

Re: Cannot access the internet

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2004-06/3429.html

From: Chuck (*none_at_example.net*)

Date: 06/25/04

Date: 24 Jun 2004 20:41:06 -0500

On Thu, 24 Jun 2004 17:24:03 -0700, "Yannis"
<anonymous@discussions.microsoft.com> wrote:

>>
>>Yannis,
>>
>>OK, no connectivity at all.
>>
>>Please describe the router / WAP that you're connecting
>thru. Does it show
>>connectivity (to the internet AND to the computer)? Can
>you ping it
>>successfully?
>
>Sorry mate but i cannot provide you any information about
>the router since the IT guys from the university
>installed everything in the hall. The only thing i can
>see is a metal box up near the ceiling containing a
>couple of hardware devices and lots of cables :) The
>public computers that are available here are connected to
>the same network and work fine. We have a number of two
>connection points where we can connect our laptops and
>gain access to the network. I tried connecting my laptop
>to another cable by taking that out of a working
>connection and it does not work on mine. Initially i was
>able to connect to this network and gain access but since
>yesterday it stopped working. As i already mentioned
>before i can "see" my laptop using the public computers.
>So my network adapter seems to be working. Sorry mate, i
>realize this is probably not enough but i do not know
>much about the network here myself.
>
>>
>>Please provide ipconfig information for the computer.
>>Start - Run - "cmd". Type "ipconfig /all
>>c:\ipconfig.txt" into the command
>>>window - Open c:\ipconfig.txt in Notepad, copy and paste

microsoft.public.windowsxp.network_web: Re: Cannot access the internet

>into your next post.

>>Identify operating system (by name and version) too.

>Here is the information obtained from ipconfig:

<SNIP>

>I am working on a Windows XP Pro version 5.1.2600 SP1

>

>Thanks once again

>Yannis

Yannis,

OK, the router is 129.31.23.1. What do you get if you ping it from the laptop?

The laptop is (currently) 129.31.23.30. What do you get if you ping it from one of the public computers? By name?

How about ipconfig from one of the public computers? Is there internet access from the public computers?

Someone is responsible for the router. Have you asked for help?

Cheers,

Chuck

Paranoia comes from experience – and is not necessarily a bad thing.