



## **Internet Troubleshooting**

### **Check your Cables - Windows & MAC**

It is possible that your equipment has shifted and the cables are no longer connected. Unplug the Ethernet data cable from the wall and the computer, and then plug it back in, making sure you get a faint click when the connector slides into place.

**Powercycle your Equipment - Windows & MAC** Sometimes, shutting down all power to your computer helps to restore service.

1. Turn off all equipment for 20 seconds.
2. Turn on your system, starting at the wall. As an example, if you have a personal router, turn that device on first.

### **Check the Network Settings**

#### **[For Windows Vista]**

1. Click the **Search Bar** on the bottom left of your desktop.
2. Type **Run** and press **Enter**. The Run box should appear.
3. In the Run box, type **ncpa.cpl**, then **Enter**.
4. Right-click on the **Local Area Connection** icon and select **properties**.
5. Verify the **Client for Microsoft Networks and Internet Protocol Version 4 (TCP/IPv4)** is checked.
6. **Internet Protocol Version 6 (TCP/IPv6)** should not have a check. If it does, uncheck the box and continue.
7. Double-click **Internet Protocol Version 4 (TCP/IPv4)**.
8. Make sure that **Obtain an IP address automatically** and **Obtain DNS server address automatically** are checked. If they are not, delete any numbers out of all fields, set both to **Obtain automatically** and select **OK**.
9. **Reboot** the computer for any changes you've made to take effect.

#### **[For Windows XP]**

1. Click **Start** and select **Control Panel**.
2. Make sure the screen is on classic view, and double-click the **Network Connections** icon.
3. Locate the **Local Area Connection** and right-click it, choosing **Properties**.
4. In the new window that opens up, look under the heading This connection uses the following items.
5. Verify that both **Client for Microsoft Networks** and **Internet Protocol TCP/IP** are selected.
6. Double-click **Internet Protocol TCP/IP**.
7. Make sure that all the fields in this window are empty.
8. Make sure that **Obtain an IP address automatically** is selected.
9. Make sure that **Obtain a DNS server automatically** is selected.
10. Click **OK** to close.
11. Reboot the computer for any changes you've made to take effect.

## Check the Proxy Settings - Windows Vista & XP

If your computer was previously set to use a proxy server, it can interfere with service.

Open Internet Explorer.

1. Select **Tools**, then **Internet Options**.
2. Select the **Connections** tab.
3. Click the LAN Settings button.
4. In the **LAN Settings** window, verify that nothing is checked or filled.
5. Click **OK**.
6. Reopen **Internet Explorer** to see if the issue has been resolved.

## Check the IP Address - Windows Vista & XP

1. Go to **Start** and select **Run**.
2. In the Run window, type **cmd** and press **Enter**.
3. When the command prompt appears, type the command **ipconfig /all** and press **Enter**.
4. Under Ethernet Adaptor Local Area Connection, you'll find one of three things: (**Media State: Media Disconnected**); (**IP Address**); or (**Auto-configuration IP Address**).
5. For **Media State:Media Disconnected**, check your cables.
6. For **IP Address** or **Auto-configuration IP address**, refer to the following table.

<b>Possible IP Addresses and Error Conditions</b>	<b>Description</b>	<b>Action</b>	<b>Additional Actions</b>
<b>0.0.0.0</b>	Your computer is connected to the network but does not have an IP address.	1. Try to renew your IP address by typing <b>ipconfig /renew</b> .	2. Try rebooting computer. 3. Verify Ethernet Interface Card is working properly.
<b>169.254.x.x</b>	Your computer did not receive an IP address from the network.	1. Try to renew your IP address by typing <b>ipconfig /renew</b> .	2. Reboot your computer. 3. Call NeX3 Communications at 1.800.579.7239
<b>Media Disconnect</b>	Network card is not seeing the cable or network.	1. Make sure the Patch cord is plugged in firmly and "clicks" on both sides. 2. Try a second Patch cord that is known to be working.	3. Make sure your wireless or Ethernet card is enabled.
<b>192.168.0.x</b> <b>192.168.1.x</b> <b>192.168.10.x</b>	Default IP address ranges issued by	<b>Personal Router: Yes</b>	<b>Personal Router: No</b>

<p><b>192.168.11.x</b> <b>192.168.100.x</b></p>	<p>personal routers.</p> <p>Examples: Linksys, D-Link, Buffalo, Netgear</p>	<p>1. Personal router's WAN interface must be registered for service.</p> <p>2. If you have a personal router and are plugged behind it, reboot personal router first and then reboot computer.</p>	<p>1. Verify you are directly connected and reboot computer.</p> <p>2. If still getting IP address in error range, call tech support number for your router manufacturer.</p>
<p><b>An error occurred while renewing interface local area connection: The system cannot find the file specified...</b></p>	<p>TCP/IP might be corrupt. Can be caused by 3rd-party firewall software.</p>	<p>1. Disable or uninstall 3rd-party firewall software.</p>	<p>2. Rebuild/Restore TCP/IP Stack: <b>netsh Winsock reset</b></p>
<p><b>Operation performed on something that is not a socket</b></p>	<p>If you get this error, this usually means that your computer has a corrupted TCP/IP stack.</p>	<p>1. Disable or uninstall 3rd party firewall software.</p>	<p>2. Rebuild/Restore TCP/IP Stack: <b>netsh Winsock reset</b></p>
<p><b>Operation failed as no adapter is in the state permissible for this operation</b></p>	<p>This error code means that your computer's IP address is set statically.</p>	<p>Set your IP Setting to "Obtain IP Automatically"</p>	<p>See the Check Your Network Settings area of this troubleshoot.</p>

## Connection Speed Checklist - Windows & MAC

If you feel you are experiencing slow speeds, try the following steps:

- If you are using a personal wireless router, make sure the connection is secured so other customers cannot use your bandwidth.
- Disable any file sharing software.
- Scan and remove any spyware/malware/viruses.
- Close any bandwidth-intensive websites.
- Close additional programs you are not currently using to conserve memory.