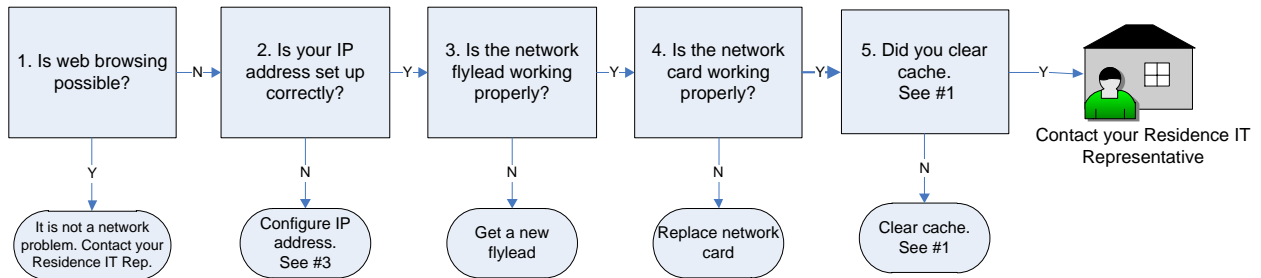




Basic troubleshooting for network-related problems in a UCT Residence

Prior to contacting your Residence IT Representative or the ResNet Administrator (see contact details at end of this document), please run through the following steps:



1 Is web browsing possible?

Are you able to access either of these websites www.uct.ac.za?

- If not, check that the web browser cache settings are correct:
 - In the web browser, open *Tools* | *Internet Options* | *Connections* | *LAN settings*
 - Enable *Automatically detect settings*
 - Press OK (LAN settings window closes)
 - Press OK (Internet options window closes)
 - Close internet browser
 - Open it again
- If you can access UCT sites, then the basic network connectivity is working correctly. You may be experiencing another problem.

2 Clear cache

If you are using Internet Explorer (IE):

- a. Delete temp files and cookies
 - i. Tools
 - ii. Internet Options
 - iii. General tab
 - iv. Under “Browsing History”, press “Delete”
 - v. Tick/ check all the boxes except the first one: “Preserve favourites website ...”
 - vi. At the bottom, “Delete”
 - vii. Once done, close Internet Options window
- b. Close IE
- c. Open and surf the net

You will need to authenticate on ISA login box

- Win XP: userID@wf
- Win Vista: wf\userID

Where userID => student number

3a. Is your IP address valid?

Windows XP users:

1. Click *Start* in the bottom left corner of your Windows screen.
2. Click *Run* in the right hand column.
3. Type "*CMD*" and click OK.
4. An MS DOS window will open.
5. In the MS DOS window, type "*IPCONFIG*" and press *Enter*.
6. The following information should be displayed:
 - Connection-specific DNS Suffix
 - IP Address
 - Subnet Mask
 - Default Gateway
7. If your *IP Address* begins with "196.24" or "137.158" your IP address is valid. If your *IP Address* begins with anything other than those numbers, it is not valid and you will need to contact your Residence IT Representative in order to register. (See "Have you registered for network access?")

Apple Mac users:

1. Select the blue Apple icon (top left corner).
2. Select *System Preferences*.
3. The *System Preferences* window appears.
4. Select *Network*.
 - Make sure *Automatic* is selected on *Location*.
 - Select *Airport* or *Built-in-Ethernet* from the *Show* dropdown list.
5. Select *Ethernet*.
 - The Ethernet address is displayed.
 - Write down this number
6. If your Ethernet Address begins with "196.24", "196.21" or "137.158" your Ethernet address is valid. If your Ethernet Address begins with anything other than those numbers, it is not valid and you will need to contact your Residence IT Representative in order to register. (See "Have you registered for network access?")

Other operating systems:

Please contact your Residence IT Representative to find out how to check if your IP address is valid.

3b. Check if your IP has been automatically configured

Windows users:

1. Click *Start* in the bottom left corner of your Windows screen.
2. Click *Run* in the right hand column.
3. Type "*CMD*" and click OK.
4. An MS DOS window will open.
5. In the MS DOS window, type "*IPCONFIG/ALL*" and press *Enter*.
6. Various configuration details should be displayed. Among them, there should be a field called *Auto configuration enabled*.
7. If the value for that field is **No**, you will need to change it to **Yes** by following these steps:
 - Select *Start | Control Panel | Network Connections*
 - Right-click on *Local Area Connection* and select *Properties*
 - In the list box, scroll down and select *Internet Protocol (TCP/IP)*
 - Click the *Properties* button under the list box
 - Click the option which says *Obtain an IP address automatically*
 - Click *OK*
 - Click *Close* to close the *Local Area Connection Properties*

Apple Mac users:

1. Select the blue Apple icon (top left corner).
2. Select *System Preferences*.
3. The *System Preferences* window appears.
4. Select *Network*.
 - Make sure *Automatic* is selected on *Location*.
 - Select *Airport* or *Built-in-Ethernet* from the *Show* dropdown list.
5. Select *Ethernet*.
 - The Ethernet address is displayed.
 - Ensure the *Configure* field is set to *Automatically*.
6. Exit the *Network* window.
7. Exit the *System Preferences* window.

4. Is the network flylead working properly?

1. Is it securely seated in the network slot on your computer?
The network slot is located either at the back of the computer, or on the side, depending on your PC/laptop.
2. Is it plugged securely into the network point on the wall?
3. Has the cable or point been damaged?
If so, report this to your Residence IT Representative.
4. Is your flylead faulty or damaged?
To check if your flylead is faulty, borrow a working flylead from another student and repeat the previous steps with the borrowed flylead.
If the borrowed flylead works, your own flylead is faulty and you will need to contact your Residence IT Representative or the Residence Supervisor.

Please note that although there is a network point on the wall, it may not be activated. The network points will not work until they are activated. See your registration pack for information on how to activate your room's network point.

5. Is the network card working properly?

1. Are the network card lights flashing or lit up?
If not, either the network card is broken, or there is no network to connect to. In the case of a broken network card, you will need to repair or replace it, at your own cost.
2. Is the flylead plugged into the correct network card?
If the machine has more than one network card, ensure the cable is plugged into the correct card.
3. Is the network card working?
Check if the network card is working:
 - From a command prompt window (*Start | Run | type "CMD"*)
 - An MS-Dos window will open.
 - Type: `"Ping 127.0.0.1"`.
 - If you get a reply, the network card is working.

Who do I contact for assistance?

Each residence should appoint an IT representative. If you need IT assistance, contact your residence IT representative.

Student Housing & Residence Life has appointed a ResNet Administrator, Tsebo Litabe, who will co-ordinate ICT support in the student residences. He will liaise with the wardens, sub-wardens, supervisors and IT representatives of each residence.

Should you wish to escalate an unresolved IT problem that has *already been reported* to your Residence IT Representative, you may contact the ResNet Administrator.

ResNet Administrator:

Tsebo Litabe

Email: resnet@uct.ac.za