

INTERNET CONNECTION TROUBLESHOOTING TIPS

Basic Troubleshooting

If you are still experiencing problems connecting to the Internet in your residence hall (Direct-Wired) or wireless (Wi-Fi) on campus - after following ALL of the directions - follow our troubleshooting tips below in the order they are listed until you obtain a working connection.

First, try restarting your computer. Many problems can be fixed by simply rebooting your PC / Laptop.

If trying to connect to the Internet in your residence hall, make sure you use the correct ethernet cable (CAT5) and not a telephone cord.

Make sure that the ethernet cable is plugged in securely at both ends. Check the connection to your computer's network card and then the connection to the data jack in the wall of your room. Did both ends snap in tightly?

Check for a flashing green, yellow, or orange light near the network port on your computer. A colored flashing light usually means the connection is working. If this is not the case, either the network card is not configured correctly, the data jack in your room is not working, or your ethernet cable is bad.

If available, try plugging your ethernet cable into another data jack in your room.

Inspect your ethernet cable, making sure that there are no visible signs of damage. If your connection is still not working, try another cable and try to connect using the new cable. If you still have problems, please proceed to the Additional Windows Network Troubleshooting section below.

Check your IP Address by following the instructions below...

For Windows 10/11, click on the Start Menu and then click on Run. Type in cmd in the Run box and click on the OK button. In Windows 10/11, you can also click on the Windows logo at the bottom-left and find the Command Prompt under Windows System > Command Prompt. Then right-click the Command Prompt icon and choose 'Run As Administrator.' A black command prompt window with a flashing cursor will now appear.

At the cursor in the command prompt window, type in the following and then press enter on your keyboard:

ipconfig

Look at your IP Address and note the following...

If your IP address looks like 169.254.X.X, where X is a number from 0 to 255, your PC is not establishing a network connection.

If your IP address looks like 198.168.X.X, then a "rogue" DHCP server is running on the network, and you should notify Resident Coordinator immediately.

Additional Windows Network Troubleshooting

Follow these steps only after you have tried all the steps listed in the Basic Troubleshooting section above.

RELEASE / RENEW IP ADDRESS

Click on the Start Menu, type cmd in the search box, and hit Enter. A black command prompt window with a flashing cursor will now appear.

In Windows 10/11, click the Windows logo at the bottom-left and find the Command Prompt under Windows System > Command Prompt. Then right-click the Command Prompt icon and choose 'Run As Administrator.'

At the cursor, type in the following and then press enter on your keyboard:

ipconfig /release

After pressing enter, you should see on the screen that the IP Address and subnet mask are listed as 0.0.0.0.

Now type the following and hit enter:

ipconfig /renew

After pressing enter, you should now see an IP Address of 10. X.X.X, where X is a number from 0 to 255 on the screen. If you see this, you should be connected.

As a test, try opening up UAPB's homepage in your browser to see if you get a connection. If not, repeat the IP release and renew the steps above a few more times to verify the process was completed successfully. Continue to the Flush DNS instructions below if you are still having problems.

FLUSH DNS

For Windows 10/11, click on the Start Menu and then click on Run. Type in cmd in the Run box and click on the OK button. A black command prompt window with a flashing cursor will now appear.

Or, in Windows 10/11, click on the Windows logo at the bottom-left and find the Command Prompt under Windows System > Command Prompt. Then right-click the Command Prompt icon and choose 'Run As Administrator.'

At the cursor, type in the following and then press enter on your keyboard:

ipconfig /flushdns

You should be able to see a confirmation message in the window stating:

Windows IP Configuration. Successfully flushed the DNS Resolver Cache.

Try opening up UAPB's homepage in your browser to see if you can connect after flushing the DNS on your PC / Laptop.