

Re: Clients Network internet connection?

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2006-06/msg01005.html

- *From:* Chuck <none@xxxxxxxxxxxx>
 - *Date:* Thu, 29 Jun 2006 17:22:28 -0700
-

On Thu, 29 Jun 2006 14:49:02 -0700, Olim22 <Olim22@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote:

"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

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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, 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).

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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
Subnet Mask : 255.255.255.0
Default Gateway : 172.16.222.2
DHCP Server : 172.16.222.1
DNS Servers :

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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

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..... : 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
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.

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

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

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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.

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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, 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

Thanks for the update.

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Cheers,
Chuck, MS-MVP [Windows – Networking]
<http://nitecruZR.blogspot.com/>
Paranoia is not a problem, when it's a normal response from experience.
My email is AT DOT
actual address pchuck mvps org.

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