# Network Troubleshooting Guide for Windows

If you are having trouble connecting check the following:

1. Make sure your computer meets the minimum requirements.
http://www.eac.edu/Student_Services/Computer_Services/Student_Network/Minimums.pdf

2. Open Device Manager to check for hardware/driver problems.

Right-click "Computer" and select "Manage." Highlight "Device Manager" in the left pane. Check for devices with a yellow question mark. If the devices are in good order, you won't see any question marks.
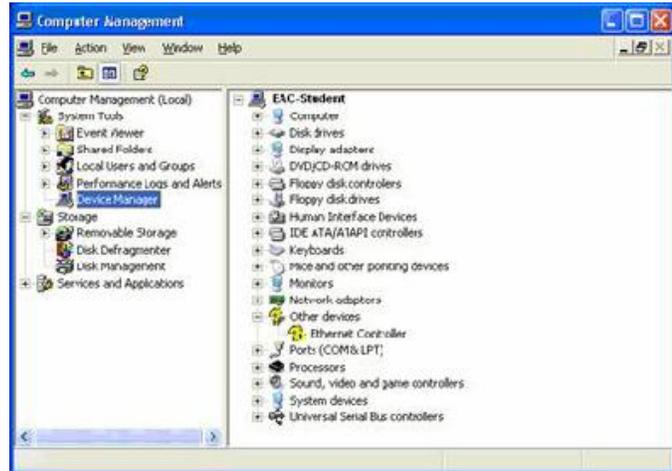
If you have a similar mark on your Ethernet Controller or on any of your network adapters, your hardware is not functioning properly and most likely you need to install device drivers. The easiest way to do this is to use the system restoration CDs that either came with your system or which you were prompted to create as soon as you started up your brand new computer. If you don't have access to the system restoration CDs, refer to the manufacturer's web site for driver downloads.

3. The Authentication tab in the Local Area Connection Properties must be available, and if it is not, the Wired AutoConfig service must be started.

Right click on "Computer" and choose "Manage." Expand the folder, "Services and Applications" and select "Services." Scroll down to "Wired AutoConfig" and select **Automatic** and click the "Start" button.
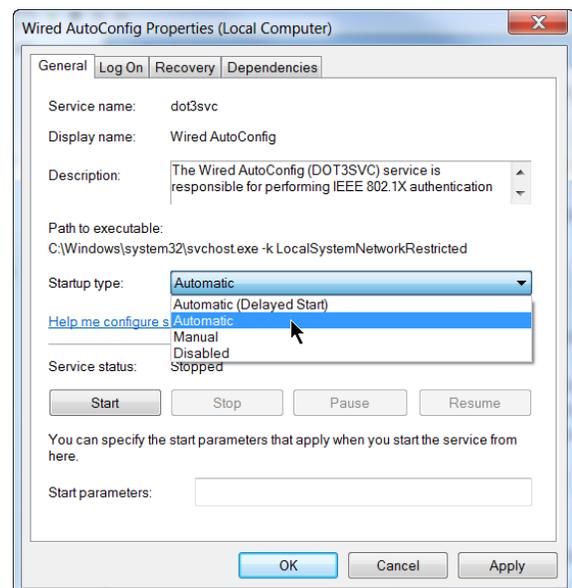
4. Your computer may have more than one Ethernet adapter. Make sure you entered the address for the correct adapter. If you entered the wrong one, log back onto your Gila Hank and enter the correct address. If you are not sure which adapter's number to enter, or if you wish to be able to use both wired and wireless connections on your computer, click "Add network card" and repeat the process to add the Ethernet address of the second adapter.

Make absolutely sure you did not misread or mistype any of the digits. There will be no letter "O" in the address; if you read something as letter "O" substitute with a zero instead. Other common errors are confusing 8 and B or 0 (zero) and D.

5. Turn off 3rd party firewall software such as Zone Alarm or Norton Personal Firewall and try again to connect. If it works with the firewall off, you'll have to configure your firewall to allow the connection. See the documentation for your particular firewall software for help.

6. Turn off Windows Firewall (go to Start, Control Panel, Windows Firewall) and try again to connect. If it works with the firewall off, you'll need to configure the firewall to allow the connection.

7. Make sure no IP or DNS addresses have been manually entered—the computer should be obtaining an IP address automatically through DHCP, as shown here.

8. Restart your computer, and then try again. Sometimes it just takes some systems a little longer than average to make the connection.

If, after following each step in the troubleshooting guide, you still are unable to connect, go to a computer with Internet access and go to https://www.eac.edu/forms/helpmehank.shtm to submit a work order.