

## Re: Clients Network internet connection?

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network\\_web/2006-06/msg01002.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2006-06/msg01002.html)

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- *From:* Olim22 <Olim22@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Thu, 29 Jun 2006 14:49:02 -0700
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"Chuck" wrote:

On Mon, 26 Jun 2006 16:10:02 -0700, Olim22 <Olim22@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

"Chuck" wrote:

On Mon, 26 Jun 2006 05:41:01 -0700, Olim22 <Olim22@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

Have a wireless always on broadband system, connected to aerial on roof, (in a shared rented house) on a (free to tenants), host computer downstairs, (with OS Win. XP Pro. SP2 installed), supposed to be able to connect to internet. Host PC connects to internet okay, clients supposed to connect to internet with a wired Sitecom network 5 port switch system to 2 (client) bedrooms, (from host pc) worked fine am, but late pm, client computers could not connect to internet, the LAN PC icon has the exclamation mark stating not connected, yet is shown on the host computer, as connected and working fine. Checked all network connections, cables been checked as correct, replaced the Sitecom network switch, with a new one, network set-up wizard done again, on all computers, re-started. (Must point out I cannot use a wireless or router system in the house,

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having wireless unit in host computer, coming in from an aerial on the roof). I cannot see the other computers on my network places, yet says the LAN is connected? My husband died last November, used to be able to sort it. Some more information to be help anyone sort this problem out please. (sorry Chuck, had to enter new thread again, not in same thread, as we communicated so much, other one ran out of space! (Have included everything you suggested me to try & give you), please, if you can still help me, or anyone else?

Sitecom Network Switch information:  
PWR LED, indicates power is present (red light is lit)  
P1~P5 LED (LN-112), port status LED s indicating the status of each of the 5 ports. Green light is lit on 3 ports (ones used).  
Speed 100 Mbps LED, A green LED indicates if the speed is 100 Mbps. This is lit.  
Link/Activity LED, when the LED is lit, then there s a link, when the LED blinks then there s activity. (green light lit, but NOT blinking).

The ipconfig /all done on the 3 computers:  
Host Computer with administrator rights:  
Windows IP Configuration  
Host Name . . . . . : 81m111ad  
Primary Dns Suffix . . . . . :  
Node Type . . . . . : Hybrid  
IP Routing Enabled. . . . . : Yes  
WINS Proxy Enabled. . . . . : No  
DNS Suffix Search List. . . . . : esn.local  
Ethernet adapter Wireless Network  
Connection:  
Connection-specific DNS Suffix . : esn.local  
Description . . . . . : Cisco Systems 350  
Series PCI Wireless LAN  
adapter  
Physical Address. . . . . :  
00-0F-34-2F-E0-28  
Dhcp Enabled. . . . . : Yes  
Autoconfiguration Enabled . . . . : Yes  
IP Address. . . . . : 172.16.222.82

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Subnet Mask . . . . . : 255.255.255.0  
Default Gateway . . . . . : 172.16.222.2  
DHCP Server . . . . . : 172.16.222.1  
DNS Servers . . . . . : 172.16.144.200  
172.16.142.200  
Primary WINS Server . . . . . :  
172.16.142.233  
Lease Obtained. . . . . : 13 June 2006  
14:56:53  
Lease Expires . . . . . : 11 September  
2006 14:56:53

Ethernet adapter Local Area Connection 2:  
Connection-specific DNS Suffix . :  
Description . . . . . : ADMtek AN983  
10/100 PCI Adapter

Physical Address. . . . . :  
00-0C-F6-0C-23-40  
Dhcp Enabled. . . . . : No  
IP Address. . . . . : 192.168.0.1  
Subnet Mask . . . . . : 255.255.255.0  
Default Gateway . . . . . :

Upstairs bedroom 1 Client PC:  
Windows IP Configurations  
Host Name . . . . . :  
manchest-56c115 (Cherie s PC)  
Primary Dns Suffix. . . . . :  
Node Type . . . . . : Mixed  
IP Routing Enabled . . . . . : No  
WINS Proxy Enabled. . . . . : No  
Ethernet adapter Local Area Connection:  
Connection-specific DNS Suffix . :  
Description . . . . . : Realtek  
RTL8139/810x Family Fast  
Ethernet NIC  
Physical Address . . . . . :  
00-C09F-62-3D-FB  
Dhcp Enabled . . . . . : Yes  
Autoconfiguration Enabled . . . . . : Yes  
Autoconfiguration IP address. . . :  
169.254.58.39  
Subnet Mask . . . . . :  
255.255.0.0  
Default Gateway . . . . . :  
Ethernet adapter Wireless Network  
Connection:  
Media State . . . . . : Media  
disconnected  
Description . . . . . : Intel<R> PRO/Wireless

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2200BG Network  
Connection  
Physical Address . . . . . :  
00-0E-35-75-BF-64

Upstairs bedroom 2 Client PC  
Windows IP Configuration  
Host Name . . . . . :ThuyTran  
Primary Dns Suffix . . . . . :  
Node Type . . . . . : Mixed  
IP Routing Enabled. . . . . : No  
WINS Proxy Enabled. . . . . : No

Ethernet adapter Local Area Connection 2:  
Connection-specific DNS Suffix . :  
Description . . . . . : Broadcom NetXtreme  
57xx Gigabit Controller  
Physical Address. . . . . :  
00-11-11-E1-90-1F

Dhcp Enabled. . . . . : Yes  
Autoconfiguration Enabled . . . . . : Yes  
Autoconfiguration IP address. . . . . :  
169.254.98.147  
Subnet Mask . . . . . :  
255.255.0.0  
Default Gateway . . . . . :

Hope someone can help me over this  
problem?

Heather,

OK, this is a good job (and valid reason) for starting a new  
thread. Good job  
moving the details too. But you can (should) improve.

So here we have 81m111ad, the host, able to connect to the  
Internet. The  
clients, manchest-56c115 and ThuyTran, aren't getting  
addresses to get them on  
the network. This is a limited or no connectivity scenario.  
<<http://nitecruZR.blogspot.com/2005/07/limited-or-no-connectivity.html>>  
<http://nitecruZR.blogspot.com/2005/07/limited-or-no-connectivity.html>

First, verify that you do (or don't) have physical connectivity.  
You're going  
to have to do this (I don't fly cheap, particularly overseas).  
# Find the Sitecom switch.

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- # Find the 3 cables coming in from the 3 computers.
- # Identify which cable comes from which computer, and into which port.
- # Identify the light (or set of lights) associated with each port.
- # Identify the colour, or behaviour of each light (or set of lights).
- # Use the manual, and translate the lights into a diagnosis, for each port.

Do that, and report back here. Identify the behaviour of each set of lights, and what the manual tells you, for each port (computer connection) on the switch. We will continue from there.

And Heather, if you can print a picture when you run "ipconfig /all", you can produce a file. Read the IPConfig article.

And if you can produce a file from "ipconfig /all", you can email that file, and you can copy and paste the contents of that file. That will be more accurate, and easier for everybody to read. Again, look at the IPConfig article, and see how neatly it's formatted. You said that you know how to copy and paste. So prove that.

Cheers,  
Chuck, MS-MVP [Windows – Networking]

Thanks for quick reply, although I do know how to copy and paste, I can't email the results, when the computers in question are not on the internet. How can I translate what's pasted to another computer? They do not have a floppy drive. Why do you want me to keep doing the ipconfig /all, when I did it again on ThuyTran the result was identical. ThuyTran is leaving for good, on Thursday, so may not be able to sort her computer out, before she goes. Will try with the other one though. I have already given you the lights, on the network switch, they are all the same, just green lights, staying on, which ever one I put them into the Sitecom switch. They should be blinking, but do not, none of them, not even the one coming from the host computer. I've plugged them into different slots with the same result. When I've unplugged them and put back again, the host computer then has a pop up in bottom right telling me it's now connected! So a signal is getting through to this computer, from the switch. Not sure if this helps or not.  
Heather

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Heather,

I've been dealing with interpreting "ipconfig /all" logs for a while, and I have learned the hard way -- people do make mistakes. When you type all of that information by hand, you run the risk of making a mistake. Any mistake might hide a crucial clue that might provide a key clue to the problem.

So you say that 81m111ad does acknowledge a network connection, by indicating "the network is now connected" when you disconnect and reconnect it. I gather that you've tried the same thing with manchest-56c115 and with ThuyTran, and gotten no similar indication. That's a good clue. Now, the question is -- is the problem in the switch, the cable, or the network card on the computer?

You're going to have to do elementary problem diagnosis. Start swapping network components.

# Connect the cable to manchest-56c115 into the port used (and tested) by 81m111ad. Does manchest-56c115 now indicate a connection?

# Move manchest-56c115 to where 81m111ad is, and take the cable out of 81m111ad, and put it into manchest-56c115. Does manchest-56c115 now indicate a connection?

# Take the network card out of 81m111ad and put it into manchest-56c115. Does manchest-56c115 now indicate a connection?

# Have the cable between the switch and manchest-56c115 replaced. Does manchest-56c115 now indicate a connection? Make sure that the installer certifies the new cable.

# Do the same with ThuyTran.

Read some of my articles:

<http://nitecruZR.blogspot.com/2005/06/background-information-useful-in.html>

<http://nitecruZR.blogspot.com/2005/06/background-information-useful-in.html>

<http://nitecruZR.blogspot.com/2005/08/solving-network-problems-tutorial.html>

<http://nitecruZR.blogspot.com/2005/08/solving-network-problems-tutorial.html>

<http://nitecruZR.blogspot.com/2006/06/layered-testing-in-windows-networking.html>

<http://nitecruZR.blogspot.com/2006/06/layered-testing-in-windows-networking.html>

<http://nitecruZR.blogspot.com/2005/05/troubleshooting-network-neighborhood.html>

<http://nitecruZR.blogspot.com/2005/05/troubleshooting-network-neighborhood.html>

I'll help you, by advising you. But YOU are in front of the equipment, so YOU have to learn how to read the equipment. Maybe you can hire a local expert. Or you may be able to hire me -- but I only fly business class.

Cheers,

Chuck, MS-MVP [Windows -- Networking]

<http://nitecruZR.blogspot.com/>

Thanks Chuck for all your help, I got an expert in and he's sorted it for me, was the network card, there was another one in the host computer,

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tried the other one, disabling the one being used, I think he did something else, but unsure what that was and it worked! Also had the same problem in another house with tenants (next door but one), and he sorted that out too. The network cable connection was loose and this fixed it, also there was some spyware on it and using Panda online 'active scan' sorted it, he deleted the bad ones, and now the computer restarts, whereas before it hung on 'this computer is closing down', so he was worth the money. Should have done this a long time ago. But was wanting to see if I could fix it, then was worrying me too much. At least having all the information already for him, could eliminate things, quite quickly. Anyway thanks for trying.  
Heather