# 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.

Organize   Disable this network device D	iagnose this conn	ection Rename this con	nection View status of this con
Bluetooth Network Connection	Local Area	Connection	Wireless Network Connecti
Bluetooth Device (Personal Area	Realte 😵	Disable Status Diagnose Bridge Connections Create Shortcut Delete Rename	dll Broadcom 802.11g Networ
	()	Properties	

## **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.

Conn	ect using:				
	Broadcon	n NetLink	k Gigabit E	themet	
<b>T</b> .:.			6-1		Configure
	connection	uses the	e tollowing	nems:	
	Client f	or Micros	soft Netwo	rks	
	Irend	Micro Co	mmon Fire	wall Drive	r.
	QoS Pa	acket Sc	cheduler		
	File and	d Printer	Sharing to	r Microsoft	t Networks
	- Interne	t Protoco	ol Version	6 (TCP/IP	V6)
	Interne		of version	4 (TCP/IP	
	Link-La	ayer Top	ology Disc	overy Map	oper I/O Driver
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	Instal		Unin	stall	Properties
Des	cription				
Tra	nsmission	Control I	Protocol /Ir	temet Pm	tocol. The default
	le area net	work pro	tocol that	provides of	communication
WIC					

## **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.

You car this cap for the	n get IP settings assig ability. Otherwise, y appropriate IP settin	gned autom ou need to ngs.	atically if y ask your r	your n	etwork kadmin	supports istrator
<ul> <li>O</li> </ul>	otain an IP address a	utomatically	/			
Us	se the following IP ad	idress:				
IP ac	ddress:			1.		
Subr	iet mask:		· · ·	1.		
Defa	ult gateway:					
() O	otain DNS server add	ress autom	atically			
O Us	e the following DNS	server addr	esses:			
Prefe	erred DNS server:			1.	1.0	
Alter	nate DNS server:		1.1	1.	1.0	
					Adv	anced

# **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.

Administrator: Command Prompt	
Media State	<u> </u>
Ethernet adapter Bluetooth Network Connection:	
Media State Media disconnected Connection-specific DNS Suffix . :	
Ethernet adapter Local Area Connection:	
Connection-specific DNS Suffix :: valdosta.edu Link-local IPv6 Address : fe80::94e6:fb40:334f:99bd%8 IPv4 Address : 10.1.8.128 Subnet Mask : 255.255.128.0 Default Gateway : : fe80::2cfc:67d0:ce35:d92f%8 10.0.0.1	
Tunnel adapter Local Area Connection* 6:	
Media State Media disconnected Connection-specific DNS Suffix . :	
Tunnel adapter Local Area Connection* 7:	-

#### **Step 11: Release Your IP Address**

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

Administrator: Command Prompt

Ethernet adapter Local Area Connection:
Connection-specific DNS Suffix .:
Link-local IPv6 Address .....: fe80::94e6:fb40:334f:99bdx8
Default Gateway .......: fe80::2cfc:67d0:ce35:d92fx8

Tunnel adapter Local Area Connection\* 6:
Media State .....: Media disconnected
Connection-specific DNS Suffix .:
Tunnel adapter Local Area Connection\* 7:
Media State .....: Media disconnected
Connection-specific DNS Suffix .:
Tunnel adapter Local Area Connection\* 10:
Media State .....: Media disconnected
Connection-specific DNS Suffix .:
Tunnel adapter Local Area Connection\* 11:
Media State .....: Media disconnected

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 <u>downloads</u> 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 <u>helpdesk@valdosta.edu</u>.