

# Re: Network Wizard is unable to find my network hardware

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network\\_web/2006-12/msg00960.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2006-12/msg00960.html)

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- *From:* "Cari \ (MS-MVP)" <[NewsGroups@xxxxxxxxxxxxxxxx](mailto:NewsGroups@xxxxxxxxxxxxxxxx)>
  - *Date:* Sat, 30 Dec 2006 10:46:01 -0800
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You need to download and install the correct drivers for your network card from the Dell website.

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"Steve G" <[jeng\\_steveg@xxxxxxxxxxxx](mailto:jeng_steveg@xxxxxxxxxxxx)> wrote in message  
[news:1167501128.869634.123110@xx](mailto:news:1167501128.869634.123110@xx)

I'm rebuilding my desktop computer after a catastrophic hard drive crash. Before the crash, I had my desktop HP Dimension 4600 setup plugged into a hub that fed into my DSL modem. All was well, my desktop and my laptop both talked to the internet just fine, and I had shared my desktop's Canon i850 printer so the laptop could use it.

Now, after reinstalling XP Home Edition, there has to be some step I'm missing. I have the hardware all plugged in where it should be, but when I run the Network Setup Wizard, he tells me "The Wizard cannot find your network hardware." So first thing I do is open a command prompt and do IPCONFIG, and it comes back with absolutely nothing. It's like this computer doesn't realize that it is (or was, before the hard-drive crash) network-capable, and/or it doesn't realize it's plugged into a hub which communicates with the internet. All of that is still working, because I'm able to connect to the internet through my laptop.

When I look in Device Manager, under Other Devices (all items under 'Other Devices' show a yellow question-mark, by the way; is this normal), I see 'Ethernet Controller'. When I open it, I see the following info:

Device Type: other devices  
Manufacturer: unknown  
location: PCI bus 2, device 8, function 0

Device Status:

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the drivers for this device are not installed (Code 28)

To reinstall, press Reinstall Driver.

I do that and he says to either search the internet for a driver (fat chance, considering I can't GET to the internet) or install from a list or location. I select that and point him to D: and pop in the Dell CD with 'device drivers' on it. I tell him to go look, and he is unable to find the DD. So I tell him to pick from list (don't search, I will install the driver) , scroll down to Network Adapters, select Next, and I get several: Acer, COMpaq, Fujitsu Siemens, HP, IBM, Intel, NEC. And here is where I stick, since I have no idea what brand of card is in there!

Did I miss some basic step when I installed XP? I did an install from scratch including a format, accepting the defaults along the way.