WINDOWS 7 WIRED NETWORK CONFIGURATION AND TROUBLESHOOTING

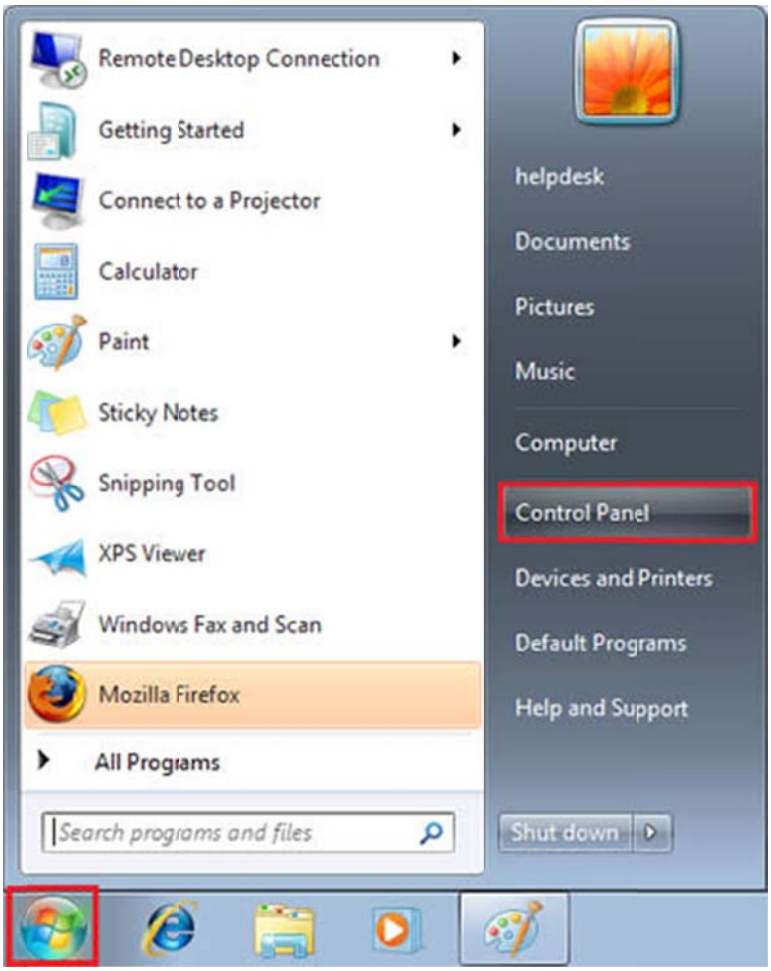
Step 1: Checking the Cable

Your computer should be connected by a network interface card to the wall socket by a length of wire. This wire looks similar to a phone line, but the connections at each end are too wide to fit in a normal phone plug. Please ensure that this cable is present and secure on both ends. To do so, remove the cable and plug it back in. It should snap into place.

Note: If the cable is present and secure, try to access the internet. Your web browser should redirect you to the Hallnet login website. If it does not, continue these steps.

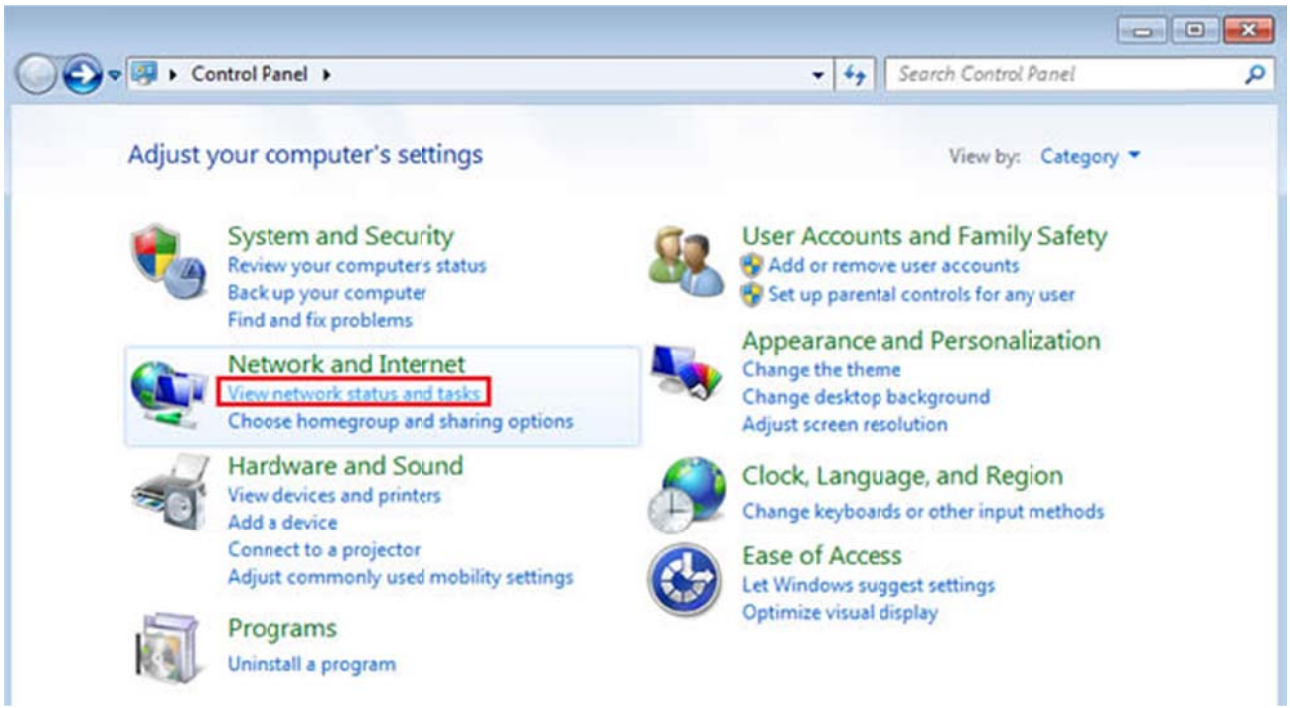
Step 2: Bringing up the Control Panel

Click the **Start**  button. Then, click **Control Panel**.



Step 3: Removing Bridged Connections

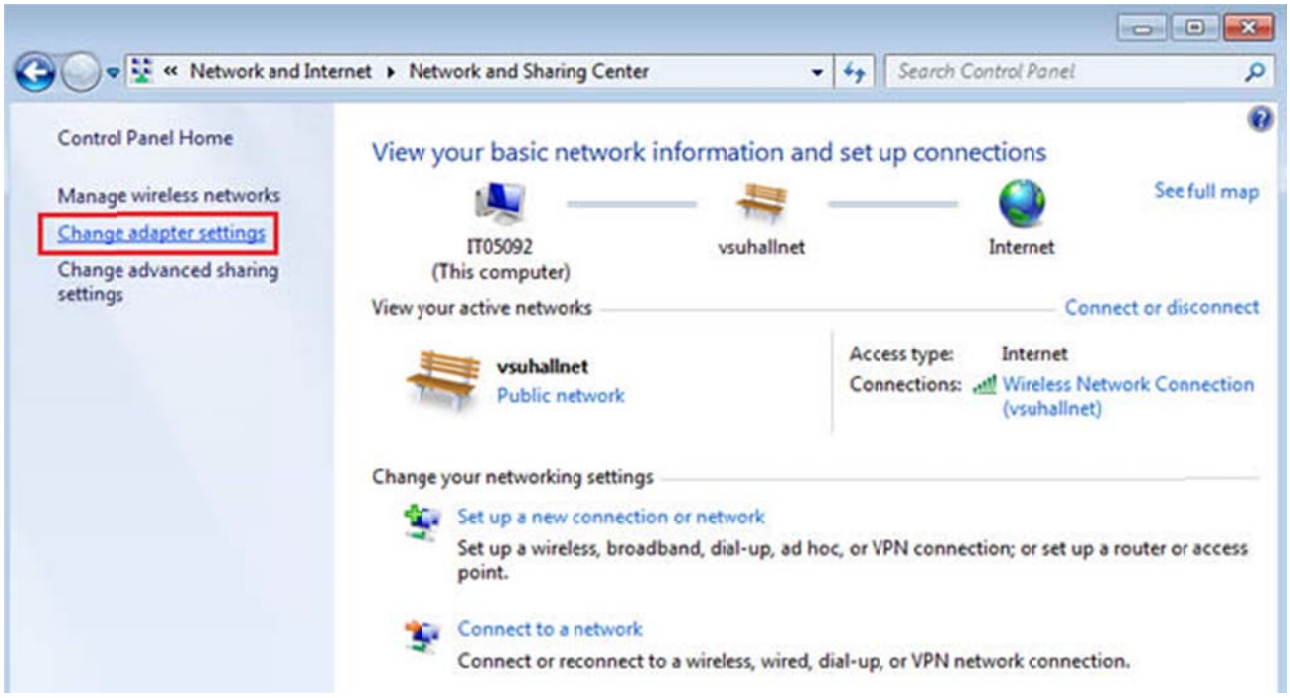
Once the Control Panel is open, click the **View network status and tasks** link.



A list of connections should appear. If you see an entry titled **Bridged Connection**, right-click on it. A pop-up menu will appear. Click **Remove from Bridge**. Repeat this process for each bridged connection displayed.

Step 4: Modifying the Adapter Settings

In the left sidebar, click the **Change adapter settings** link.

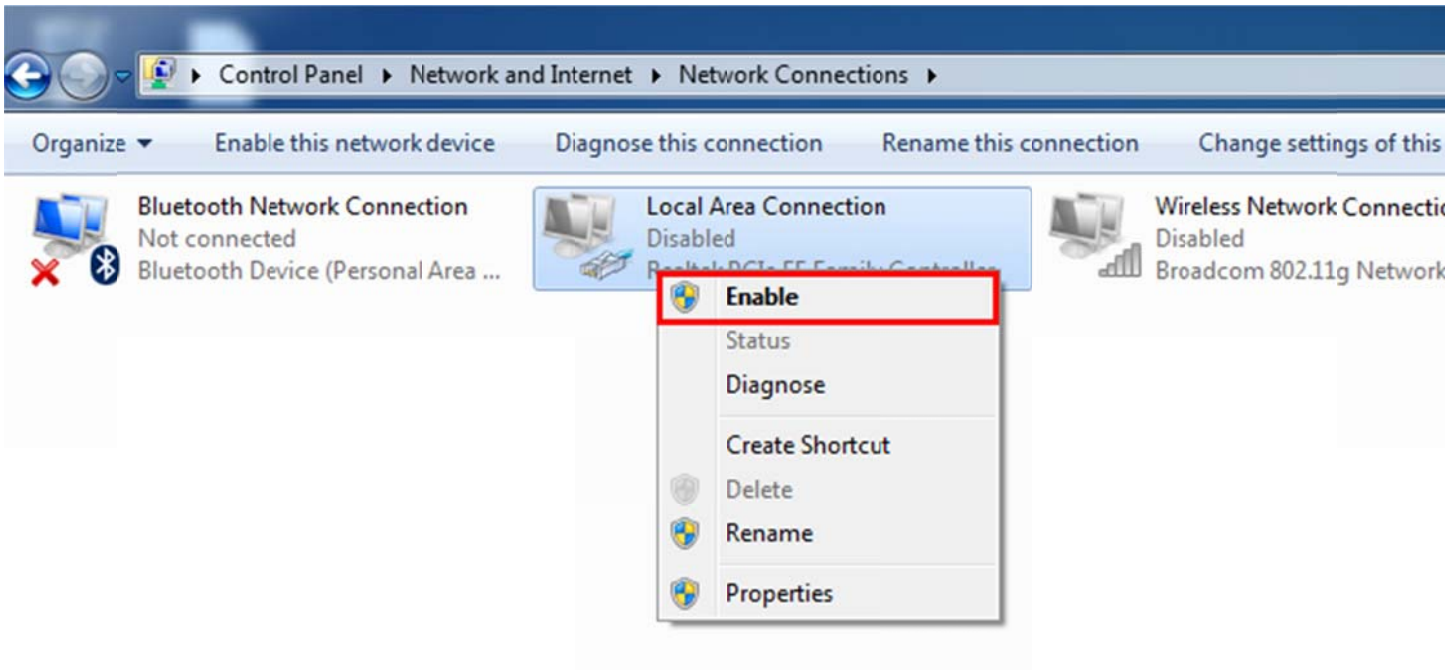


Step 5: Disable and Enable the Network Connection

Right-click the **Local Area Connection** icon. A pop-up menu should appear.

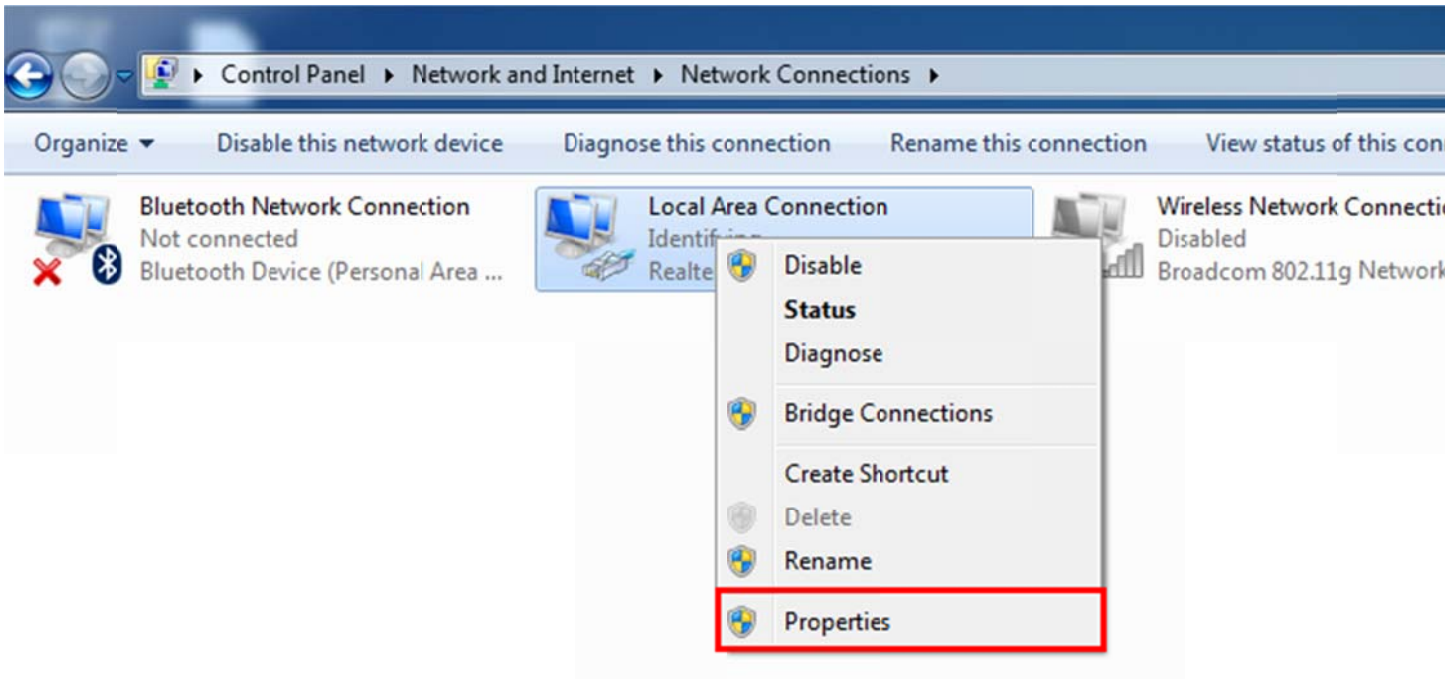
If **Enable** appears in the pop-up menu, click it and proceed to step 6.

Otherwise, if **Disable** appears in the pop-up menu, click it. Right-click the icon again. This time, click **Enable** in the pop-up menu. Finally, proceed to step 6.



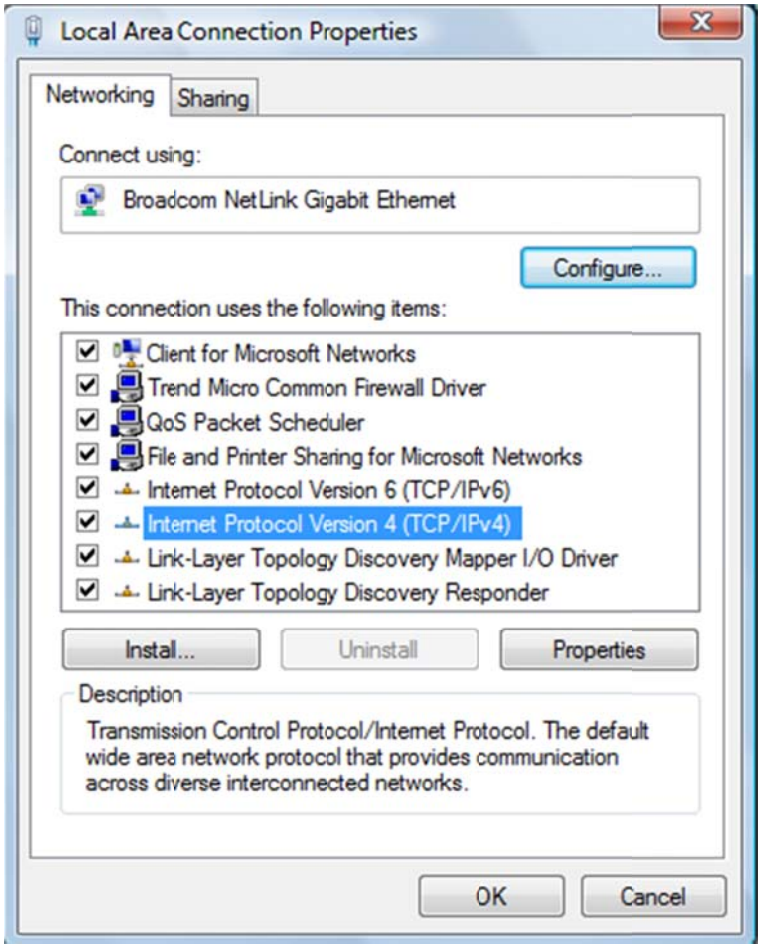
Step 6: Bring up the Local Area Connection Properties Window

Right-click the **Local Area Connection** icon. A pop-up menu should appear. Click **Properties** in the pop-up menu.



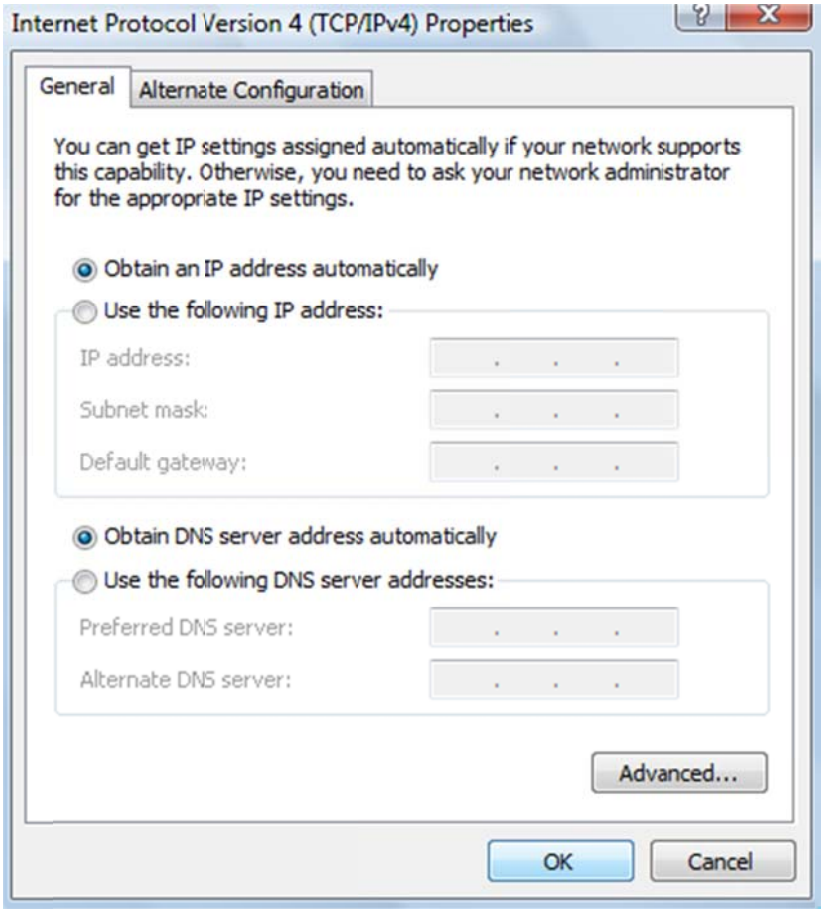
Step 7: Bring up the Internet Protocol Properties Window

A Local Area Connection Properties window will appear. Scroll down in the **This connection uses the following items:** list. Click on the text (rather than the checkbox) for **Internet Protocol Version 4 (TCP/IPv4)**. Then, click the **Properties** button.



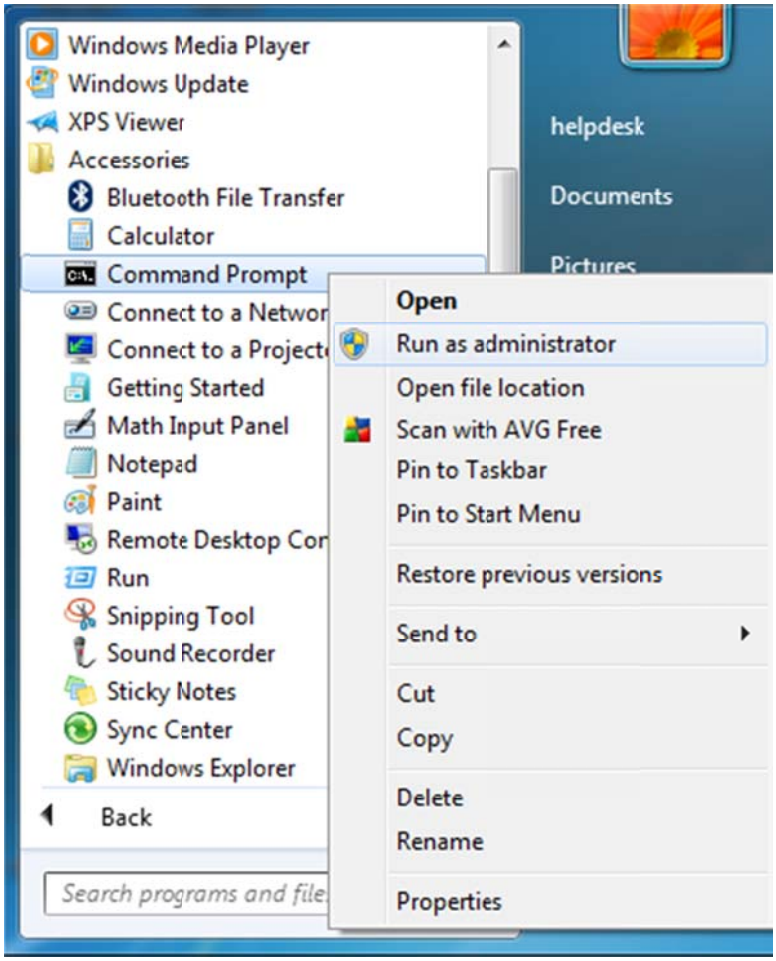
Step 8: Obtain all Values Automatically

The Internet Protocol Properties window will appear. Make sure the radio button in front of **Obtain an IP address automatically** is checked. Also, make sure that the checkbox in front of **Obtain DNS server address automatically** is checked. When you click the **OK** button in the Internet Protocol Properties window, you will be returned to the connection properties window. Click the **OK** button in the Local Area Connection Properties window.



Step 9: Bring up the Run Window

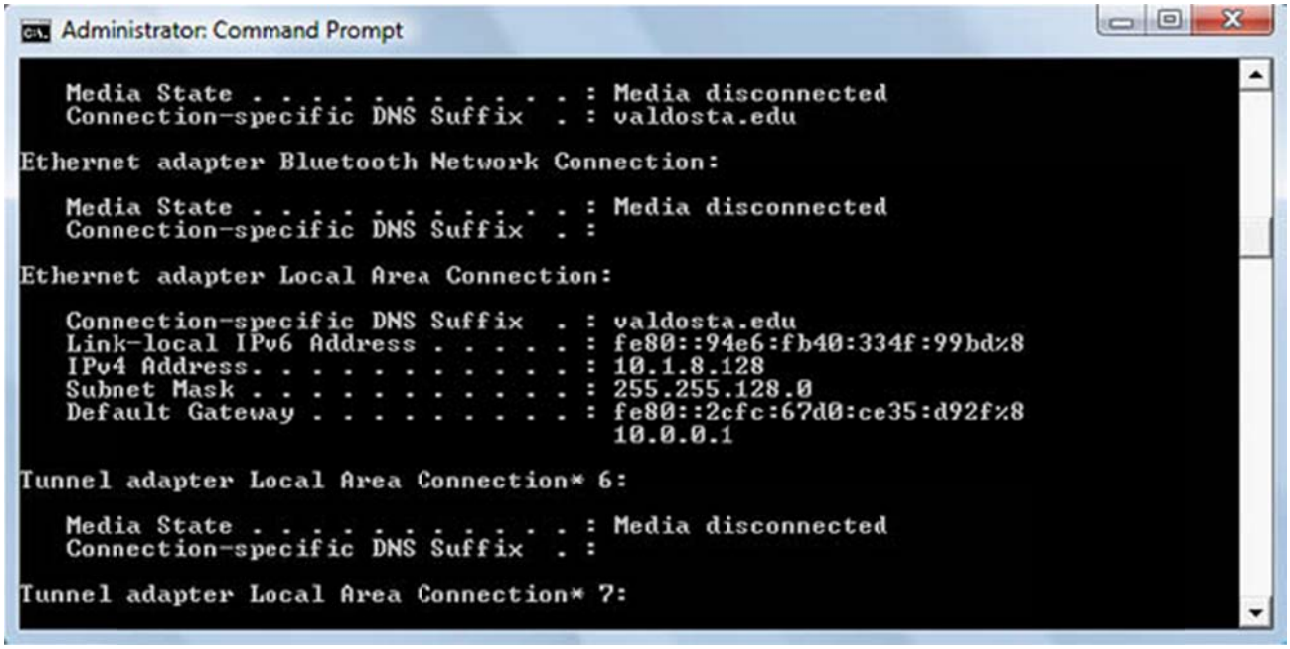
Click **Start**. Then click **Accessories, then Right Click on Command Prompt and click on Run as Administrator**.



Step 10: Check your IP Address

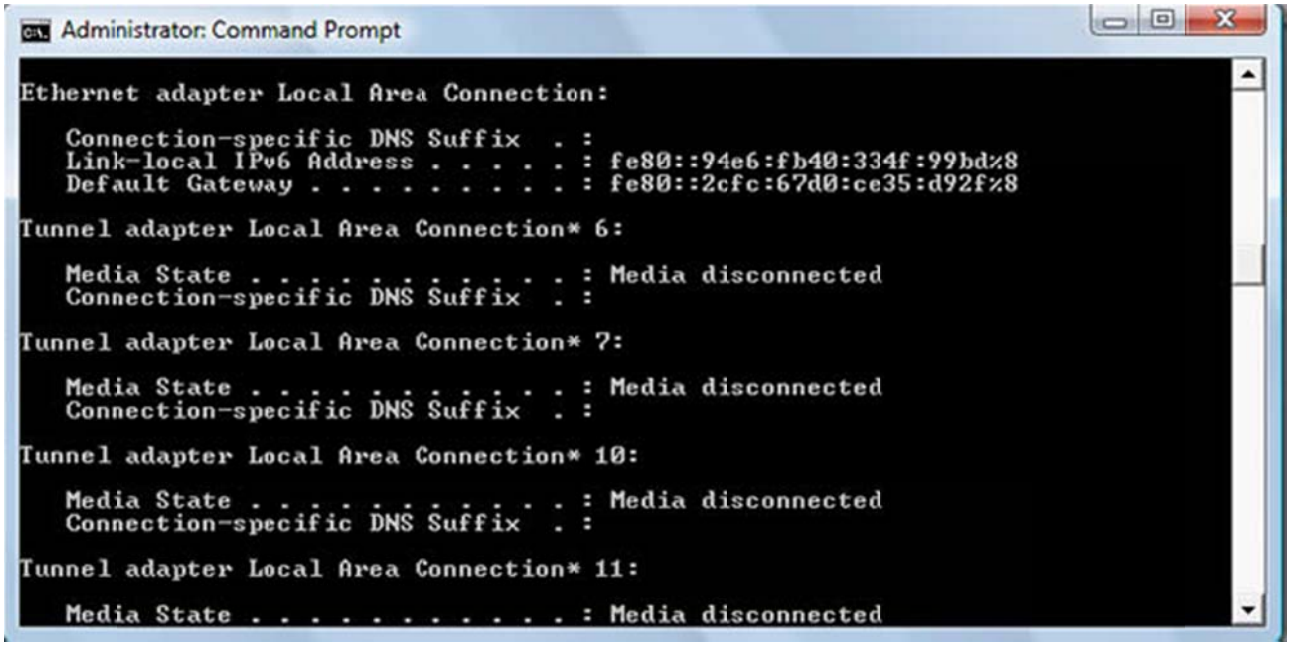
A Command Prompt window will appear. Type **ipconfig** and press the **Enter** key on the keyboard. Look at the section for your Local Area Connection. The IP Address listed there should begin with **10.1**. For example, in the image below, the IP Address is **10.1.11.9**.

Note: If the IP Address is correct, try to access the internet. Your web browser should redirect you to the Hallnet login website. If it does not or you do not get a correct IP Address, continue these steps.

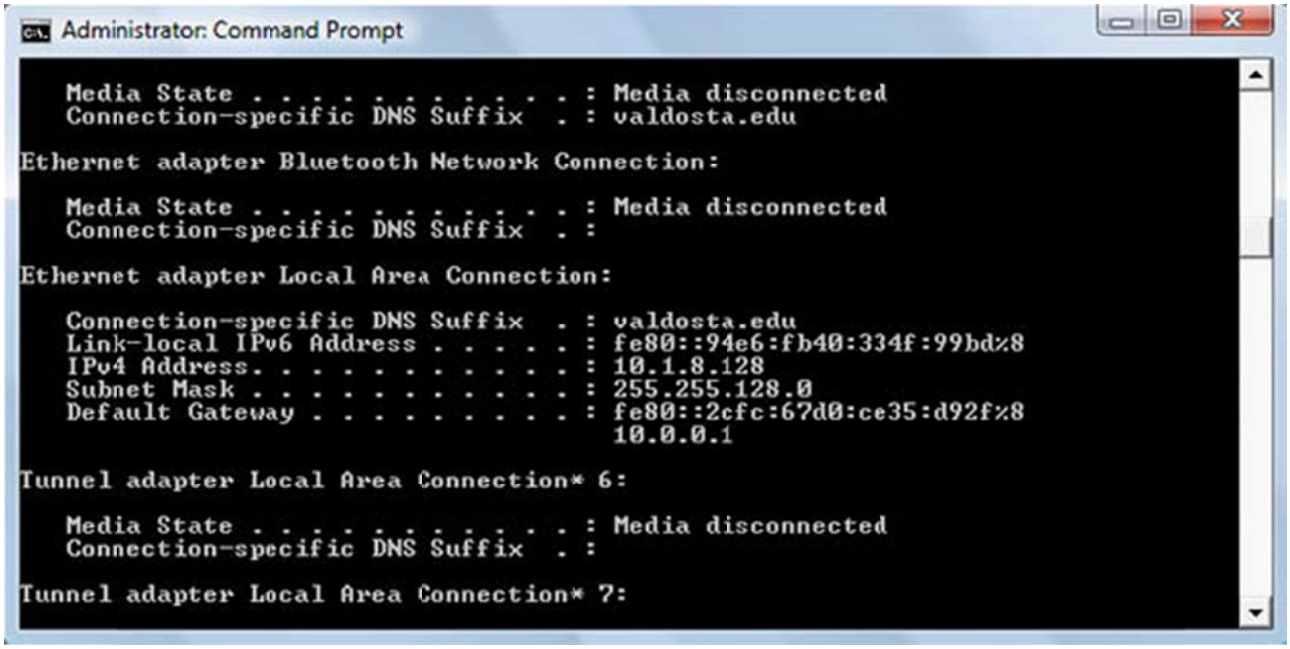


Step 11: Release Your IP Address

Type **ipconfig/release** and press the **Enter** key on the keyboard.



Then type **ipconfig/renew** and press the Enter key on the keyboard.



If your browser does not redirect you appropriately, please download and install Mozilla Firefox which is available on our downloads page. When you launch Firefox, it should automatically redirect you to the Hallnet login website.

If you have problems when trying these instructions, or if you have other question concerning the wired network, please contact the Information Technology Helpdesk at 229-245-4357 or send an e-mail to helpdesk@valdosta.edu.