



Wireless Network Troubleshooting Guide

Version 2007-1-31

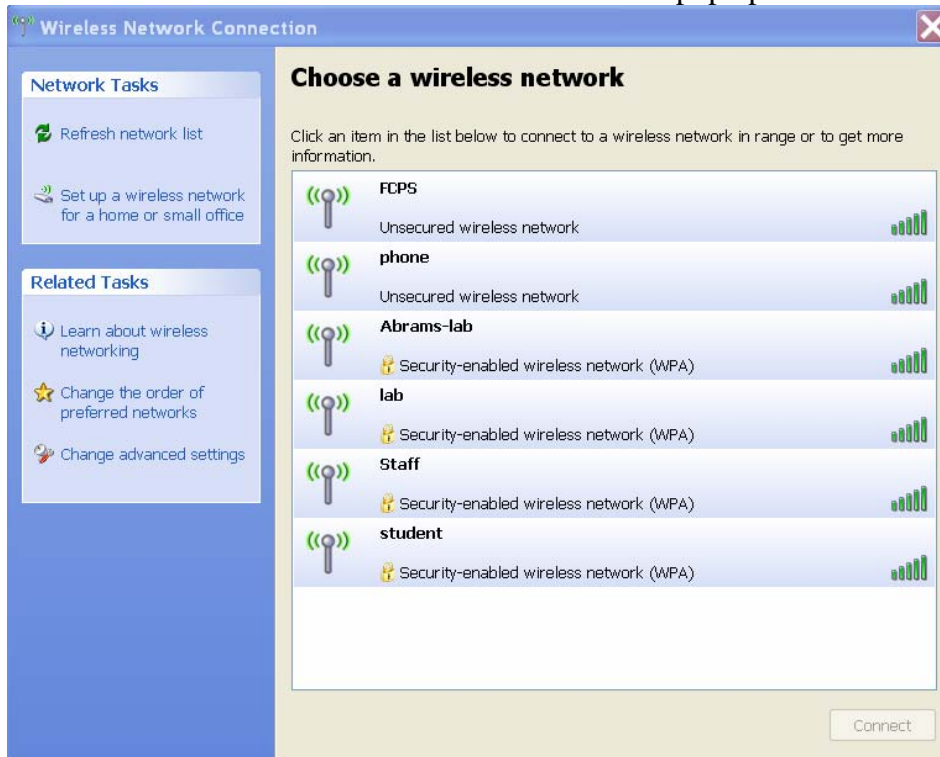
This guide was created in the hopes of helping you troubleshoot wireless problems that you may encounter within the Fluvanna County Public Schools' Intranet.

If you are experiencing a wireless connection problem, please follow these steps which will help you troubleshoot your problem. You normally know if you are having problems because you cannot browse the web, send or receive email or update the PowerSchool Server. Please note that you can use PowerSchool offline which does not update the server. **The first thing you should do is REBOOT your machine.** If that didn't fix it then proceed.

1. *Are you connected to the wireless network?*

To figure this out, look at the bottom right hand side of your desktop to the task bar [where the clock is]. It should look something like this: . Look for 2 Icons that look like this: . If they look just like this, where the bars are not colored green and the computer has a big red "x" on it then you are not connected to the internet.

A second way to verify this is to right click on the little wireless computer icon in the task bar and left click "view available wireless networks". A window will pop up that looks like this:



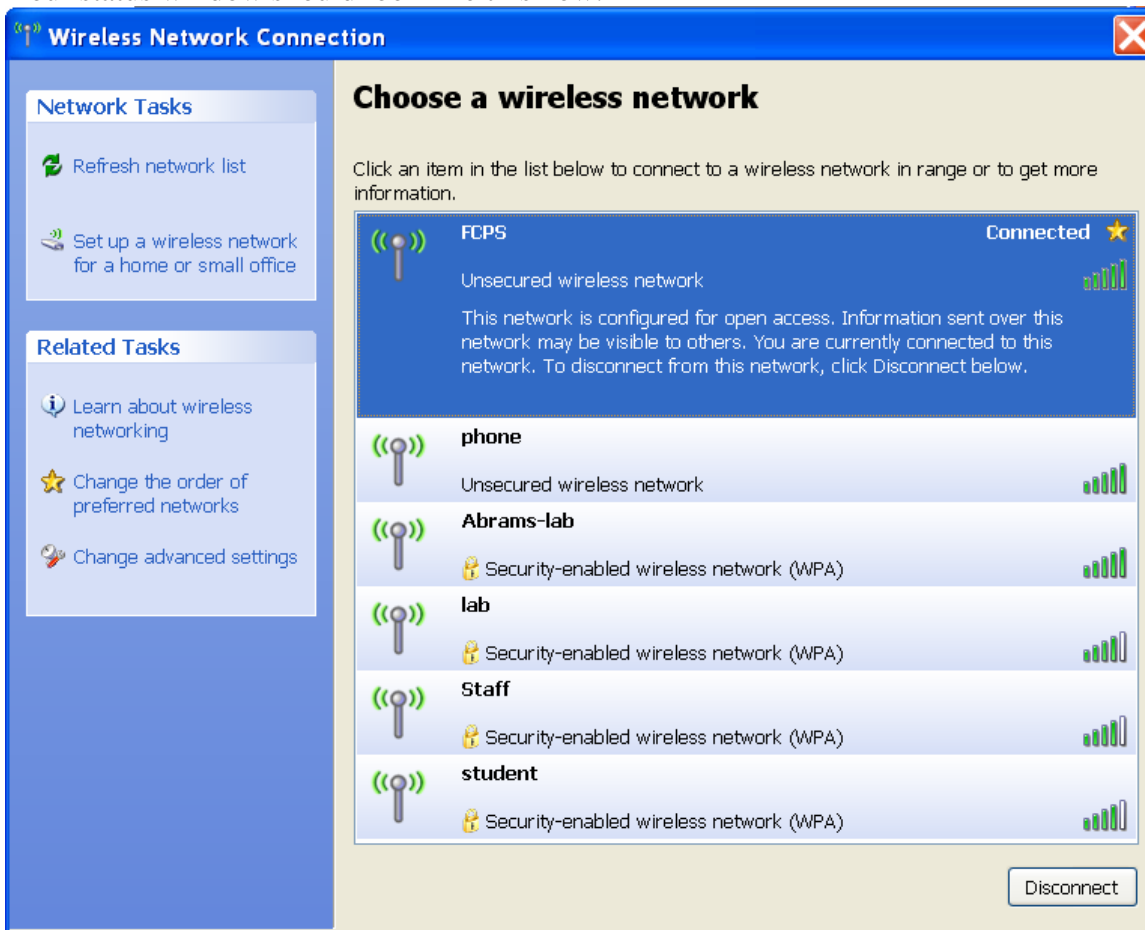
If you see that none of the networks say that you are connected to them and that the button on the bottom right gives you the option of "connect" then you are not connected to the wireless network.


2. **How to Connect to the Wireless Network:**

Right click on the wireless computer icon in the task bar and left click “view available wireless networks”. You will see a pop up window very similar to the picture shown above. Left click on one of the available networks such as FCPS and then left click the connect button at the bottom right. If you get the following warning click continue anyway.



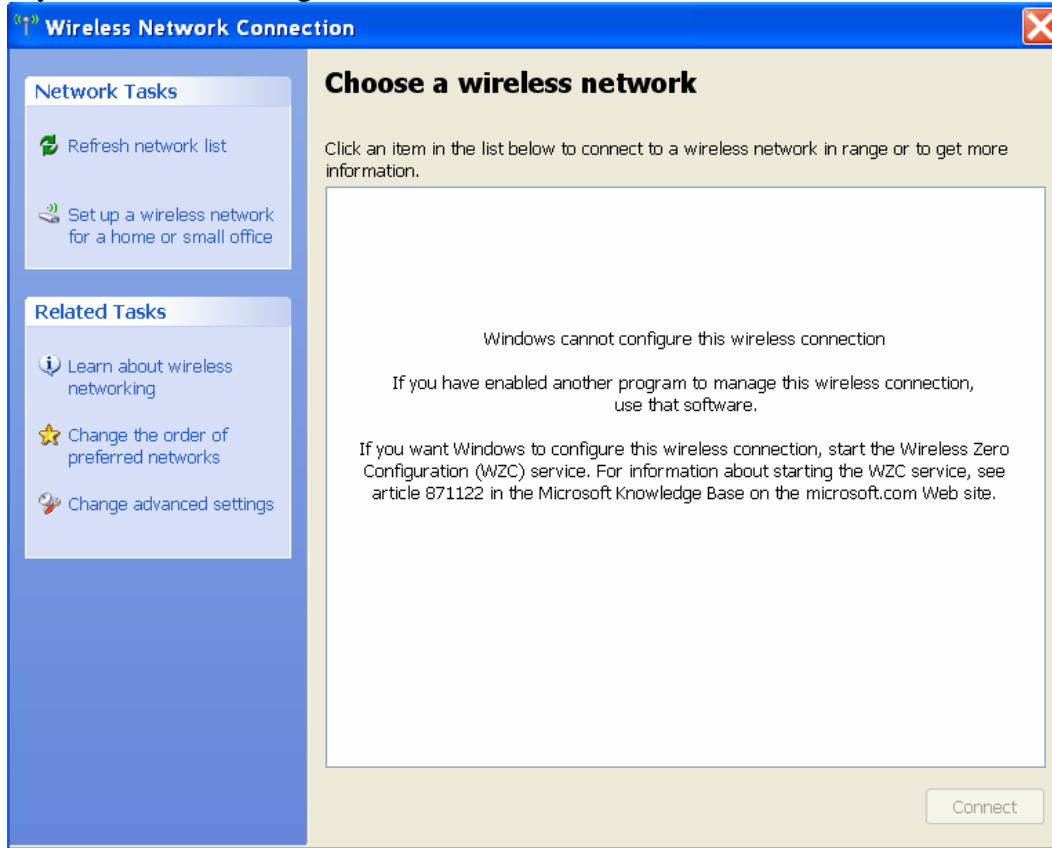
Your status window should look like this now:



And the task bar like this: . Notice that there's no more Red "x" and lots of green bars??

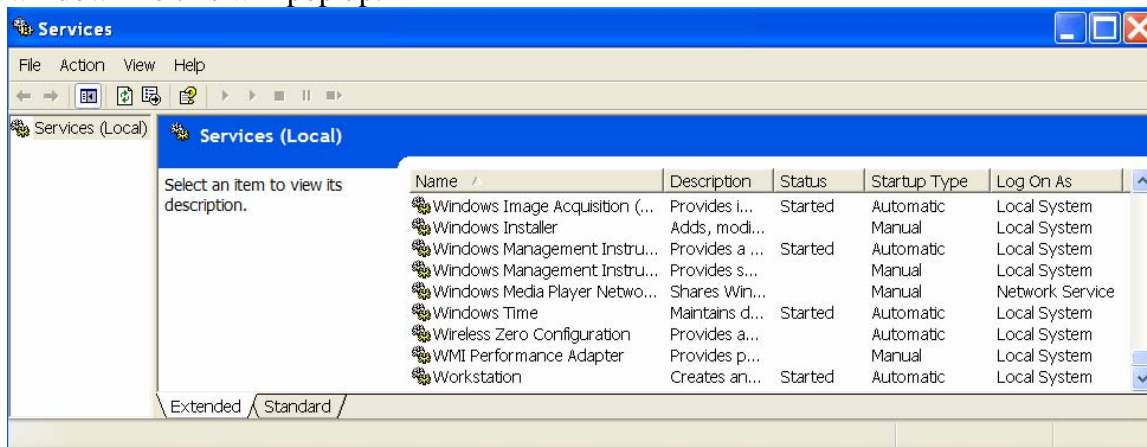
3. *Wireless Zero Configuration – What is this?*

If you see the following:



Then your wireless zero service did not start when you started your machine or it has been turned off by another program that is now managing your wireless card.

To fix this, left click the Start button at the bottom left, left click Settings and then left click the Control Panel. In the Control Panel, double left click Administrative Tools. Then double left click Services. A window like this will pop up:



You should find the Wireless Zero Configuration Service at the bottom of the right window. It's status should read Started. If it does not say Started like in the example above then you have to start it. To do that,

double left click the service, left click the start button and then left click ok. Close out the Services window. Now you should be able to connect to the wireless network.

4. *Which Wireless Network should I connect to?*

There are several wireless networks within the Fluvanna County Public Schools Intranet. Any of them that has a lock next to it is secured with a password or certificate. Any of them listed as Unsecure are open to anyone including the public. There is one exception. Phone is only for our VOIP phones which is locked down through MAC address filtering. Even though it says you can connect to it, you will not be able to.

5. *There is an Antenna Icon along the Task bar that has a big red "x" through it. Why?*

Some of the newer Dell Laptops have some Dell Management software that you can also use to enable or disable the Wireless card. To enable the card, hit the Function key and the F key at the same time. To disable it, do the same thing again.