

## 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/msg00017.html>

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- *From:* "David Hettel" <[dah618@xxxxxxxxxxxx](mailto:dah618@xxxxxxxxxxxx)>
  - *Date:* Thu, 4 Jan 2007 01:32:18 -0500
- 

VxUtil is going to give you the IP address, subnet mask, default gateway. A few other things. It has the potential to show if your getting the IP address, if there is a configuration error on the PocketPC. Truthfully I don't see it helping at this point. However you can dock as a guest and install the program, you don't need to create a partnership with the PC.

You've got a Belkin Pre N router, like B and G, N is suppose to be an option on your router. The links I gave you show that the Belkin has problems when in N mode.

Yes you'll need to set (manually configure an IP address for the Belkin, and then turn off the DHCP Server of the Belkin not the DHCP client. ) you'll need to manually enter the IP address for each computer as well as the DNS IP address, and the Default Gateway IP address and subnet mask.

—

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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"F. Golightly" <[nomail@xxxxxxxx](mailto:nomail@xxxxxxxx)> wrote in message  
[news:A7GdnXPGwLV\\_CAHYnZ2dnUVZ\\_ompnZ2d@xxxxxxxxxxxxxxxx](news:A7GdnXPGwLV_CAHYnZ2dnUVZ_ompnZ2d@xxxxxxxxxxxxxxxx)

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

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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@xxxxxxxxxxxx>

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, 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

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"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

> \*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

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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=c8b60b3c14274ee57aa2b479f21b17>

- >> 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

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- >> E-mail or news groups.
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>>

>>

>>

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

>> [news:65WdnZcxvoG8UQfYnZ2dnUVZ\\_uSgnZ2d@xxxxxxxxxxxxxxxx](mailto:news:65WdnZcxvoG8UQfYnZ2dnUVZ_uSgnZ2d@xxxxxxxxxxxxxxxx)

>> > David,

>> > (And anyone else that has this WIFI 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

>>> 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

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

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

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> 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, (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. 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; 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

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> 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. 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 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 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 phones simply ask  
>> >>>>> customers

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>> >>>>> 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  
>> >>>>>  
>> >>>>>  
>> >>>>> "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  
>> >>>>> 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 addressed  
>> >>>>> directly

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>> >>>>>> to me  
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>>>>> 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@xxxxxxxxxxxxxxxx](news:9s2dnYvkkofLQwzYnZ2dnUVZ_h63nZ2d@xxxxxxxxxxxxxxxx)  
>> >>>>> > 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.  
>> >>>>> > I  
>> >>>>> > can connect at the local "Hot Stop" no problem. My own

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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 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 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 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

