iPAQ Networking 10/100 Fast Ethernet USB Adapter

Troubleshooting Guide

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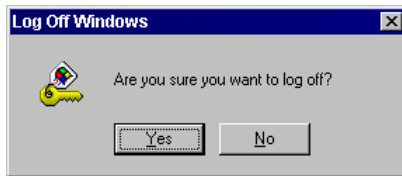
Troubleshooting

The following questions and answers address some of the issues that may arise in the operation of your Ethernet USB Adapter.
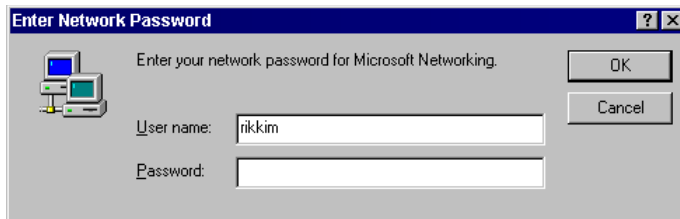
Problem: The Windows logon screen is not displayed when you restart your computer.
Resolution: Try the following.

1. From the Task Bar, select **Start > Log Off**.
    A confirmation dialog box is displayed.

2. Click **Yes**.
    The Enter Network Password window is displayed.

Note: *Do not click Cancel.* You must enter a user name and password to log on to the network. If you click *Cancel*, you will not be able to access network resources.

3. Type your user name into the **Username** field.

4. Type your password into the **Password** field.

5. Click **OK**.

Problem: Windows doesn't find the driver for the Ethernet USB Adapter.
Resolution: Check the following.

> Verify that you have the correct CD in your PC's CD-ROM drive.

> Verify that you are pointing Windows to the correct drive.

If this doesn't solve the problem, your PCs manufacturer may have disabled Windows networking. Contact your computer's manufacturer for help.

If you are using Windows 2000, refer to your Microsoft documentation.

Problem: Windows doesn't detect new hardware when your Ethernet USB Adapter is installed, or it detects the adapter again whenever you restart your computer.
Resolution: Check the following.

> Verify that the Ethernet USB Adapter is installed correctly and securely into the appropriate port.

> Verify that the cable is securely inserted into the appropriate connector on the PC side and the Ethernet USB Adapter.

> The system BIOS might not be USB compatible, your PC's USB settings may not be enabled, or the motherboard may have USB options not supported by Windows 98, ME, or 2000. If you are not sure, contact your PC's manufacturer.

Problem: In Network Neighborhood, you can see your PC, but no other PCs on the network.

Resolution: Check the following.

> Verify that the cables are connected correctly.

> Verify that you are getting Link or Activity lights on both the Adapter and your hub if you are using one.

> Try changing to a new cable that you know is working.

> Verify that the other PCs are turned on.

> There may be no computer designated as browse master on your network. To establish a browse master, follow the steps below.

1. From the Task Bar, select **Start > Settings > Control Panel**.
   The Control Panel window is displayed.

2. Double-click the **Network** icon.
   The Network window is displayed with the Configuration tab on top.
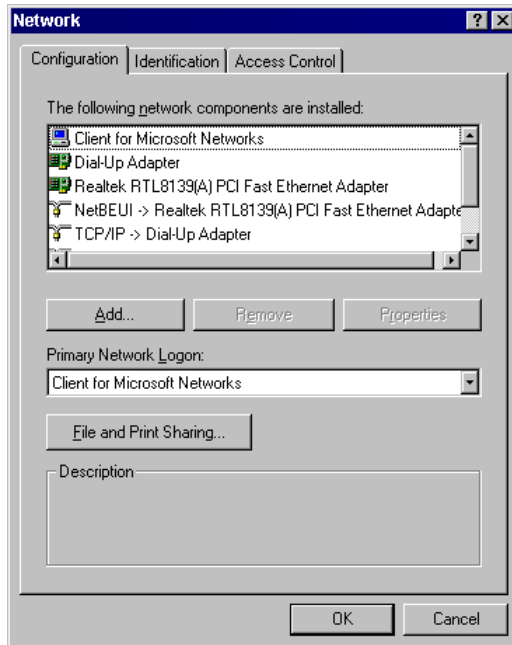
3. Scroll through the selection window until you find **File and printer sharing for Microsoft Networks**. Click this option once to select it.

4. Click **Properties**.
   The Properties window is displayed.
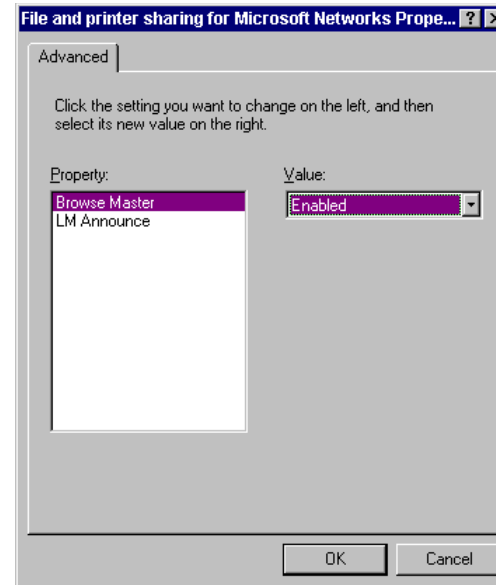
5. Select **Enabled** from the drop-down pick list.

6. Click **OK**.
   The Network window is displayed again.

7. Click **OK**.
   A prompt to restart the computer is displayed.

8. Click **Yes**.

Problem: In Network Neighborhood, you can only see some of the computers.

Resolution: Try the following

1. From the Task Bar, select **Start > Find > Computer**.
    The Find Computer window is displayed.

2. Type the name of the computer you're not seeing into the **Name** field.

3. Click **Find Now**.
    The window expands to display computer information.
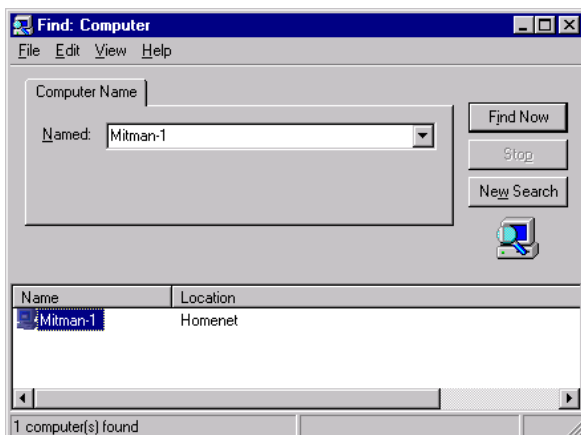
Now verify that the you are using consistent protocol(s) and workgroup names.

1. From the Task Bar, click **Start > Settings > Control Panel** on two computers running different Windows operating systems.
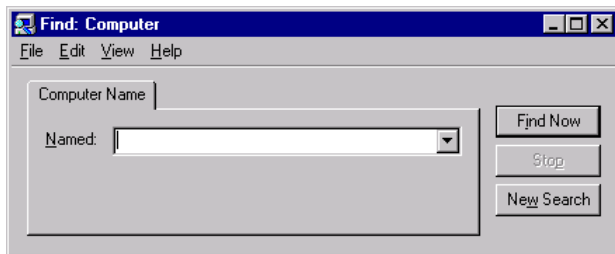   The Control Panel is displayed.

2. Double-click the **Network** icon.
    The Network window is displayed with the Configuration tab on top.

4. Click the **Identification** tab.
    The Identification tab is displayed.
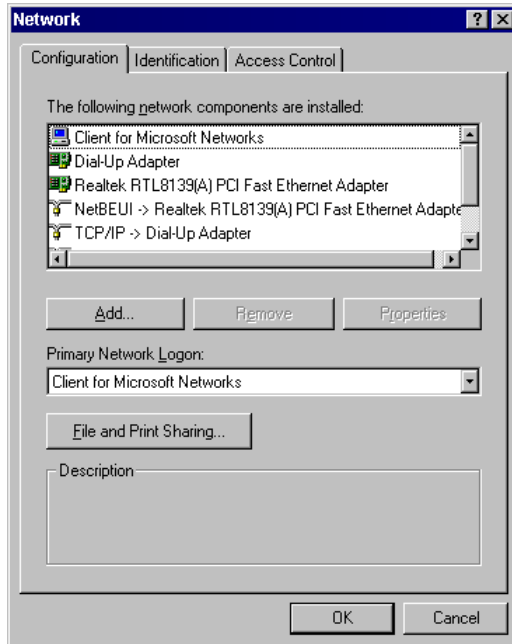
3. Verify that you have the same **protocols** on both computers.
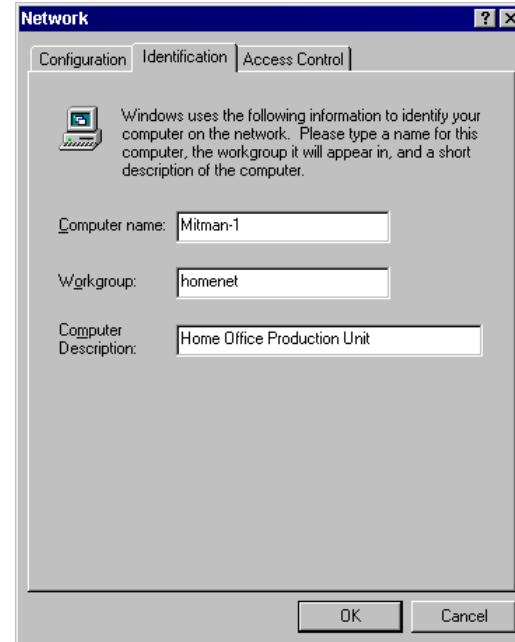
5. Verify that you have the same **workgroup** name on both computers.

6. Click **OK**.

    Verify that file and printer sharing is enabled on every computer. Refer to the software section of this CD for instructions.

Problem: Network Neighborhood is empty.

Resolution: Try the following.

> Verify that your Microsoft Client is installed. See your Windows setup instructions for directions.

> Verify that you have logged in correctly.

> Refresh the screen by pressing **F5**.

Problem: The LEDs on the Ethernet USB Adapter flash back and forth in rhythm.

Resolution: Try the following.

> Unplug the USB cable from the adapter, then plug it back in.

> Reinstall the driver for the Ethernet USB Adapter. Refer to the hardware installation section of this CD for instructions.

Problem: On the Access Control tab, Shared Level Access is grayed out and not accessible.

Resolution: Check the following.

> You may have previously had your primary network logon set to Client for NetWare Networks. On the Configuration tab of the Network Properties window, verify that your primary network logon is now set to Client for Microsoft Networks.

> Your personal Web server PC or Microsoft Front Page may require you to choose a user level for security reasons.

Technical Support

If you have a networking problem not addressed in this troubleshooting guide, Compaq offers technical support online at **compaq.com/consumersupport.** You can also call 888-302-7358.

Regulatory Compliance

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio or television technician for help.

Modifications

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by Compaq Computer Corporation may void the user's authority to operate the equipment.

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This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

For questions regarding this product, contact:

Compaq Computer Corporation
P. O. Box 692000, Mail Stop 530113
Houston, Texas 77269-2000

Or, call 1-800-652-6672 (1-800-OK COMPAQ)

For questions regarding this FCC declaration, contact:

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To identify this product, refer to the part, series, or model number found on the product.