

# Macintosh OS X: DSL/Ethernet

Type: Troubleshooting

Lewis & Clark College

Software: OS X

Connection: DSL/Ethernet

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## Overview

Is your network software not working properly? Many network connectivity problems are caused by something as simple as an unplugged cable and can be remedied without expert assistance. This helpsheet contains tips and instructions to help get your network connection back up and running quickly if you are connecting via DSL/Ethernet and have a computer running the Mac OS X software.

This helpsheet does not discuss general system problems such as applications that won't start, crash with error messages or force you to restart your machine. If you are experiencing these types of problems, consult your manuals and call the IT Help Desk at x7225 for assistance. This helpsheet will take you through the general network troubleshooting topics listed below.

- [Restart Computer](#)
  - [Check For General Network Outage](#)
  - [Is It A Network Or Software Problem?](#)
  - [Check Cables](#)
  - [Check Network Software Settings](#)
  - [Check Network Hardware Settings](#)
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## **Before you spend time troubleshooting your connections and network settings, try RESTARTING YOUR COMPUTER.**

Sometimes a system error can cause a computer to lose or "forget" a network connection. This can also happen when your computer goes to sleep or a notebook computer does an auto shut-down due to low battery power. In this case, restarting your computer will force the machine to attempt to reconnect to the network. Keep in mind that many laptop computers do not fully power down unless you depress the power key for at least 5 seconds.

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## **Before you spend time troubleshooting your connections and network settings, check for a NETWORK OUTAGE.**

Ask if others, especially people you know have a working network connection, are having problems accessing the network. If other students on your floor are unable to connect, your building may be experiencing a network failure. **If you suspect a network outage, please call the IT Help Desk at x7225.**

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## **Determine whether you have a network problem or a problem with your software application.**

Determine if your problem is specific to an application, by opening up another Internet application, such as Internet Explorer or Mulberry, to see if it can connect to the network. If your connectivity issue is related to the program only, call the IT Help Desk or see our [Software Troubleshooting](#) Helpsheet.

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## **Double-check your cables**

- **Check Your Ethernet Cable**  
Insert cables into the connector until you feel a slight click. Check both the connection to your computer as well as to the wall jack. Finally, make sure you are using a data jack, not a phone jack. If you discover a loose connection, restart your computer.
- **Check PCMCIA Card**

If you use a PCMCIA ethernet card, make sure it is firmly plugged into the PC Card slot on your notebook computer.

- **Check DSL ADAPTER/Transceiver**

If you use an Ethernet transceiver to connect, check to make sure it is firmly plugged in your USB or other port on your computer. Make sure your DSL adapter is plugged directly into a telephone jack AND NOT the phone jack on a cordless telephone or answering machine.

- **Check For A Faulty Ethernet Cable**

Make sure you don't have a bad Ethernet cable by testing your cable on a computer you know can connect to the network. If your cable is faulty, you can get a replacement cable from the Residence Hall Technician or the IT Help Desk in the Watzek Library.

- **Check For A Faulty DSL Adapter Box**

Make sure you don't have a bad DSL box by connecting your computer to a DSL adapter you know works. If the box is defective, you can exchange it for another at the Main IT Office in the Watzek Library.

- **Check To Make Sure Your Ethernet Data Jack Works**

If possible, try connecting your computer to another Ethernet jack that you know works. Alternatively, ask a roommate or friend with a laptop they've successfully connected to the network to see if they can connect from your Ethernet jack.

If you determine your Ethernet jack is faulty, contact the IT Help Desk (x7225). Keep in mind it may take several working days to repair faulty wiring.

- **Check To Make Sure Your Telephone Jack Works**

If you are unable to use your telephone, DSL will not work.

If you determine your telephone jack is faulty, contact Telecom (x7845). Keep in mind it may take several working days to repair faulty wiring.

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## Check your network software settings

1. Go to the **Blue Apple Menu** and select **System Preferences**.
2. Click on the **Network** icon in the **Internet & Network** section.
3. For **Location**, choose **Automatic** from the pull-down menu.
4. For **Show**, choose your network card. Most users will select **Built-in Ethernet** from the pull-down menu. (This is the default option.)
5. For **Configure**, choose **Using DHCP Server** from the pull-down menu.
6. If you are experiencing many problems connecting, type in Lewis & Clark's server numbers in the optional **DSN** box: **149.175.1.1 and 149.175.1.2**.
7. Click **Apply Now** to save your changes. If your connection is working properly you will have an assigned IP address in the range of 149.175.x.x.
8. Close the Network window by pulling down the **System Prefs** menu (upper left-hand corner of the screen, next to the Apple), and selecting **Quit System Prefs**. Save changes when prompted.

## What If You Have Other Information For Another ISP In Your Configuration File?

It is possible to easily switch between TCP/IP configurations or "sets" using Apple's Location management software. You can set up different locations in your Network control panel. If you need assistance with this feature, contact the IT Help Desk at x7225.

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## Check your network hardware settings

1. Go to the **Blue Apple Menu** and select **About this Mac**.
2. Click on the **More Info** button to open the Apple System Profiler.
3. In the **System Profile** tab, check to make sure your network card is listed under the network overview.
4. If your network card is not listed, your card may not be installed properly or may be faulty. Call Apple Computer (800-APL-CARE), the Residence Hall Technician (503-599-1169) or the IT Help Desk (x7225) to contact a technician who can further assist you with this problem.

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If you have any questions or need further assistance, please contact the IT Help Desk at x7225 or visit us in the Watzek Library. You can also send questions by e-mail to [consult@lclark.edu](mailto:consult@lclark.edu).

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