

## Re: Ipaq 5915 Wireless Network Connection (FAILURE)

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*Source:*

<http://www.tech-archive.net/Archive/PocketPC/microsoft.public.pocketpc.wireless/2007-01/msg00009.html>

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- *From:* "F. Golightly" <[nomail@xxxxxxxxxx](mailto:nomail@xxxxxxxxxx)>
  - *Date:* Tue, 2 Jan 2007 18:34:16 -0800
- 

A Belkin Pre N router is a b/g router with MIMO. There is no N mode and I'm not sure there will be one until it's actually accepted my whatever global body is responsible for modes.

I've configured the router with security and firewall disabled, reset then all I got was a failure to connect. It doesn't matter how the software for the router is set. All the combinations I've tried have produced a failure to connect. Although the Ipaq software says... "Your Connected". I'm not. The little Icon goes from Gray to Yellow to Green. But it really isn't communicating with the router as evidenced by the odd HP IP address in place of the correct IP address.

As far as the Belkin router having problems. I had no problems at all and have used my home/office network for around a year. All devices connect and use the router with no problems. Laptops, PC's, yadda, yadda, yadda. The \*only\* device that won't connect is the Ipaq. (Thus the reason Belkin points the finger at HP).

As far as it being a WEP failing... it seems to me that WEP is working for the Ipaq and all other devices.

I wish I could come up with a cause/effect but I just can't. I checked on the HP support forms, where there are lots of people with the same problem and there is seldom a solution. I think the only solution on the HP support site was a owner that changed the 26 character key to end in anything but "0" and it worked for him.

Appreciate your help David. I requested a Return Authorization this evening so I've got another day or so to try and figure this Ipaq WIFI nonsense out.

"David Hettel" <[dah618@xxxxxxxxxxxxx](mailto:dah618@xxxxxxxxxxxxx)>

OK tell me how you have the Belkin pre-N router configured. As I understand

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it, if the Belkin is configured to run at "N" rates it does not support WEP/WAP. What you're telling me suggest that the wep is failing. I'm

seeing

lots of reports of problems with the Belkin here is just one

<http://forum.snappymultimedia.com/phpBB2/viewtopic.php?p=1066&sid=c8b60b3c14274ee57aa2b479f21b17b5>

and <http://www.cnet.com.au/wireless/routers/0.239028899.240002800-3.00.htm>

--  
David Hettel

Please post any reply as a follow-up message in the news group for

everyone

to see. I'm sorry, but I don't answer questions addressed directly to me

in

E-mail or news groups.

Microsoft Most Valuable Professional Program  
<http://mvp.support.microsoft.com>

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"F. Golightly" <nomail@xxxxxxxx> wrote in message  
[news:65WdnZcxvoG8UOfYnZ2dnUVZ\\_uSgnZ2d@xxxxxxxxxxxxxxxx](news:65WdnZcxvoG8UOfYnZ2dnUVZ_uSgnZ2d@xxxxxxxxxxxxxxxx)

David,  
(And anyone else that has this WIFI connection problem)

The "key" is the WEP key, 26 characters. When connecting

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"automatically"

the connection via the "LAN Configuration" page on the Ipaq 5915 shows that the Ipaq is connected at 54 Mbs with a 100% signal strength. The

IP

address is incorrect and it is listed as 169.254.249.130, which I've

been

told by HP phone support that that IP address is known to them and used when there is trouble communicating between devices. (This occurs when I'm "Using a Server Assigned Address").

Note the MAC address is correct the IP address is not.

I'm connecting via my Moto Cable modem, using Comcast to my Belkin Pre N "b/g" router. At this point HP will do nothing and Belkin has done nothing. I'm not sure what to do.

On the HP "Support Sites" the Ipaq 5915 seems to have endless connection issue. You might visit hp.com and check out the "Support" and "Ipaq

5915"

WIFI problems by the many users of that form. Thru all my wasted time I've yet to find a solution. Some Ipaq 5915 owners will have some luck

if

they take off security and then add it back in but that doesn't work for me.

I'm no networking expert but I've been around PC's and electronic

devices

for three (3) decades. From Pong to my first laptop, (1984 8088 LCD Toshiba T1000). The good old days. This is not my first PocketPC, it's my third \*but\* it's the only one that I haven't been able to

troubleshoot

to a successful conclusion.

I'd be glad to try and help with getting this thing connected. I'm

still

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waiting to hear from Belkin. For some odd reason HP will do nothing to help this long time loyal HP customer. I've written to the BOD of HP

and

to their advertising dept. If it were my company I'd recall the thing

as

it sure seems like customers are not going to be able to resolve the

WIFI

conflicts by tapping in characters, over and over again.

Tnx

If I config a static connection, the IP address will be correct.  
"David Hettel" <dah618@xxxxxxxxxxxx>

You said you enter the key, is this your password, or is it the hex

form

of it, and how many values does it have?

What is the value listed for the IP address, and the Gateway address?

Tell me about your Internet connection is it | Broadband | to | Belkin wireless router or something else, say dialup to PC to wireless router

--

David Hettel

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me

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or inability to use, information or opinions expressed in this post and confers no rights.

"F. Golightly" <nomail@xxxxxxxx> wrote in message  
[news:78KdnXdmrIslrg7YnZ2dnUVZ\\_smonZ2d@xxxxxxxxxxxxxxxx](news:78KdnXdmrIslrg7YnZ2dnUVZ_smonZ2d@xxxxxxxxxxxxxxxx)

I give up. I don't think anyone will be able to troubleshoot this "conflict". Having just got off the phone with both HP and Belkin they've both reached the conclusion that each other is to blame. (Three calls to each and three emails to support, many hours of hassle).

The iPAQ when set to "assign IP" assigns an odd IP Address, I suspect that's an iPAQ issue that they are becoming aware of. (It can't

connect

to the Belkin network and assign the correct IP so it assigns a

"dummy"

IP. The Belkin router may be at fault but first level tech support can't figure out what to do. They've bumped it to second level

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support

but I don't think they'll be able to resolve the conflict.

Between the two of them you'd think they'd be able to figure out the problem... but ...I suspect it goes beyond tapping in fields and is perhaps a bit more internal. I really think the iPaq 5915 is a nice little machine but I have the feeling it was rushed to market and has more than it's share of bugs.

The sad thing is I just purchased a Belkin Travel router... and I get this feeling that it won't work with the iPaq either. All this

conflict

is at my cost in terms of time and money. HP and Belkin exec

officers

I'm sure realized multi million dollar Christmas bonuses.

fini

"F. Golightly" <nomail@xxxxxxxxxxx>

Spoke with Belkin and they informed me that it was an HP config

issue.

So it's a standoff... HP says it's Belkins problem and Belkin says it's HPs problem.

What Belkin identified is;

1. HP IPAQ reports,

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(reported) the wrong IP  
Address

I've reconfig'd the IPAQ  
5915 to Belkin suggested  
settings for IP  
address,  
Sub Mask, Default  
Gateway, Preferred DNS  
Server and Alternate DNS  
server.

So... I'm now connected at  
100% Quality/Speed. And I  
can use IE but

it

can't find any web sites, nor  
can I use IMAP accounts.  
Nothing can

me

found. It just says  
"Connecting" when trying to  
access my email  
provider.  
I get an error for IE that tell  
me to retype the URL.

As far as the connection is;  
Belkin was "right on", as I  
find they  
usually  
are. So I'm back to HP and  
HP was really very "nasty"  
in regards to  
offering help. It was pretty  
much "go pound sand".  
Ahhh... So back

to

HP.

If anyone has a clue on why  
I can not connect perfectly...  
but can

use

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the  
Internet, that would help  
greatly and end my two day  
config saga.

Tnx

And... I hope this digital  
madness may help someone  
else that has a  
config  
issue with an Ipaq 5915.

"F. Golightly"  
<nomail@xxxxxxxxxx>

Accessing  
with;

1. XPSP2  
Laptop with  
Belkin Pre  
N PCMCIA  
Card
2. ME PC  
with Belkin  
G USB  
Adapter

Host =  
XPSP2 PC

As I'm  
sitting hear  
typing this I  
turned on  
my IPaq  
5915 and  
my  
network  
showed and  
there was an  
attempt to  
connect. I  
didn't type  
in the  
"Key"  
fast  
enough so I  
went to  
IPAQ

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WIRELESS,  
THEN THE  
WLAN  
TAB,  
THEN  
ADVANCED,  
THEN  
WLAN  
SETTINGS.

Under  
CONFIG is  
my network  
and I try to  
connect and  
the  
Ipaq  
will not. I  
am then  
asked for  
the "Key"  
as the  
"Key" was  
incorrect.  
Actually  
none was  
entered the  
first time.

Everything  
appears to  
be  
functioning  
properly.  
SSID =  
Listed  
BSSID =  
Listed  
Channel =  
Listed  
Correctly  
Strength =  
Listed  
MAC =  
Listed  
IP Address  
= Listed

Icon in  
MENU  
BAR show  
connection.

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I then try to connect with IE and get; Cannot connect with current connection settings. To change your setting tap on SETTINGS. That brings me back to "MY WORK NETWORK" and NAME = My VPN and Server show my network IP address. If I try to connect I get the same message and I appear to be stuck in a TAP FAIL LOOP. If I tap edit I come up with MY VPN the Host name/IP and the VPN type = IPSec/L2TP. I'm asked for User Name, Password, Domain. I have left

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those blank  
not having  
any of the  
three. I

then

try  
to  
connect and  
get a failure  
to connect.  
The loop  
continues.

It would  
appear that  
something  
is not  
configured  
correctly on  
the

IPAQ

but  
HP Tech  
Support told  
me  
everything  
is automatic  
once the  
network is  
found.  
And yes it  
is automatic  
when I  
connect at  
the local  
"HOT  
SPOT". My  
network  
remains a  
config.  
nightmare.

I have an  
email into  
HP and  
Belkin.  
Belkin's

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phones  
simply ask  
customers  
to  
call back as  
they are  
busy with  
other  
customers  
and HP has  
given up.  
I'm  
about to  
start  
returning  
things after  
two (2) days  
of  
"tapping".

It would  
seem to be  
something  
obvious...  
but I don't  
have a clue.

Once  
again... any  
trouble—shooting  
help is  
appreciated.  
I've tried

to

be  
as  
specific as  
possible just  
incase  
there's  
another  
PocketPC –  
Wireless  
user  
with a  
connection  
problem.

Tnx

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"David  
Hettel"  
<dah618@xxxxxxxxxxxx>

Well  
you've  
got  
lots  
and  
lots  
of  
settings,  
and  
it  
could  
be  
your  
Belkin  
router.  
The  
pre  
N  
router  
when  
in  
N  
mode  
with  
two  
channels  
bonded

can

create

problems  
with  
older  
802.11b  
equipment.  
Perhaps  
it  
would  
be  
best  
for  
you

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to  
list  
what  
you  
have  
done  
to  
attempt  
to  
fix  
the  
problem,  
and  
how  
many  
other  
computers  
are  
accessing  
the  
Belkin.

--

David  
Hettel

Please  
post  
any  
reply  
as  
a  
follow-up  
message  
in  
the  
news  
group  
for

everyone

to  
see.  
I'm  
sorry,  
but  
I  
don't  
answer  
questions

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addressed  
directly  
to  
me

in

E-mail  
or  
news  
groups.

Microsoft  
Most  
Valuable  
Professional  
Program  
<http://mvp.support.microsoft.com>

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expressed  
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made  
in  
relation  
to  
the  
accuracy,  
reliability  
or  
content  
of  
this  
post.  
The

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author  
shall  
not  
be  
liable  
for  
any  
direct,  
indirect,  
incidental  
or  
consequential  
damages  
arising  
out  
of  
the

use

of,

or

inability  
to  
use,  
information  
or  
opinions  
expressed  
in  
this  
post

and

confers

no  
rights.

"F.  
Golightly"  
<nomail@xxxxxxxxxx>  
wrote  
in  
message  
[news:9s2dnYvkkofLQwzYnZ2dnUVZ\\_h63nZ2d@xxxxxxxxxx](mailto:news:9s2dnYvkkofLQwzYnZ2dnUVZ_h63nZ2d@xxxxxxxxxx)

Re: Ipaq 5915 Wireless Network Connection (FAILURE)

Can  
any  
of  
the  
local  
experts  
suggest  
a  
site  
to  
help  
me  
configure

my

HP  
IPaq  
5915  
to  
work  
on  
my  
Home?Office  
network?  
Or  
help  
me  
trouble-shoot  
my

IPaq?

I  
have  
been  
struggling  
with  
the  
IPaq/Router  
config.  
for  
a  
couple

of

days.

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I  
can  
connect  
at  
the  
local  
"Hot  
Stop"  
no  
problem.  
My  
own  
network

is

not  
functioning  
well.  
After  
several  
hours  
on  
HP  
Tech  
Support  
they

have

concluded  
its  
my  
Belkin  
Pre  
N  
router.  
I'm  
not  
so  
sure  
but  
it

sure

could  
be.

After  
I

Re: Ipaq 5915 Wireless Network Connection (FAILURE)

type  
in  
the  
SSID,  
the  
network  
shows  
full  
strength,  
100%.  
"Connecting"  
shows  
for  
fairly  
long  
period  
of  
time  
and  
then  
either  
"Available"  
or  
"Unavailable"  
shows.

Sometimes  
I  
get  
a  
notice  
that  
my  
"Key"  
was  
incorrect  
if  
I  
type

that

in,  
(128  
bit  
WEP)  
I  
will  
get  
connected  
and

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can  
stay  
connected  
until  
I  
try

to

go

to

a  
site  
using  
IE  
and  
then  
nothing  
happens  
and  
I've  
lost  
the  
connection.

My  
Belkin  
router  
is  
config.'d  
with  
the  
MAC  
address  
of  
the  
IPaq  
to  
allow  
"easy"  
access.

So...  
while  
at  
times  
everything  
works...  
it

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works  
for  
only

moments

at  
best.  
It's  
down  
to  
HP  
points  
the  
finger  
at  
the  
router  
and  
Belkin,  
(they  
have

not

responded  
to  
email  
and  
their  
phone  
system  
is  
slammed),  
but  
I  
suspect  
they'll  
point  
the  
finger  
at  
HP.

It  
would  
seem  
fairly  
simple...  
1.  
Config

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Router  
and  
2.  
Config

IPaq.

but  
I'm  
out  
of  
ideas  
and  
I've  
logged  
more  
than  
a  
hundred  
thousand  
screen  
taps  
trying  
to  
figure  
this  
out.

All  
feedback  
is  
welcome,  
and  
received  
with  
great  
appreciation.

Tnx

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