



Network Connection Failure

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Wireless Connections

If you are having problems with wireless connectivity, there are three things you should try:

1. Repair your wireless network connection.



To do this either right-click on the wireless icon in the system tray at the lower right corner of your screen and select **Repair**.

or open **Network Connections** from your Control panel, right-click on **Wireless Network Connection** and select **Repair**.

SEE ALSO:

[Wireless Network Instructions \(XP\)](#)

[Wireless Network Instructions \(Vista\)](#)

[Wireless Network Instructions \(Mac\)](#)

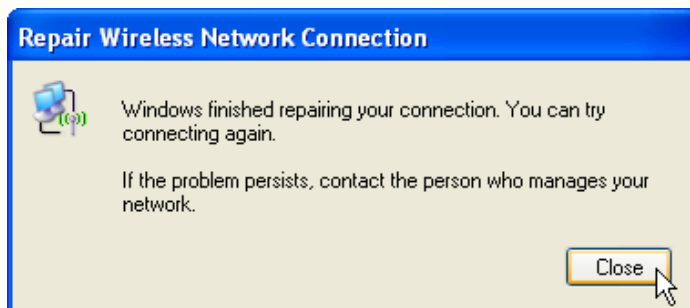
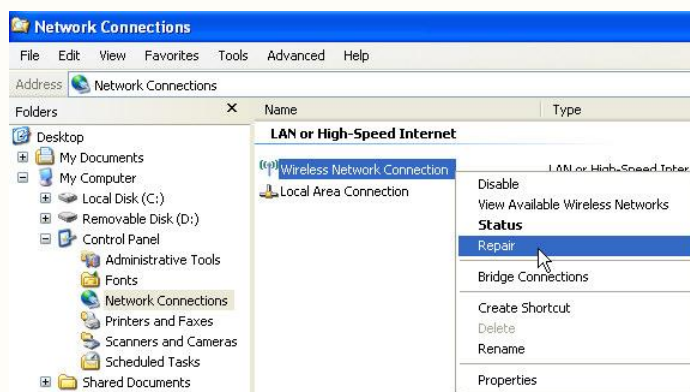
A window will appear saying that Windows is ...

- Disabling the wireless network adapter
- Enabling your wireless adapter
- Connecting to the wireless network
- Renewing your IP address
- Clearing the ARP cache
- Clearing NetBT
- Refreshing NetBT
- Clearing the DNS cache
- Registering with DNS

The window will finally say:

Windows finished repairing your connection. You can try connecting again. Click the **Close** button.

If necessary, repeat this step several times.



2. Move your computer to a different part of your room.

A stronger signal is required initially to connect to the wireless network than is required to maintain that connection. We have tried to provide good coverage throughout our wireless dorms. Occasionally, however, you may need to move your computer closer to your door (or even stand in the hall with your laptop) while you connect with the network. You may have to repair your connection (Step 1 above) in your new location. Once the connection is established, you should be able to move back to your accustomed location in your room.

3. Ask others if they are having connection problems.

Ask your roommate or those leaving nearby or on the same floor if they are also having problems connecting with the network. If they are, the wireless network may be down. Notify your RA or the Help Desk (843-3890) to let us know about this important problem.

If you are the only one experiencing a problem, contact the Help Desk (843-3890) for assistance. You may need to have the drivers for your wireless adapter updated. Or you may have a [spyware or virus infection](#). Students may be referred to the [Computer Depot](#) for further assistance.

Ethernet (Wired) Connections

Check with the Help Desk (843-3890 or helpdesk@rhodes.edu) to verify that your port is active.

If it is active, and you are still unable to connect to the network or the Internet, it is possible that you have invalid IP address information configured for your PC. To fix this problem, take the following steps:

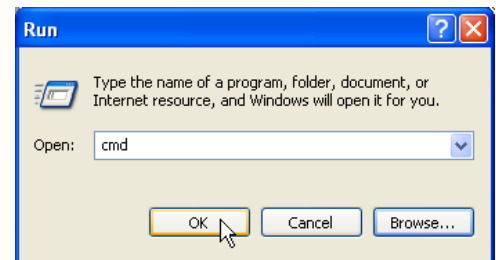
1. Select **Start** at the bottom of your screen and go to **Run**.



2. On the open line, type:

CMD

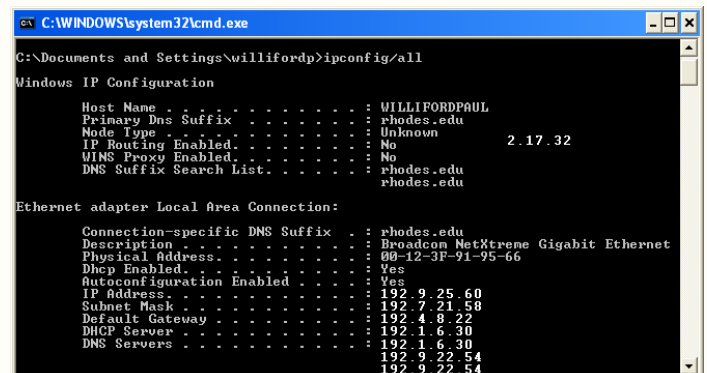
and hit the Enter key or select OK and a DOS window will appear.



3. Where the blinking line/cursor is, type:

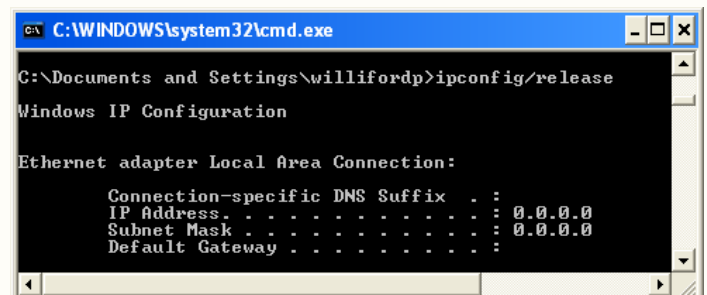
ipconfig /all

and hit the Enter key.



4. Check the numbers for the IP Address, yours will probably read something like 192. followed by miscellaneous numbers.

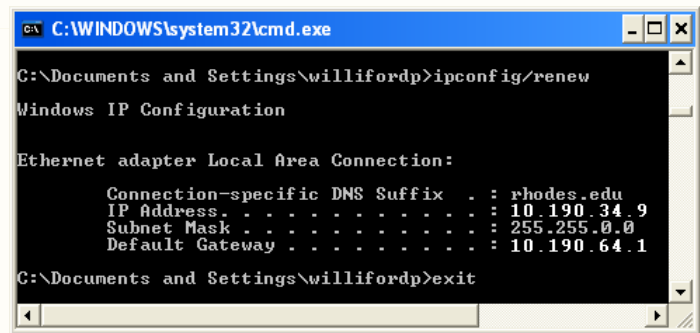
5. Now hit the F3 key on your keyboard and change the word **/all** to **/release** and press the Enter key.



6. From here, it should have released the previous IP Address, and you will need to hit F3 again and change the **/release** to **/renew** and then press Enter.

7. If by chance you get an error from the system, just redo #6 and try again. It could take a couple of tries for it to work. However, if you're still having a problem after four or five tries, shut down and restart your computer and try these instructions again.

8. If the IP renewal was successful, you should see on the IP Address line a series of numbers starting with a 10.190 (or similar) set of numbers. Type **exit** and then press the Enter key to close the window. Now, you are done, and your network connection should now be restored to normal.



```
C:\WINDOWS\system32\cmd.exe
C:\Documents and Settings\willifordp>ipconfig/renew
Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : rhodes.edu
    IP Address . . . . . : 10.190.34.9
    Subnet Mask . . . . . : 255.255.0.0
    Default Gateway . . . . . : 10.190.64.1

C:\Documents and Settings\willifordp>exit
```