

Got an Internet access problem and trying to
troubleshoot?



We can help you help yourself!



Purpose of the document: to help students attempt to solve problems without having to engage property management or the Rogers Help Desk. At minimum, using this guide and performing some troubleshooting should help expedite resolution even if additional help is needed. In the event that the student does have to contact property management or the Rogers Help Desk, this guide provides the direction needed to capture information necessary to diagnose and resolve problems.

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.

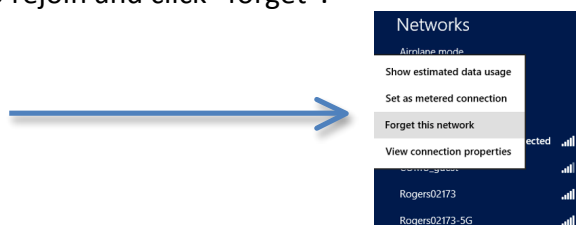
Common Issues and How to Potentially Fix Them

Problem: My computer will not access the Internet from a cable modem.

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

Problem: My computer will not access the Internet wirelessly from a cable modem.

Potential Solution: Make sure that the password you have entered for wireless connection is correct. The default SSID and password are located on the back of the cable modem. If you have typed in the wrong password for wireless access, you can “forget the network” and try rejoining. To do this, open the table of wireless networks available and right click on the SSID you wish to rejoin and click “forget”.

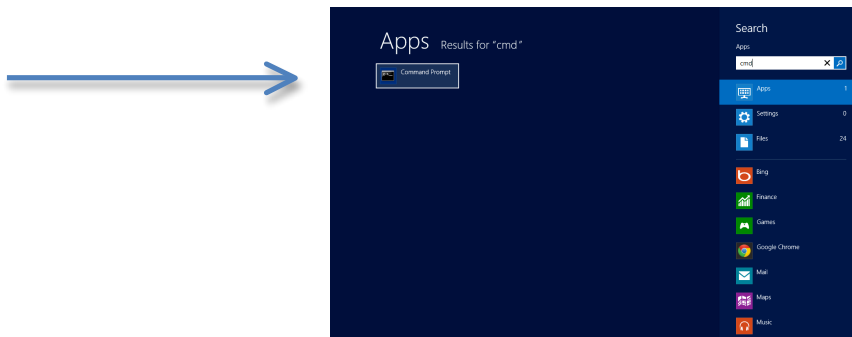


Then try rejoining the network. A prompt will appear asking for a password. Enter the correct password and if you have resolved the problem, network connectivity will be restored. Another way to connect wirelessly is to press the button on the front of the modem when trying to connect.

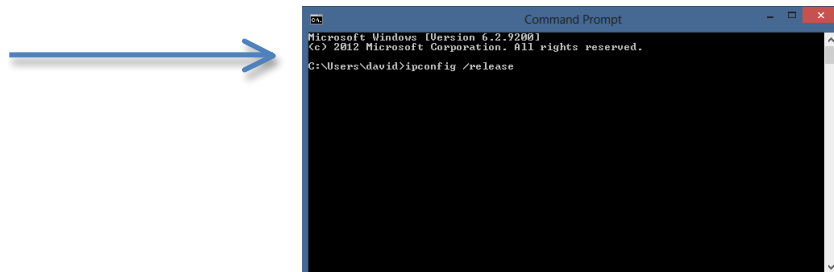
If these proposed solutions do not work please contact your property manager or the Rogers Help Desk.

Problem: My computer is reporting an IP address conflict.

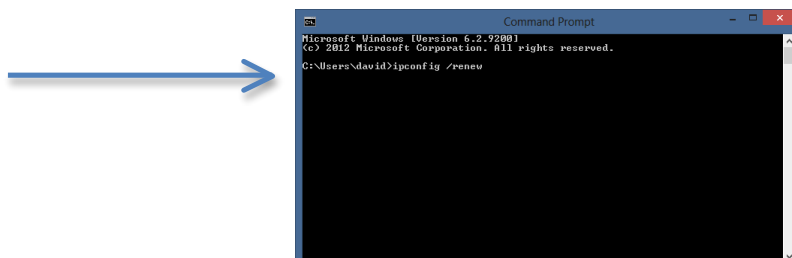
Potential Solutions: If you have a PC: Open Command Prompt.



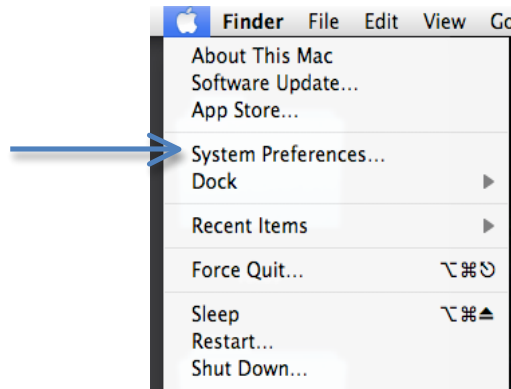
Type `ipconfig /release`, press enter.



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



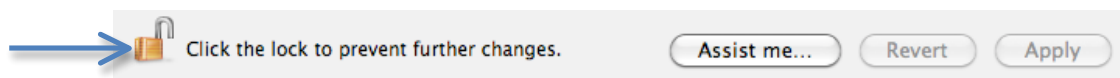
If you have a Mac: Click the Apple logo in the upper left section of your global navigation menu bar and select System Preferences.



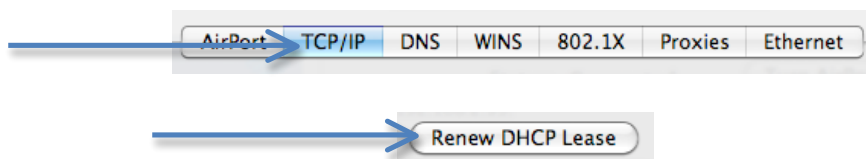
Click the Network icon in the Internet and Wireless section.



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.



Troubleshooting Internet Access Over Coax
and Cable Modem
