

Re: ethernet connection won't work

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- *From:* Lem <lemp40@xxxxxxxxxxxxx>
 - *Date:* Mon, 06 Aug 2007 22:32:23 -0400
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The Ethernet cable connects differently to the Linksys depending on how the Westell "DSL modem" (which actually includes a router) is configured.

The Westell has a single Ethernet connector but the Linksys probably has 5. Typically, one of these jacks will be spaced apart from the other 4 and labeled "Internet" or "WAN." When your setup was working, was the Ethernet cable from the Westell connected to the WAN/Internet jack on the Linksys or to one of the other 4 jacks?

Unplug the Linksys from its power supply. Disconnect the Westell from the Linksys. Connect an Ethernet cable from one of the 4 jacks on the Linksys that is NOT the "Internet" jack to the Ethernet jack on your computer. Connect the power to the Linksys. Now boot up your laptop. On the face of the Linksys, there probably are 4 lights numbered 1 through 4. Is one of these lit? Now look at the back of your laptop. Is there a light next to where the Ethernet cable is connected?

If you now go to Control Panel > Network and Internet Connections > Network Connections on your laptop, you should see the icon for "Local Area Connection." Does it say "connected"? Does it say anything about a firewall? Do you have the column on the left headed "Network Tasks"? Expand the bottom section, "Details." What is listed for the IP address of your Local Area Connection?

B.J. wrote:

No the Westel modem is not wireless I am using a Linksys router with ethernet connections and I have to connect the ethernet cord from the modem to the router. This is the problem, the ethernet connection does not work on the modem.so I cannot connect to the router from it. It does not work from modem directly to laptop either. Tech support said it is a problem with the network card on my computer, but I don't think it is..In Device Manager they appear in green and shows that they are working properly. ??????? Thanks for your attention and time!

"Lem" wrote:

As far as I know, the Westell 6100 is not wireless. Do you have a separate wireless router? How many boxes (besides your laptop) do you have? If you only have one "DSL modem" and no other networking device, does your DSL modem have an antenna (or 2)?

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B.J. wrote:

Computer is laptop (Compaq Preserio 2500). While hooked up thro ethernet connection directly from internet connection on back of router to computer via ethernet, I can connect to my wireless connection (IP Adress shows 192.168.1.103 signal strength excellent. When remove the ethernet cord from the computer and connect to the dsl modem there is no light on the ethernet connection there nor when I go from the dsl modem to computer via ethernet cord. If I use the USB cord which also came with modem and hook up that way from computer to modem I can access the internet, but not the wireless. Also both cannot be connected on the computer or I am knocked off internet. When I connect the router directly to computer via ethernet cord (ethernet connection on back of router into "internet") there is light on front of router for "internet"; "power"; "WLAN". Hope this helps explain better, sorry!

"Lem" wrote:

B.J. wrote:

This is my second post. The ethernet connection does not work from Westel 6100 DSL modem to computer. Had to use the USB connection, therefore I cannot connect to router. Can anyone help me with this. I have talked with Bellsouth and they have told me the problem is with the computer connection..Have checked in Devise Manger and the ethernet card is listed with no yellow or red. I assume the driver is okay. Any help would beappreciated! Thanks in advance!!

Let me see if I understand you:

1. You have a DSL modem that can be connected either by USB or Ethernet.
2. You can't connect from your COMPUTER to the modem via Ethernet.
3. Therefore, you can't use the ROUTER.

Re: ethernet connection won't work

I don't understand how 3 follows from 2. Usually, you would connect the modem to the router via Ethernet and then the computer to the router via a second Ethernet cable (or wireless, as the case may be).

If you're saying that NEITHER the router nor the computer can connect to the modem via Ethernet, then it seems much more likely that the problem is either in the modem itself (notwithstanding BellSouth) or in the Ethernet cable you're using.

What happens if you disconnect the DSL modem from everything, and then just connect the router to your computer via Ethernet? (connect with both boxes off; power on router; wait a minute; boot up computer.)

Does the LED next to the Ethernet connector on your computer light up? Can you access the router's configuration utility? Can you ping the router? When connected this way, what IP, if any, is assigned to your computer?

If your computer is a desktop rather than laptop, new NIC cards are very inexpensive:

<http://www.newegg.com/Product/ProductList.aspx?Submit=ENE&DEPA=0&Descrip>

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Lem MS MVP -- Networking

To the moon and back with 64 Kbits of RAM and 512 Kbits of ROM.

http://en.wikipedia.org/wiki/Apollo_Guidance_Computer

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