The Internet Isn’t Working

Which OS?
- Windows 95/98/Me
- Windows 2000/XP
- Other

Browse to AceLink
Find the User
Check all of the information

Is the FacePlate ID correct?
- Yes
- No

Windows 2000/XP:
- Start -> Run -> cmd <enter>
- ipconfig <enter>

Does it have any ip address?
- Yes
- No

Software Issue not supported by OTS

Does it have a 10.x.x.x IP address?
- Yes
- No

Does it have a 169.218.x.x address?
- Yes
- No

Enter Help Request
Include information that you gathered

Windows 95/98/Me:
- Check Lights on the Network Card, and include whether they are on or off in Help Request
- Enter Help Request

Start -> Control Panel
Switch to Classic View if Necessary
Click Network Connections

Right Click Local Area Connection
Click Properties
Double Click “Internet Protocol (TCP/IP)"

Ensure that “Obtain an IP address Automatically” & “Obtain DNS Server Automatically” are both enabled.

Has the problem been fixed?
- Yes
- No

You’re Done.

Are the lights on the Network Card On?

- Yes
  - Start-> Run-> winipcfg
  - Is there a LAN Adapter?
    - Yes
      - Click "Release All"
      - Click "Renew All"
      - Ignore any error messages
    - No
      - Software Issue not supported by OTS
      - Enter Help Request, Include information that you gathered

- No
  - You're Done.

Is the Problem Fixed?

- Yes
  - Does it have a 10.x.x.x IP address?
    - Yes
      - You're Done.
    - No
      - No

Is there a LAN Adapter?

- Yes
  - Enter Help Request, Include information that you gathered
- No
  - You're Done.