

# Windows XP, 2000 & ME: PPP

Type: Troubleshooting  
Connection: Modem/PPP

Lewis & Clark College

Software: Windows XP, 2000  
& ME

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## Overview

Is your network software not working properly? Dial-up connections can be especially vulnerable to lost connectivity due to local interference with your telephone line. This helpsheet contains tips and instructions to help get your dial-up connection back up and running quickly if you are connecting via a modem and have a computer running Windows XP, 2000 or ME.

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 troubleshooting topics listed below.

- [Restart Computer](#)
  - [Is It A Network Or Software Problem?](#)
  - [Check Your Login Information](#)
  - [Check Cables](#)
  - [Check Network Software Settings](#)
  - [Check Network Hardware Settings](#)
  - [Check For Alternative Numbers](#)
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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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## Determine whether you have a network connectivity or application specific problem.

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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## Check your Login Information

Your username and password information is saved in your LC Dial-up Network File. Check to make sure you typed in the correct information.

1. From the **Start** menu (lower-left corner of the screen), select **Control Panel**.
2. Double-click on **Network Connections**.
3. Double-click on your Dial-up Networking Connection icon. If none is listed, check your [software settings](#).
4. Verify the information in the user name and password boxes. Remember your user name and password are case-sensitive.

Forgot your Lewis & Clark Password? Go to the IT Help Desk in the Watzek Library to request a password change. A new account sheet with the changed password will be ready for you to pick up at the Help Desk the following business day. Be sure to bring a Photo ID.

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## Double-check your cables

- **Check Your Modem Cable**

Insert your modem cable into the wall jack and the modem jack on your computer until you feel a slight click.

- **Check External Modem**

If you use an external modem, make sure it is securely plugged into your computer's modem port with a hardware handshake cable. Some external modems have two telephone ports. If this is the case for your modem, check your manual to make sure your telephone cable is plugged into the correct port. Make sure it also has power if necessary.

- **Surge Protectors Are Noisy!**

Don't use a surge protector for your telephone line. They can create noise on the telephone line which reduces connection reliability.

- **Turn Off Call Waiting**

You should temporarily turn off call waiting by adding \*70 to the number you are calling. The call waiting signal can disrupt your modem connection.

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## Check Your Dial-Up Network Software Settings

These instructions are for direct dial into Lewis & Clark - if you use another Internet Service Provider (ISP), check their website for information on how to configure Dial-up Networking to work with their modem pool.

1. From the **Start** menu (lower-left corner of the screen), select **Control Panel**.
  2. Double-click on **Network Connections**.
  3. Select your LC Dial-up connection, right-click and select **properties**.  
If you do not see a Dial-up connection configured for Lewis & Clark, you will need to add one.
    - Click **Make New Connection** to start the Connection Wizard.
    - If you have never used your modem, you will be prompted to create a location. Enter in **503** for the area code and click **OK**.
    - In step one of the New Connection Wizard, select **Connect to the Internet** and click **Next**.
    - Make the appropriate selection for your type of connection in Step 2. If you plan to dial the LC Modem pool, select **Set up my Connection Manually**.
    - In Step 3, select **Connect using a dial-up modem**.
    - In Step 4, enter **Lewis & Clark College** as your connection name.
    - In Step 5, type **503,7686900** as the Phone Number to Dial to connect to the Lewis & Clark modem pool.
    - In Step 6, enter your **E-MAIL** account information. Click **Next**, and then **Finish** the wizard and connect to the Lewis & Clark dial-up network.
  4. Under **Connect Using**, you should see the brand name and model number of your modem. If your modem is missing, skip to the [Network Hardware Settings](#) section of this document.
  5. Click on the **Network Tab**.
  6. Make sure **PPP** is the selected dial-up server type.
  7. Under **This connection uses the following items** you should see:
    - **Internet Protocol (TCP/IP)**
  8. If the TCP/IP network protocol is not installed, you will need to add it, otherwise, skip to [step 13](#).
  9. To add the TCP/IP protocol, click **Install** to open the Select Network Component Type box.
  10. Select **Protocol** and click **Add**. This will open the Select Network Protocol box.
  11. Select **TCP/IP** from the list of available protocols. Click **OK** to exit the Network Control Panel and install the TCP/IP protocol. Say **Yes** when prompted to restart your computer.  
**If TCP/IP is not an available protocol, contact the IT Help Desk (x7225) for assistance.**
  12. Check your TCP/IP properties by selecting the **TCP/IP Protocol** and clicking on **Properties**.
    - Select **Server assigned IP Address**
  13. Click **OK** to save your settings.
  14. **Restart** your computer and attempt to connect.
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## Check Your Hardware Settings

1. Click with the **RIGHT** mouse button on the **My Computer** icon and select Properties.

2. Click on the **Hardware** tab.
  3. Click on the **Device Manager** button.
  4. View devices by type. Expand the list of modems by clicking on the + sign by the Modems listing.
  5. If no modems are listed, you may have a faulty card. Consult your documentation, modem manufacturer, or computer manufacturer for assistance.
  6. Double-click on your modem to view properties.
  7. Check the **device status** area in the middle of the properties window to see if your modem is working properly.
  8. If your modem is not working properly, you will need to remove and then re-add it. **LOCATE THE DRIVERS FOR YOUR MODEM BEFORE YOU ATTEMPT THIS.** Drivers are typically found on the diskettes or CD-Roms that came with your modem or computer. You can also download modem drivers from most manufacturer's web sites.
  9. Click **OK** to return to the device manager tab.
  10. Note the name and model number of your modem and then click **remove**.
  11. Click **OK** to exit system properties.
  12. **Restart** your computer.
  13. On restart, Windows will detect your modem and launch the **Add New Hardware** wizard. Follow the prompts to add your modem. If Windows does not detect your card and launch the wizard, consult your documentation, modem manufacturer, or computer manufacturer for assistance.
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### **Check if your ISP has another number you can try**

If you are connecting through an ISP, see if there is another number you can try. Your problem may be related to the configuration of your ISP's modem pool. Check your ISP's technical support to see if there are alternative numbers you can dial.

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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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