

Why am I not connected?

What you should check first!

CHECK YOUR CABLE

Check that you have the correct [Ethernet \(CAT 5\) cable](#), this is not the same as a modem cable used to connect via a standard phone line. If in doubt please compare with someone who is already connected.

CHECK YOUR INTERNET OPTIONS

You should make sure your computer is set to '[Never dial a connection](#)'. To check this you should go to the '[Internet Options](#)' icon in the '[Control Panels](#)'. Under the connections tab you'll find this setting.

You should also check your proxy settings by clicking on the '[LAN settings](#)' button under the connections tab, all check boxes in this window should be unchecked.



CHECK YOUR SOCKET

If you are running Windows 2000 or Windows XP you can check the status of your physical connection to the network. Open up your '[Network Connections](#)' from the '[Control Panels](#)', if you have a red X on your Local Area Connection there is a physical fault in your connection. (check cable connections)



Try your machine in another socket in your hall of residence. A problem socket can be identified if your machine works ok in another socket in the hall. *(A computer will work in any socket in the hall it has been registered in)*

CHECK YOUR DETAILS

If you are able to get to registration pages but unable to complete the necessary steps you should first check the username and password you are supplying is correct. You should make sure you have completed and returned your accommodation information and you have read all the instructions on the final page of the registration webpages, after which you should have restarted your computer.

FINALLY CHECK YOUR MACHINE SETUP

Check your computer setup according to the ResNet instructions ensuring your Local Area Connection is set to obtain an IP address automatically.

Troubleshooting tips

In order to complete the steps below you must have completed the registration successfully.

Forcing a connection manually

WINDOWS 95/98/Me

From the [START MENU](#) go to the [RUN](#) option and then type [winipcfg](#) into the textbox and then click ok. You can then select the '[Release All](#)' button followed by the '[Renew All](#)' button to force a new connection.

Windows 2000/XP

From the [START MENU](#) go to [RUN](#) and then type command to open a command window. From this command line you can then type:

```
ipconfig /renew
```

Common problems

1. When starting Internet Explorer your computer tries to dial a service provider before trying to connect to the internet

What to do: change Internet settings under Internet options, see front page.

2. 'Cable unplugged' message appears in the toolbar?

What to do: First check computer with your cable in another room socket to make sure that this is a problem with only your socket. Ask your hall RCR to check the socket for you if possible with another machine. Then note down the socket number on the socket and report to the Helpdesk as a fault.

3. Computer says 'DHCP server is unavailable' or when starting Internet Explorer a message says the page can not be displayed

This basically means that your computer has been unable to communicate with our server and has been unable to get a valid network address.

What to do: Check through all details overleaf and if necessary test in another socket. Check your online record (if applicable) is correct and that you have no hardware problems on your computer. See [Device manager](#) from the [System](#) icon in the [control panels](#). If you can not find any problems then please refer to the helpdesk.