



## Troubleshooting Internet Problems

Step 1: If you cannot connect to the Internet, check to see if you can connect to the X drive.

Step 2: If you cannot connect to the Internet or the X drive, check to see if others can connect to the Internet and X drive.

Step 3: Check to see if you have any activity lights on your computer.

Step 1: To do so, look at the back of your computer where the Ethernet cable is located. You should see two lights: one static and one blinking.

**\*Note:** The Ethernet cable is the cable that gives you access to the network. It can be any color.



Ethernet Cable

Step 2: If you do not see these two lights, verify the Ethernet cable is plugged completely into the back of the computer.

Step 3: Verify the Ethernet cable is plugged completely in the port on the wall.

Step 4: Try a different wall port by plugging the Ethernet cable into a different one. The current port may not be active.

Step 5: Obtain another Ethernet cable from a different computer. Plug the cable into your computer and see if Internet works.

Step 1: If it works, you may have a defective cable and you will need to obtain a new one. Return the working cable back to the computer you removed it from.

Step 2: If it does not work, try a different port on the wall. If the Internet still does not work, there may be a problem with the wall port. Return the other cable back to the computer you removed it from.

Step 6: If you have a laptop with a docking station, remove the laptop from the docking station.

Step 1: Connect the Ethernet cable directly to the laptop and see if Internet works. If it works, the docking station Ethernet port may be defective.

Step 2: If the Internet does not work try a different Ethernet cable.

Step 3: If the Internet still does not work try a different wall port.





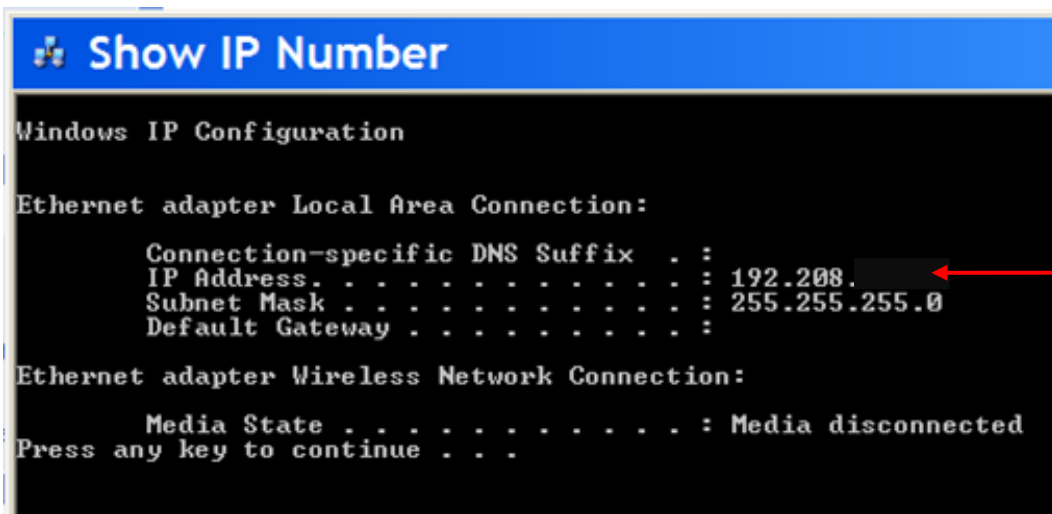
Step 4: To test the docking station port place the laptop back in the docking station and reconnect the Ethernet cable directly into the docking station. Check to see if you can connect to the Internet.

Step 7: Check to see if your computer has a valid IP Address.

Step 1: Double left-click the MSU-ES Utilities icon on the desktop.

Step 2: Double left-click the Show IP Number icon.

Step 3: Your IP Address should begin with 192.208.\_\_\_\_.\_\_\_\_.



Step 4: If your IP Address begins with something other than 192.208 you will need to contact CAS.

Step 8: Check to see if your Local Area Connection is enabled.

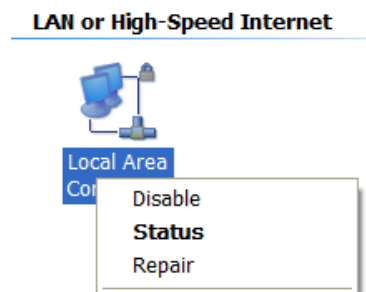
Step 1: **Right-click** on the My Network Places icon.

Step 2: **Left-click** Properties.

Step 3: **Right-click** on Local Area Connection. (If you have multiple local area connections, you will have to perform these steps for each local area connection.)

Step 4: If it is enabled, the first option will say disable. If it not enabled, the first option will say enable.

For this picture, since disabled is the first option, this signifies that this local area connection is enabled.





# ResourceCenter

COMPUTER APPLICATIONS AND SERVICES

Step 5: If one of them is enabled, you can exit this window.

Step 6: If neither one of them is enabled, you will need to enable one of the local area connections, preferably the lowest one (i.e. if you have Local Area Connection 1 and Local Area Connection 3, you will need to enable Local Area Connection 1).

Step 9: Check to make sure your IP Address and DNS address are set to obtain automatically.

Step 1: **Right-click** on the My Network Places icon.

Step 2: **Left-click** Properties.

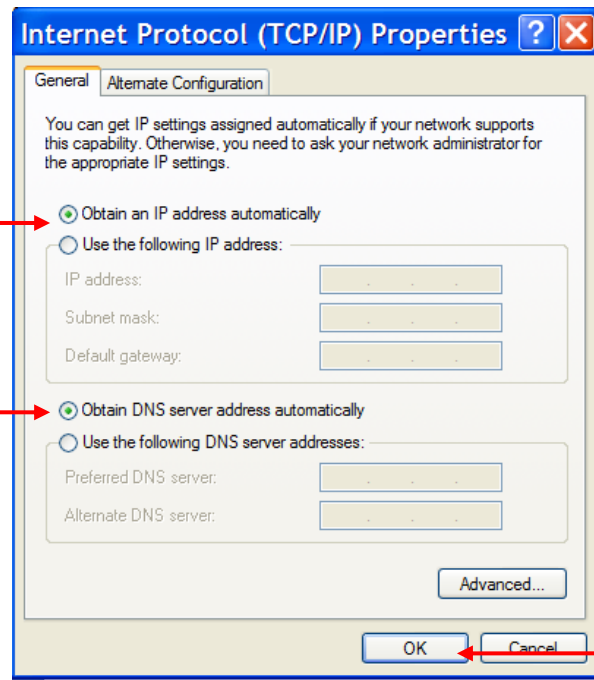
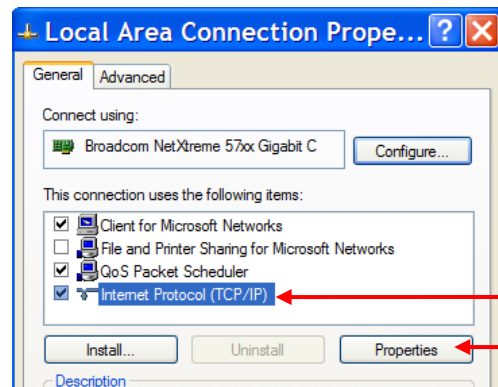
Step 3: **Right-click** on Local Area Connection. (If you have multiple local area connections, you will have to perform these steps for each local area connection.)

Step 4: **Left-click** Properties.

Step 5: **Left-click** Internet Protocol (TCP/IP).  
**Left-click** Properties.

Step 6: Verify your settings are set to Obtain an IP address automatically and Obtain DNS server address automatically.

Step 7: **Left-click** OK.



Still can't fix it? Email the CAS Resource Center at [fixit@ext.msstate.edu](mailto:fixit@ext.msstate.edu).

