

ResNet Troubleshooting

If you have a problem with your connection, please try the following which may resolve your problem.

- Reboot your computer
 - Many problems will resolve themselves if you restart the computer.

- Check your Ethernet Cable
 - Make sure the cable is plugged in securely at both ends. Unplug the cable and plug the cable back in. You may notice two lights, one on solid and the other flashing. If the cable is damaged in any way (i.e. broken tab or exposed wire) then it must be replaced.

 - Try your cable on a working computer. If it does not work, you need to get a new cable.

 - Try the cable, from the working computer, on your computer. If it works, you need to get a new cable

- Try another Data Jack
 - Try connecting your computer to a different data jack. If it works the problem is likely the data jack you were using. Contact the Help Desk to submit a service request.

 - Try another computer on the data jack you were using. If it works, then the problem is not the data jack.

- The only valid IP addresses on the ResNet wired connections will be a 10.254.x.x number. If you are receiving a 169.254.x.x address, this is a Windows address that generally means your network connection is not properly working. A 192.x.x.x address indicates that you are connected to a rogue router. See Picture 2 & 3 for examples.
 - The following instructions tell you how to find your IP address.
 1. Click on the start or windows button.

 2. Select the search window.

 3. Type **cmd** in this field, a DOS screen will open.

 4. In the DOS command prompt window, at the C:/> prompt, type the command **ipconfig**.

 5. The IPV4 address is your IP address. See Picture 1 below.

Picture 1:

```

C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7600]
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C:\Users\jarvidson>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix . : fmarion.edu
    Link-local IPv6 Address . . . . . : fe80::b1bb:6bde:5f6b:fb3b%11
    IPv4 Address. . . . . : 10.241.30.11
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 10.241.30.1

Tunnel adapter isatap.fmarion.edu:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . : fmarion.edu

C:\Users\jarvidson>

```

If a rogue router is detected run the **arp-a** command from the Command Prompt Window.

Picture #2:

```

C:\Users\FMU>ipconfig

DHCP Enabled. . . . . : No
Autoconfiguration Enabled . . . . : Yes

Tunnel adapter isatap.fmarion.edu:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . :
    Description . . . . . : Microsoft ISATAP Adapter #8
    Physical Address. . . . . : 00-00-00-00-00-00-E0
    DHCP Enabled. . . . . : No
    Autoconfiguration Enabled . . . . : Yes

C:\Users\FMU>arp -a

Interface: 192.168.1.38 --- 0xc
Internet Address      Physical Address      Type
192.168.1.1           8c-3b-ad-3e-c2-2d    dynamic
192.168.1.255         ff-ff-ff-ff-ff-ff    static
224.0.0.22            01-00-5e-00-00-16    static
224.0.0.252           01-00-5e-00-00-fc    static
230.0.0.1             01-00-5e-00-00-01    static
239.255.255.250      01-00-5e-7f-ff-fa    static
255.255.255.255      ff-ff-ff-ff-ff-ff    static

C:\Users\FMU>

```

```

Interface: 192.168.1.38 --- 0xc
Internet Address      Physical Address      Type
192.168.1.1           8c-3b-ad-3e-c2-2d    dynamic
192.168.1.255         ff-ff-ff-ff-ff-ff    static

```

Picture #3: Provide the physical address information from the top lines, as shown above, to the Help Desk.