What to do when your internet connection is not working properly. (XP only)

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

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

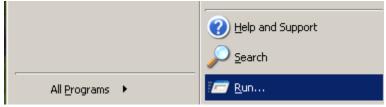
1) Check your Physical Connections

- 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.
 - Make sure the computer is plugged into a LAN port
 - Make sure the network jack in the wall is plugged into the WAN port
 - Power cycling (turning the device off for 30 seconds) fixes many issues.
- Review the setup instructions "Windows XP 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 **Start** and then click on **Run**



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

Run		<u>? ×</u>
-	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.	
Open:	cmd	•
	OK Cancel <u>B</u> rowse	

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 Addr	ess					=	00-16-EA-EF-71-E6
Dhcp Enabled.						=	Yes
Autoconfigura							
IP Address							
							255.255.255.0
Default Gatew							
DHCP Server .							
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 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.

🜈 Google - Windows Internet	Explorer
	oogle.com/
File Edit View Favorites	Tools Help
🚖 🕸 😵 Google .	Delete Browsing History
Web <u>Images Maps N</u>	Pop-up Blocker Phishing Filter Manage Add-ons
	Subscribe to this Feed Feed Discovery Windows Update
	Windows Messenger Sun Java Console
0	Internet Options

Internet Options
General Security Privacy Content Connections Programs Advanced
To set up an Internet connection, click Setup
Dial-up and Virtual Private Network settings
Add
<u>R</u> emove
✓ Settings
Choose Settings if you need to configure a proxy server for a connection.
Never dial a connection
C Dial whenever a network connection is not present
C Always dial my default connection Current None Set default
Local Area Network (LAN) settings
LAN Settings do not apply to dial-up connections.
OK Cancel Apply

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.

Local Area Network (LAN) Settings	×
 Automatic configuration Automatic configuration may override manual settings. use of manual settings, disable automatic configuration 	
Automatically detect settings	
Use automatic configuration script	
Address	
Proxy server	
$\square \ \ Use a pro\underline{x}y \ server for \ your \ LAN \ (These \ settings \ w \ dial-up \ or \ VPN \ connections).$	ill not apply to
Address: Port: 80	Advan <u>c</u> ed
Bypass proxy server for local addresses	
ОК	Cancel

Firefox

	1 1 7 1 0	.1 1	and then Options
(Inen Hiretov	CHICK LOOK Trom	the menu har	and then Untions
	CHER LOUIS HOIL	the menu bar.	and then obtions

Open I nerox, enex roois nom the ment bar, and then options							
🐸 Google - Mozilla Firefox							
Eile Edit View History Bookmarks							
🕢 🕞 C 🗙 🏠 🖪	Web <u>S</u> earch Ctrl+K						
Most Visited 🏇 Getting Started 🔝 La	Downloads Ctrl+J Add-ons e	e Ho					
Web <u>Images Maps News Vide</u>	Error <u>C</u> onsole Ctrl+Shift+J Page <u>I</u> nfo						
	Clear Private Data Ctrl+Shift+Del						
(Options						

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

Options							×
		- 页		6		Ö f	
Main	Tabs	Content	Applications	Privacy	Security	Advanced	
Conne		Update E	ncryption cts to the Interr	net		Settings	

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

Connection Settings			×
Configure Proxies to	Access the Internet		
No proxy			
C Auto-detect pro	oxy settings for this net <u>w</u> o	ork	
C Manual proxy co	onfiguration:		
HTTP Proxy:		Port:	0 -

To test your setup, open an Internet browser and type the following address into the address bar: <u>http://www.time.gov</u> 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)