INTERNET ACCESS TROUBLESHOOTING GUIDE

The purpose of the document: to help students attempt to solve problems without having to engage property management or the COMU Help Desk. At minimum, using this guide and performing some troubleshooting should help expedite resolution even if additional help is needed. If the student does have to contact property management or the COMU Help Desk, this guide provides the information needed to aid the respective parties in diagnosing and resolving the problem.

Helpful Hints

If you are encountering problems with your computer, consult the following list of general suggestions before taking any further action.

- Check that the computer is plugged into a working electrical outlet.
- Check to see that the computer and screen are both turned on.
- Check all cable connections for loose or incorrect connections.
- Check to see if anyone else in your suite is having Internet access problems.

Common Issues and How to Potentially Fix Them

Problem: My computer will not access the Internet from the Ethernet wall jack.

Potential Solutions: Try using a different Ethernet cord. If this does not work, try plugging your computer into a different wall jack. If this does not work, try plugging a friend's laptop into your wall jack. If these proposed solutions do not work, please contact your property manager or the COMU Help Desk.

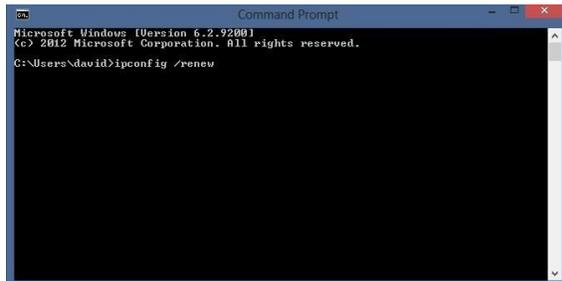**Problem**: My computer is reporting an IP address conflict.

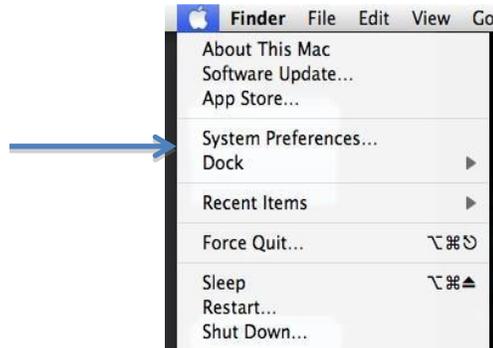**Potential Solutions**: If you have a PC: Open Command Prompt.
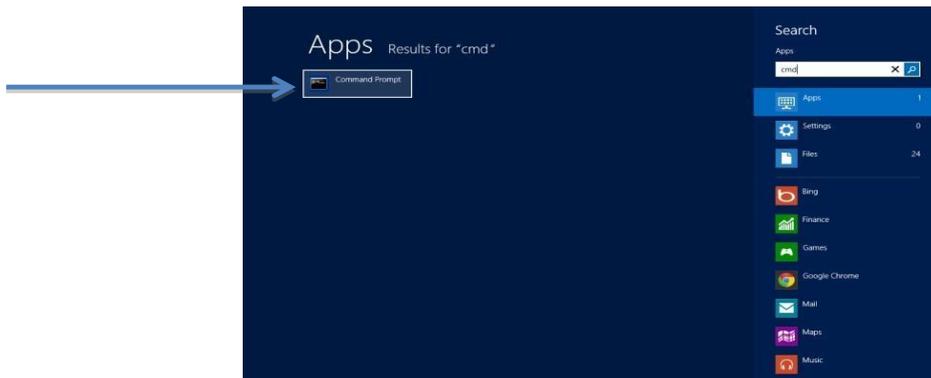
Type ipconfig /release, press enter.

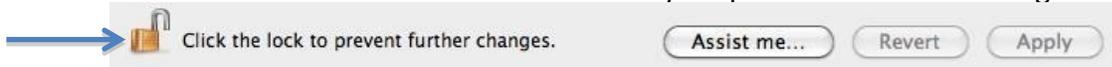On the next line type ipconfig /renew, press enter.

If you have a Mac: Click the Apple logo in the upper left section of your global navigation menu bar and select System Preferences.
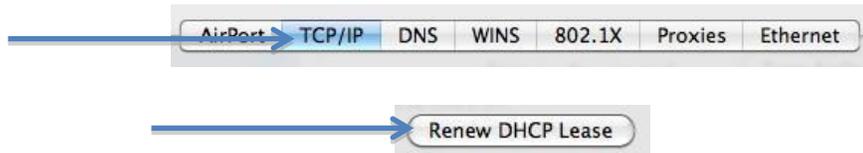

Click the Network icon in the Internet and Wireless section.

Click the lock icon in the lower left corner and enter your password to make changes.

Select the type of network interface you are currently using in the list on the left. Click the Advance button in the lower right corner. Next, select the TCP/IP tab and click on Renew DHCP lease.

Please be prepared to inform COMU Tech Support of the results of your troubleshooting efforts if any of these steps did not resolve your internet problems.