please refer to the following sources:

Contacting OFM Computer Systems, Inc. for support:

Phone: **434-422-9301** (this is a local call for Charlottesville Residents)

Email: woodard@charlottesvilleisp.com

Twitter: <http://twitter.com/ofmwoodard> (Network Status updated here)

Live response is available Monday through Friday from 9AM until 5PM. If you are contacting them outside those hours you will reach a dedicated voice-mail system. On-site support will be provided if remote support service is not feasible.

If you call during standard business hours and leave a message, you should receive a telephone response within 4 business hours or less. The standard business hours are Monday through Friday, 9 a.m. to 5 p.m. (except for Holidays observed by OFM). Calls received after 5PM will be returned by 11AM the next business day. Calls received on the weekend will be returned by 11AM the following business day.

Please keep in mind that you may have problems which are unrelated to the Internet Service provided by Woodard Properties. OFM is only authorized to support your directly wired internet connection to the prescribed wall jack. Problems with your computer hardware, operating system, virus infections/spyware or wireless connection, etc. are not covered under our agreement with OFM.