

## 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/msg00013.html>

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- *From:* "F. Golightly" <[nomail@xxxxxxxxxx](mailto:nomail@xxxxxxxxxx)>
  - *Date:* Wed, 3 Jan 2007 21:48:27 -0800
- 

HP provided a lot of misinformation and most everyone there has an attitude. I did have an interesting experience with Belkin today. After about three (3) hours on hold and trying to get connected to level three support, only to keep being disconnect or hung-up on, the guy on the phone tells me. "You're connected to India, you need to be connected to Mexico. There's no third level support in India." So he gives me the Mexico number.

Boy has the world changed.

I've thought all along that the DHCP process was suspect but thought the Ipaq was struggling with receiving from the router.

No key, all security for the moment is off.

If I config. manually with the device do I turn off DHCP? And what about the other four devices (computers) that are accessing the network?

I've not linked this PCC to my computer as I have another PCC linked already and didn't want to commingle the two devices. Is vxUtil going to be worth the effort?

Tnx

"Sven" <[sejohannsen@xxxxxxxxxxxxx](mailto:sejohannsen@xxxxxxxxxxxxx)>

I expect you won't get much help out of either manufacturer, but I can offer

that some early PPCs did have issues with the DHCP process with early Linksys routers, even though the routers worked on everything else. A firmware upgrade on the router fixed it. Just a comment to indicate it

could

still be the AP/router, even though everything seems right. Don't know how the current HPs are set up, but can you find a place to type in the IPs,

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device, subnet mask, gateway? Clearly the device isn't picking up the  
right  
addresses via DHCP. That could be due to the key not being right, or the  
DHCP  
exchange not working.

Take a look at vxUtil and vxIPConfig at <http://www.cam.com/windowsce.html>  
both free. They might give some insight as to what is getting hosed up.

--

Sven

MVP – Mobile Devices

"F. Golightly" <nomail@xxxxxxxx> wrote in message

[news:-uOdnV49orVRiwbYnZ2dnUVZ\\_oqmnZ2d@xxxxxxxxxxxxxxxx](mailto:news:-uOdnV49orVRiwbYnZ2dnUVZ_oqmnZ2d@xxxxxxxxxxxxxxxx)

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

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\*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@xxxxxxxxxxxx>

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

understand

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>

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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@xxxxxxxxxx> wrote in message [news:65WdnZcxvoG8UQfYnZ2dnUVZ\\_uSgnZ2d@xxxxxxxxxxxxxxxxxx](news:65WdnZcxvoG8UQfYnZ2dnUVZ_uSgnZ2d@xxxxxxxxxxxxxxxxxx)

David,  
(And anyone else that has this WIFI

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connection problem)

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

"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

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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

waiting to hear from Belkin. For some odd  
reason HP will do nothing

to

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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

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wireless router or something  
else, say dialup to PC to  
wireless

router

--

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.

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arising out of the use

of,

or  
inability to use, information  
or opinions expressed in this  
post and

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confers  
no rights.

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

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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

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

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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

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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

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identified  
is;

1.  
HP  
IPAQ  
reports,  
(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

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it

can't  
find  
any  
web  
sites,  
nor  
can  
I  
use  
IMAP  
accounts.  
Noting

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;

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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

Re: Ipaq 5915 Wireless Network Connection (FAILURE)

on  
why  
I  
can  
not  
connect  
perfectly...  
but  
can

use

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.

Re: Ipaq 5915 Wireless Network Connection (FAILURE)

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

Re: Ipaq 5915 Wireless Network Connection (FAILURE)

connect.

I

didn't

type

in

the

"Key"

fast

enough

so

I

went

to

IPAQ

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"

Re: Ipaq 5915 Wireless Network Connection (FAILURE)

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.

I  
then  
try  
to  
connect  
with  
IE

Re: Ipaq 5915 Wireless Network Connection (FAILURE)

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

Re: Ipaq 5915 Wireless Network Connection (FAILURE)

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  
those  
blank  
not  
having  
any  
of  
the  
three.  
I

then

Re: Ipaq 5915 Wireless Network Connection (FAILURE)

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

Re: Ipaq 5915 Wireless Network Connection (FAILURE)

at  
the  
local  
"HOT  
SPOT".

My

network  
remains  
a  
config.  
nightmare.

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

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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

Re: Ipaq 5915 Wireless Network Connection (FAILURE)

"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  
to

Re: Ipaq 5915 Wireless Network Connection (FAILURE)

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.

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Professional  
Program  
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any

kind,  
either  
expressed  
or  
implied,  
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\\_h63f](mailto:news:9s2dnYvkkofLQwzYnZ2dnUVZ_h63f)

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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.

Re: Ipaq 5915 Wireless Network Connection (FAILURE)

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

Re: Ipaq 5915 Wireless Network Connection (FAILURE)

I  
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

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try

to

get  
connected  
and  
can  
stay  
connected  
until  
I

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

Re: Ipaq 5915 Wireless Network Connection (FAILURE)

times  
everything  
works...  
it  
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

Re: Ipaq 5915 Wireless Network Connection (FAILURE)

fairly  
simple...

1.  
Config  
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

Re: Ipaq 5915 Wireless Network Connection (FAILURE)