

Windows 2000 & ME: Wireless

Type: Troubleshooting

Lewis & Clark College

Software: Windows 2000 & ME

Overview

Is your network software not working properly? Wireless connections can be especially vulnerable to lost connectivity due to local interference with the wireless signal or loss of signal due to your laptop computer going to sleep or losing battery power. This helpsheet contains tips and instructions to help get your network connection back up and running quickly if you are connecting via Wireless and have a computer running Windows 2000 or ME version.

1. Restart your computer.
 2. From the **Start** menu (lower-left corner of the screen), select **Control Panel**.
 3. Double-click on **Network Connections**.
Double-click on **Wireless Network Connection**.
 5. The connection should show as enabled and show you are connected to the LC Wireless Network.
 6. If you are connected, launch your web browser to visit the wireless network authentication web page.
Windows XP automatically detects and displays installed network cards. If you do not see a Local Area Connection icon, skip to the [Network Hardware Connections](#) section of this document.
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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.**

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.

Check your network software settings

1. From the **Start** menu (lower-left corner of the screen), select **Control Panel**.
2. Double-click on **Network Connections**.
3. Right-click on **Wireless Network Connection** and select **Properties**.
 - Windows XP automatically detects and displays installed network cards. If you do not see a Wireless Network Connection icon, skip to the [Network Hardware Connections](#) section of this document.
 - If your status is 'connected' skip to [step 13](#).
4. Click on **Configure** and select the **Advanced** tab.
5. Type in **LC Wireless** for the Station Name. Click **OK** to exit and save changes.
6. Double-click to open your Wireless Network Connection settings.
7. Under **Connect Using**, you should see the brand name and model number of your ethernet card. If your ethernet card is missing, skip to the [Network Hardware Connections](#) section of this document.
8. Under **This connection uses the following items** you should see:
 - **Client for Microsoft Networks** (remove if you do not want to share or access shared files with other Windows computers on the PIO-NET network).
 - **Internet Protocol (TCP/IP)**
 - If any other items appear (especially AOL and Dial-up adapters), un-check the box next to the item.
9. If the TCP/IP network protocol is not installed, you will need to add it, otherwise, skip to [step 13](#).
10. To add the TCP/IP protocol, click **Install** to open the Select Network Component Type window.
11. Select **Protocol** and click **Add**. This will open the Select Network Protocol Window.
12. 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.

13. Check your TCP/IP properties by selecting the **TCP/IP Protocol** and clicking on **Properties**.
 - Select **Obtain an IP address automatically**.
 - Select **Obtain DNS server address automatically**.
 - Click **OK**
14. Click **OK** to save your settings.
15. Restart your computer and attempt to connect to the LC Wireless Network by launching your web browser.

Disable WEP Encryption

Our wireless network does not support Data Encryption. If you persist in having problems connecting to our network, check to make sure data encryption is turned off in your wireless card setup (usually accessed by clicking on the Advanced tab in your wireless connection properties). For assistance, visit or call the IT Help Desk (x7225)

Check your network hardware settings

Check To See If Your Wireless Card Is Properly Installed

1. Click with the **RIGHT** mouse button on the **My Computer** icon and select Properties.
2. Click on the **Device Manager** tab.
3. View devices by type. Expand the list of network adapters by clicking on the + sign by the Network Adapter listing.
4. If no wireless cards are listed, you may have a faulty card. Drop by or call the IT Help Desk (x7225) for assistance.
5. Double-click on your wireless card to view properties.
6. Check the **device status** area in the middle of the properties window to see if your network card is working properly.
7. If your card is not working properly, you will need to remove and then re-add it. **LOCATE THE DRIVERS FOR YOUR WIRELESS CARD BEFORE YOU ATTEMPT THIS**. Drivers are typically found on the diskette or CD-Rom that came with your card. You can also download network card drivers from most manufacturer's web sites.
8. Click **OK** to return to the device manager tab.
9. Note the name and model number of your wireless card and then click **remove**.
10. Click **OK** to exit system properties.
11. Restart your computer.
12. On restart, Windows will detect your wireless card and launch the **Add New Hardware** wizard. Follow the prompts to add your network card. If Windows does not detect your card and launch the wizard, contact the IT Help Desk (x7225) for assistance running the Add New Hardware wizard manually.

Disable Other Network Connections

1. If you have more than one connection method listed, such as a Local Area Connection, it may be interfering with your Ethernet connection. You may need to disable the connection before you can connect to the Wireless network.
2. From the **Start** menu (lower-left corner of the screen), select **Control Panel**.
3. Double-click on **Network and Dial Up Connections**.
4. To disable a connection, double-click on the connection icon. Click on the **Disable** button to turn this connection off. You will need to go back to your Network and Dial Up Connections folder to enable these connections if you wish to use them at another location.

If you have any questions, comments 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.
