GENERAL TROUBLE-SHOOTING TIPS – JULY, 2000

Issue	Common Symptoms	Possible Solutions
Cannot log in	You receive the message "It appears you are not in a MobileStar Network area".	• Check to be sure card is properly installed. • Release/Renew the computer's IP address: For Windows 95/98: - Click on Start and then click on Run. - Type in WINIPCFG. - Choose the Wireless adapter in the white box. - Click "Release" and then click "Renew". - Try to log on again. For Windows NT: - Click on Start and then click on Run. - Type COMMAND. - At the command prompt, type IPCONFIG /RELEASE. - At the next prompt, type IPCONFIG /RENEW. - Try to log on again. • Reboot the computer: - Click Start and then click on Shut Down. - Choose "Restart the computer" and then click "Yes". - Try to log on again. • If you cannot get an address or if you get an "IP Autoconfiguration Address", see "Cannot get an IP address from DHCP" for trouble-shooting tips.
Cannot connect to the Internet	You receive the message "Network not responding, the link to the Internet appears to be down".	• Open your browser. • Attempt to surf to various web sites (such as www.yahoo.com, www.microsoft.com, etc.). • Sometimes this error message appears, yet the client is logged in.
Failed authentication	You receive the message "User <username> failed authentication".	• Verify that the user is not already logged in on another computer. • Verify that the username and password are spelled properly.

Cannot surf the web	I can successfully "ping" Internet sites, but cannot view web pages.	• Check proxy server settings in the web browser. • For Internet Explorer, these are under: Control Panel, Internet Options, Connection, LAN settings. • Verify that the "Connect Using a Proxy Server" is NOT selected.
Cannot get an IP address from DHCP	Clicking "Renew" in WINIPCFG or running IPCONFIG /RENEW in Windows 95 and NT does not provide an IP address.	• Verify the user is in range of an access point. • If a red slash appears on the Status Monitor icon, the user is out of range or not communicating for some other reason. • Verify the network Domain setting. • Verify that the computer is configured for DHCP.