Troubleshooting Network Problems

Overview

Is your networked software not working properly? Many network connectivity problems are caused by something as simple as an unplugged cable and can be remedied without much assistance. This document contains tips and instructions to help get your network connection back up and running quickly if you are connecting via Ethernet.

This document does not discuss general system problems such as applications that won't start, crashes with error messages or force you to restart your machine. This document will take you through some general network troubleshooting topics.

1. Restart Computer

Sometimes a system error can cause a computer to lose or "forget" a network connection. This can also happen when your computer goes to sleep or a laptop computer does an auto shutdown due to low battery power. In this case, restarting your computer will force the machine to attempt to reconnect to the network. Keep in mind that many laptop computers do not fully power down unless you depress the power key for at least 15-20 seconds.

2. General Network Outage

Ask if others, especially people you know have a working network connection, are having problems accessing the network. If other people are unable to connect, your building may be experiencing a network failure.

3. Network Or Software Problem

Determine if your problem is specific to an application, by opening up another Internet application, such as Safari or Firefox, to see if it can connect to the Internet. If your connectivity issue is related to the program only use the troubleshooting skills necessary for that software application.

4. Check the Ethernet Cable

Insert cables into the connector until you feel a slight click. Check both the connection to your computer and the wall jack. Finally, make sure you are using a data jack, not a phone jack. If you discover a loose connection, restart your computer.

5. A Faulty Ethernet Cable

Make sure you don't have a bad Ethernet cable by testing the cable on a computer you know can connect to the network. If your cable is faulty, get a replacement cable and install it.

6. Ethernet Data Jack Works

If possible, try connecting your computer to another Ethernet jack that you know works. Alternatively, use a different computer that has successfully connected to the network to see if it can connect from the questionable Ethernet jack. If you determine the Ethernet jack is faulty, observe the number on the Network outlet and call the Helpdesk (932-4060) with the info so a call can be dispatched.

7. Network software settings
1. Go to Apple and select System Preferences
2. Click on Network in the Internet & Network section
3. Select Ethernet and verify that Automatic is selected from the pull-down menu.
4. Configure Using DHCP Server
5. If you are experiencing many problems connecting, type in Batesville Community School Corporations DNS server numbers in the DNS Server box: .
    DNS Server: **10.2.0.63**
6. Click to save your changes. If your connection is working properly you will have an assigned IP address in the range of **10.x.x.x**
7. click Apply.
8. Quit System Preferences
9. Call LAN Administrator if still unable to connect.

Check your network hardware settings
1. Go to the Apple and select About this Mac
2. Click on the button to open More Info.
3. System Profiler will open. Select Network in the left pane. Check to make sure your network card is listed under the network overview.
4. If your network card is not listed, your card may not be installed properly or may be faulty. Call the Helpdesk (932-4060) so they can contact Apple Computer.