

Trouble-Shooting FAQs — Wireless Internet

If the green indicator light on your network card is flashing steadily, but you cannot connect to the Airport Wireless Network, one of the following situations may exist:

1. Your network card may not have the correct SSID.

Some networks cards may require that you manually add the SSID code. Follow the directions included with your particular card and enter **RIC** as the SSID code.

2. The computer is trying to connect using an invalid IP address.

You must release and renew your IP address. For instructions, please refer to Automatic IP Configuration for your operating system listed below:

Automatic IP Configuration Windows 98

- To resolve this problem, you must release and renew your IP address and retry the connection.
 - To release an IP address and allow the network to assign a new IP address, complete the following steps:
 - From the desktop, click the **Start** button and select **Run**.
 - Type **winipcfg** in the field, and click **OK**.
 - If **PPP Adapter** is listed, click on the down arrow at the end of the field and select your wireless network card this name will be dependent on the brand of network card you purchased.
 - Once your wireless device appears in the field, click the **Release** button.
 - Click the **Renew** button. **Automatic IP Configuration for Windows 2000**
 - Click the **Start** button and select **Run**. Type **command** in the field and click **OK**.
 - At the DOS prompt type **ipconfig /all** and press **Enter**.
 - At the DOS prompt type **ipconfig /release** and press **Enter**.
 - At the DOS prompt type **ipconfig /renew** and press **Enter**.
- 3. You may have corrupted drivers.**

Reinstall the drivers from your hardware manufacturer's driver disk.

4. Another PCMCIA Network card is conflicting with your Wireless card.

Remove the other card and reboot the system.

5. The system is trying to connect through a Proxy Server.

This is common in situations where the computer may be accessing a corporate LAN when in the office. The proxy server settings must be disabled to access the Airport Wireless network.

Be sure to write down any existing settings before altering them.

Microsoft Internet Explorer

- In Control Panel, double-click Internet Options.
- Click on the Connections tab then the LAN settings button.
- Remove the checkmark from the box labeled "Use a proxy server" and click **OK**.

6. The system is trying to connect through a dial-up connection.

Microsoft Internet Explorer

- In **Control Panel**, double-click **Internet Options**.
- Click on the tab marked **Connections**.
- Under **Dial-Up Settings**, record which options are selected in case you need to re-enable the dial-up connection as it was before.
- Click on the radio button next to "Never dial a connection".
- Click **APPLY**, then the **OK** button.

Notice:

- The Capital Region Airport Commission employs a hardware firewall appliance that mitigates some risk of accessing the Internet.
- Users assume all risks and responsibilities for employing this service.
- The Capital Region Airport Commission is not responsible for any hardware or software issues that may arise with individual computing devices.

The airport does not filter, scan, monitor or block any traffic through this Internet connection.