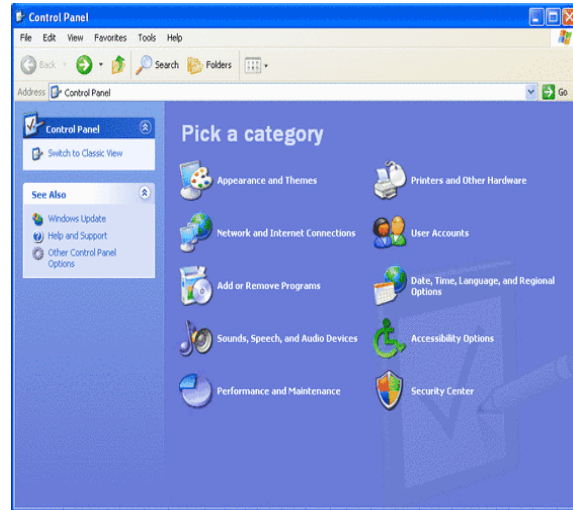


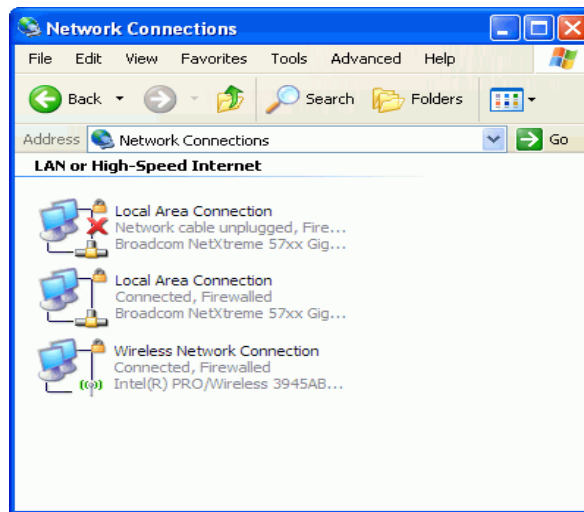
Wireless Troubleshooting Tips for Windows XP

(Always reboot the computer and try again, also make sure your wireless card is turned on)

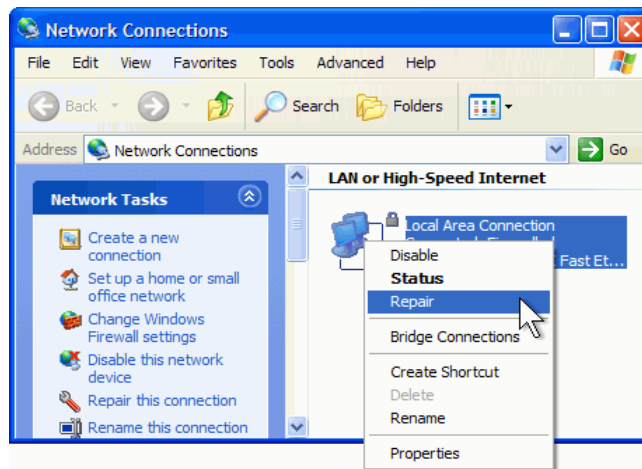
1. First try this step, go to your start button, go up to settings, then to Control Panel.



2. The screen should match one of the pictures above. If it matches the picture on the left you are ready for step three, if it's the picture on the right that your computer matches then click Switch to Classic View. It is located in the top left hand corner in the Control Panel box.
3. Now double click the Network Connections icon.



4. You should have a window that appears similar to the above picture on the desktop. Each icon is a connection on the PC. One of the connections should say wireless either in bold or kind of grayed out below the name of the connection.
5. Right click this icon, make sure that it is enabled. To do this it should either say Disable or Enable when you right click the icon. If it says Disable the connection is enabled, likewise if it says Enable the connection is disabled and you will need to left click on the word Enable.
6. If the connection was disabled minimize this window and try to connect to the Internet, if the connection was enabled or enabling the connection did not solve the problem continue on to the next step.



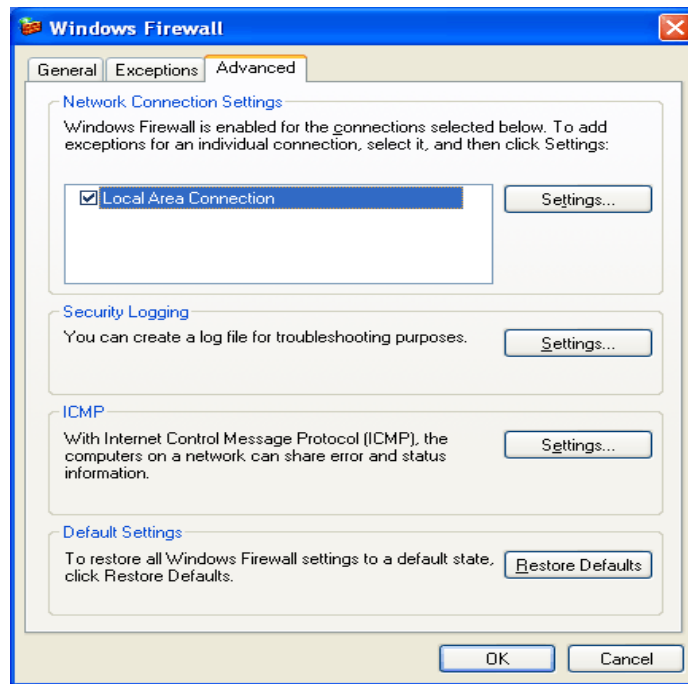
7. The above picture shows the next step, which is to right click the wireless icon and go down where it says repair and left click the word Repair. After clicking this it should automate trying to flush the DNS and getting a new IP address. After this completes once again try to connect to the Internet to see if the problem has been solved if not continue to step eight.

8. If our previous options did not solve the issue right click each of the icons that are not the wireless icon and click Disable. If the icon says Enable when you right click just leave it alone. Again try to log on to the Internet and see if this fixed the problem.

9. If this still did not solve the problem close out of all open windows. Go to the start button move to settings then click on control panel. From here click on the Security Center icon.



10. You should see screen similar to the one pictured above, navigate the mouse to the bottom of the window where it says: Manage security settings for:. Now just below that double click on the Windows Firewall icon.



11. You should open up a new window you will be in the general tab so you need to click on the advanced tab at the top of the window. You should now see a screen similar to the one shown above. From here click on the Restore Defaults button. You will quickly be prompted with a Restore Defaults Confirmation window in which you need to click the Yes button. Now try again to connect to the Internet.
12. If you are still having problems connecting go to the Start button move to settings, then to Control Panel. Double click the Security Center icon, from here click on the Windows Firewall icon, which will bring you up a new window. In this window you will be in the general tab you should see where it says Off (Not Recommended) click on the circle next to this option if it is already filled in ignore this step. Try to connect to the Internet. (This will have to be reversed if the you can still cannot connect, just repeat the process and click On (Recommended) and then continue.)
13. If the problem is still occurring please contact Steve <mailto:erichsens@casscolibrary.org>.

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