

Wireless Troubleshooting Tips

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Disable firewall or security program

If you have a firewall or security program running, try disabling it by right clicking on the icon in the lower right hand corner of the screen and selecting 'disable'. If you are not sure if you have one or don't know which one it is, run your cursor over each icon and look for a dialogue box that says something including 'firewall' or 'security center'. Try connecting to the wireless again and if successful, right click on the same icon and select 're-enable' and it should continue to function properly.

Check pop-up blocking programs

Check for pop-up blockers running. If you tried to log in and the popup blocker was the issue, there will be a bar near the top of the browser saying 'there have been popups blocked from 'phc.hamline.edu' or something similar. If so, try clicking on that bar and selecting allow all popups from hamline.edu. Now try logging in again.

Obtain IP and DNS server addresses automatically

Make sure you are obtaining your IP address and DNS server addresses automatically. To do this click on 'start' and go to 'my computer'. From here, click on 'my network places' and then 'current network connections'. Find the wireless connection, right click on it and select 'properties'. Once in the new window, scroll down in the mini window and select 'tcp/ip protocol' and click on properties. Make sure 'obtain IP address automatically' is selected as well as 'obtain DNS servers automatically'. Hit ok and close to exit.

Disable 3rd party wireless management software

Check for 3rd party software (eg. anything that is not Windows) managing wireless and internet connections. If possible, disable this application by right clicking on its icon in the lower right hand side of the screen and clicking on disable or configure. If you choose the configure option, there should be a check box that says "allow windows to manage this connection" thus allowing Windows to manage your wireless connection. If the program can't be disabled, you can try uninstalling the application, but make sure you have software CDs that came with your computer or wireless card (specifically, drivers). If you uninstall the application and it also removes the driver needed for your wireless device to work at all, just put in the CD and start it up. Try reinstalling just the driver without the entire software package, but if all else fails just install the whole package again.

Run Windows & other updates

Update your operating system by clicking 'start', 'control panel', and going to 'Windows update'. Also try updating your virus protection by opening your security center/anti-virus center and click on live update. This will automatically download and install new definitions. Also make sure you are using the latest browser release. In Firefox there will be a small red spade in the top right corner of your browser; if you click on it, it will take you through the update procedure. If you use Internet Explorer, your browser should be checked and updated, as needed, when you run Windows update.

(more tips on back)

Wireless Troubleshooting Tips (cont.)

Use an alternate internet browser

Try another browser application: If using Firefox, try Internet Explorer and vice-versa. There are some pages (in Piperline, for example) that will not work with Firefox.

Reduce internet security settings

Try reducing your internet security settings by clicking 'start', 'control panel', 'internet options' and lowering the slide bar titled 'Security level'. Change internet security settings with care because these settings are meant to protect your computer and changing them can make your computer more vulnerable to internet related threats.

Scan computer for spyware and other malicious software pieces

Scan your machine for "malware" using various utility programs (some freeware examples are AdAware, Spybot, eWido, etc.). You can get these programs by going to a search page and searching for them by name. Sometimes you need to run a variety of these applications to completely clean a machine. It is possible that some of these malware programs are using the same resources that your network connection uses, effectively blocking it.

Scan computer for viruses

Update virus protection and scan for viruses. Unlike malware programs, you only want to run one virus protection application. It is important that you have virus protection installed and running constantly on your PC. If you do not have an anti-virus protection program, you can download one via Piperline. To do so, login to Piperline, go to Additional Services>Download Software and select the program designed for your operating system.

Check for file sharing programs

Check if you have any file sharing programs such as Ares, Limewire, Bearshare or similar programs running on your system. These not only aid in infecting your PC with malware/spyware, but also restrict network accessibility. Either exit out of them completely or, more commonly, you will need to uninstall them.

Additionally

On occasion, machines will be so infested with viruses and malware that they cannot be cleaned by normal scanning means or the malware is constantly reinstalling itself. The only relatively simple fix would be reformatting the computer. To do this, back up all important data you would like to keep and get out your handy operating system disk that came with your computer. Insert it into your computer and boot from the disk (if you are unsure of how to do this, ask the nearest computer geek -- the Helpdesk is full of them). Next, follow the onscreen directions to format (erase) your hard drive and install all of your system files. Again, having a geek nearby might be helpful since this is an important process to do correctly. This is the only way, even after many scans, to ensure that a computer is completely clean of malware and viruses.

If these efforts do not resolve the difficulty, and it appears there is a problem with the wireless service in your current location, please use the "Wireless Connectivity Issues Form" on the ITS website (www.hamline.edu/its) to report the details of the problem. Please answer all questions as fully as possible as this will enable technicians to make a firm diagnosis.

Thank You !