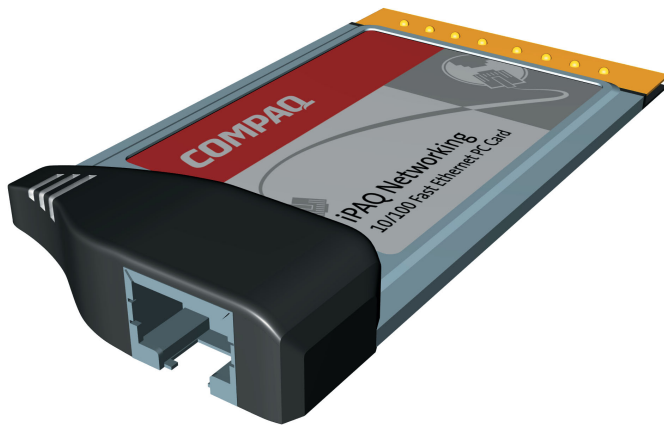


# iPAQ Networking 10/100 Fast Ethernet PC Card



## Troubleshooting Guide

## Copyrights, Trademarks, and Disclaimer

© 2001 Compaq Computer Corporation

COMPAQ and the Compaq logo are registered with the U. S. Patent and Trademark Office.

iPAQ is a trademark of Compaq Information Technologies Group, L. P.

Microsoft and Windows are trademarks of Microsoft Corporation.

All other product names mentioned herein may be trademarks or registered trademarks of their respective companies.

Compaq shall not be liable for technical or editorial errors or omissions contained herein. The information in this document is subject to change without notice.

The information in this publication is subject to change without notice and is provided "AS IS" WITHOUT WARRANTY OF ANY KIND. THE ENTIRE RISK ARISING OUT OF THE USE OF THIS INFORMATION REMAINS WITH RECIPIENT. IN NO EVENT SHALL COMPAQ BE LIABLE FOR ANY DIRECT, CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE, OR OTHER DAMAGES WHATSOEVER (INCLUDING WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, OR LOSS OF BUSINESS INFORMATION), EVEN IF COMPAQ HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE FOREGOING SHALL APPLY REGARDLESS OF THE NEGLIGENCE OR OTHER FAULT OF EITHER PARTY AND REGARDLESS OF WHETHER SUCH LIABILITY SOUNDS IN CONTRACT, NEGLIGENCE, TORT, OR ANY OTHER THEORY OF LEGAL LIABILITY, AND NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.

The limited warranties for Compaq products are exclusively set forth in the documentation accompanying such products. Nothing herein should be construed as constituting a further or additional warranty.

iPAQ Networking 10/100 Fast Ethernet PC Card  
Troubleshooting Guide  
First Edition (June 2001)

# Troubleshooting

---

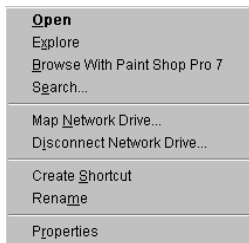
The following questions and answers address some of the issues that may arise in the operation of your iPAQ Networking 10/100 Fast Ethernet PC Card.

**Problem:** The Windows logon screen is not displayed when you restart your computer.

**Resolution:** Check the following.

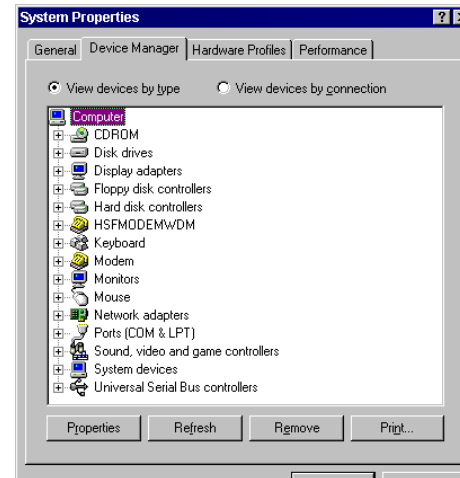
Check the Device Manager to verify the network card is properly installed.

1. From the Desktop, right-click the **My Computer** icon. A pop-up menu is displayed.

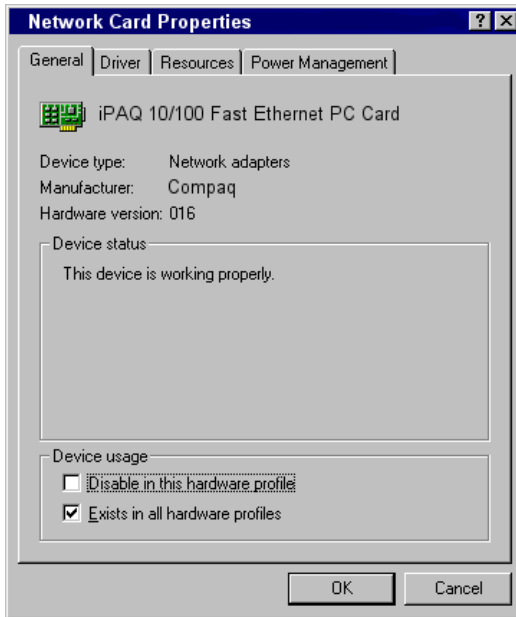


2. Select **Properties**.

The System Properties window is displayed.



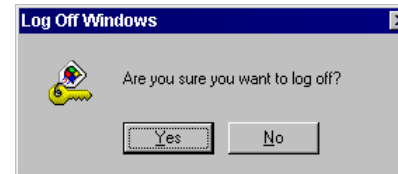
3. Click the **plus sign** to the left of Network Adapters, and select your **network card** from the expanded list. The Network Card Properties window is displayed.



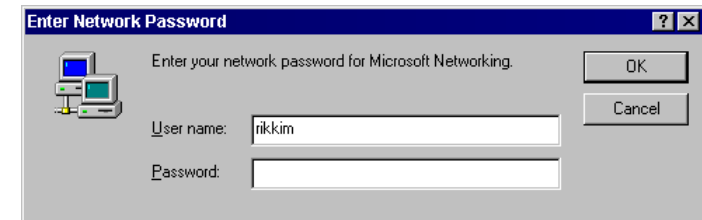
4. Under **Device Status**, verify that the device is working properly.

If the foregoing procedure does not solve the problem, log off and log on again.

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**.

If neither of the foregoing procedures solves the problem, your PC's manufacturer may have disabled Windows networking. Contact your computer's manufacturer for help.

**Problem:** Windows doesn't find the Ethernet PC Card driver.

**Resolution:** Check the following.

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

**Problem:** Windows doesn't detect new hardware when your Ethernet PC Card is installed, or it detects the card again whenever you restart your computer.

**Resolution:** Check the following.

- > Verify that the Ethernet PC Card is inserted correctly and securely into the appropriate slot of your computer.
- > Try inserting your card into another PC slot.
- > If you had aborted a new hardware setup, reinstall the hardware.

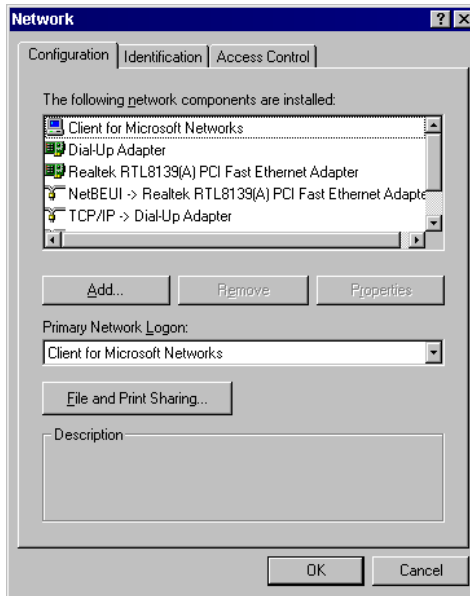
**Problem:** After entering a user name and password, an error message is displayed: "No domain server was available to validate your password. You may not be able to gain access to some network resources."

**Resolution:** Try the following.

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

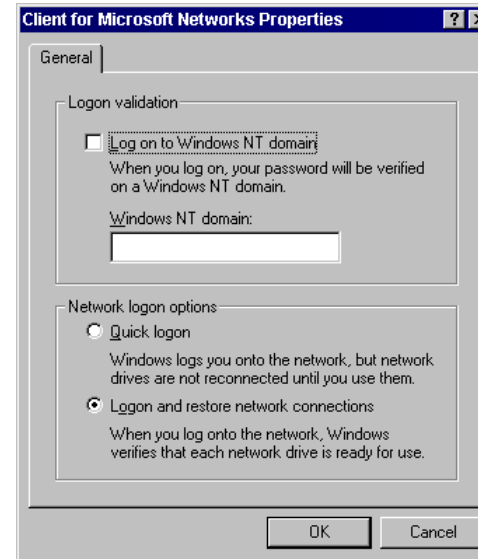


2. Double-click the **Network** icon.  
The Network window is displayed with the Configuration tab on top.



3. Under *The following network components are installed*, select **Client for Microsoft Networks**.

4. Click **Properties**.  
The Client for Microsoft Networks Properties window is displayed.



5. Verify that the **Logon to Windows NT domain** checkbox is unchecked.
6. Click **OK**.
7. **Restart** the computer.

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

**Resolution:** Check the following.

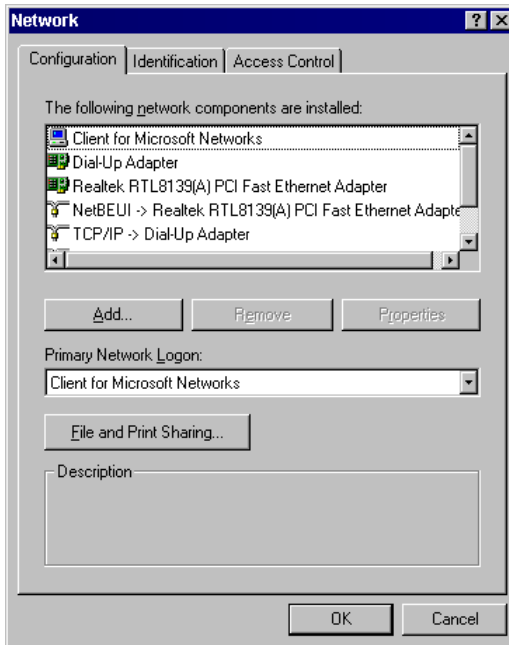
- > Verify that the cables are connected correctly.
- > Verify that you are getting Link or Activity lights on the Ethernet PC Card and your hub (if one installed).
- > Try changing to a new cable that you know is working, or using a different port on the hub.

Now, verify that the you are using consistent protocol(s) and workgroup names. Perform the following steps on your PC and one of the other PCs on the network at the same time.

1. From the Task Bar, select **Start > Settings > Control Panel** on your PC and another PC on the network.  
The Control Panel is displayed.

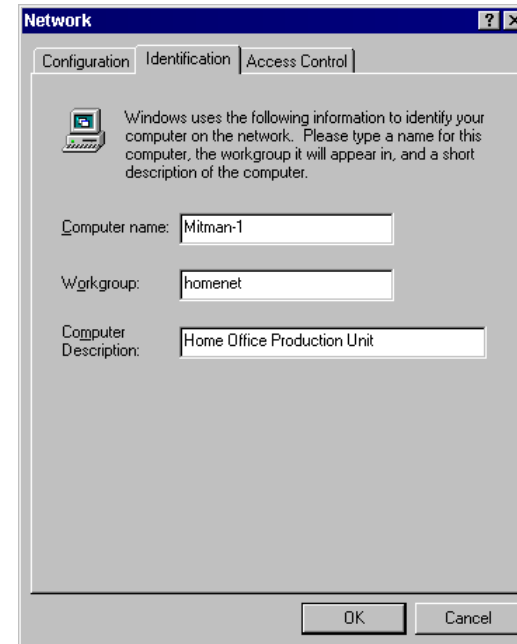


2. Double-click the **Network** icon.  
The Network window is displayed with the Configuration tab on top.



3. Verify that you have the same **protocols** on both computers.

4. Click the **Identification** tab.  
The Identification tab is displayed.



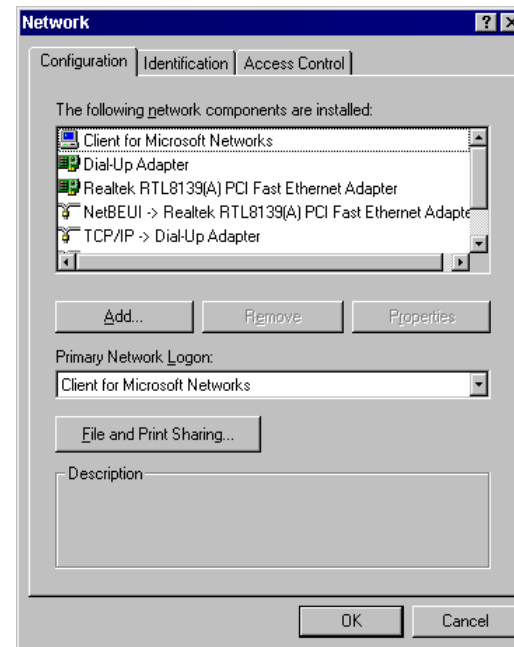
5. Verify that you have the same **workgroup** name on both computers.
6. Click **OK**.

If the protocols and workgroup names are consistent and the problem persists, 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.



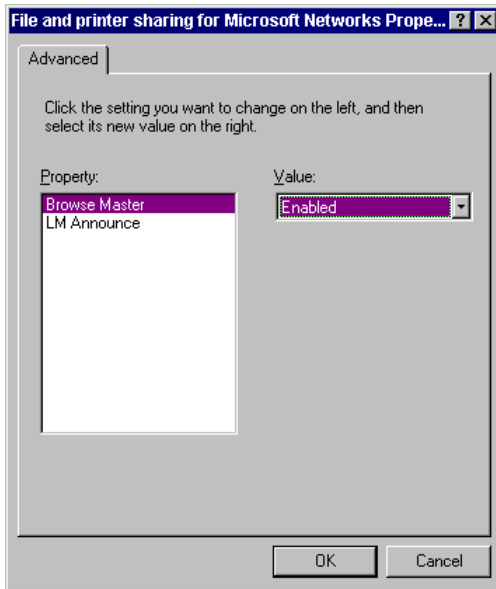
2. Double-click the **Network** icon.  
The Network window is displayed with the Configuration tab on top.



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.



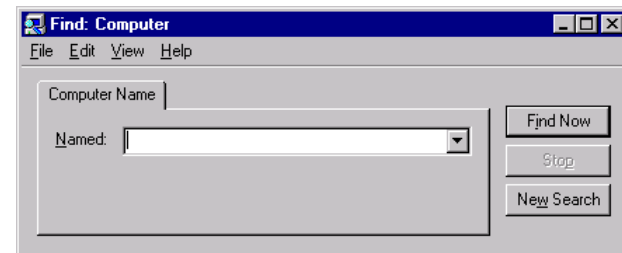
5. Select **Enabled** from the drop-down pick list.
6. Click **OK**.  
The Network window is displayed again.
7. Click **OK**.  
A prompt to restart the computer is displayed.
8. Click **Yes**.

**Problem:** In Network Neighborhood, you see all other computers on the network, but not yours, and all other computers see each other but not your computer.

**Resolution:** Check the following.

- > Press **F5** to refresh the display.
- > File and printer sharing may not be enabled on your computer. Refer to the Software section of this CD for instructions on how to do this.
- > The network card might not be set up properly. Try reinstalling the card's drivers. Refer to the hardware installation section of this CD for instructions on how to do this.

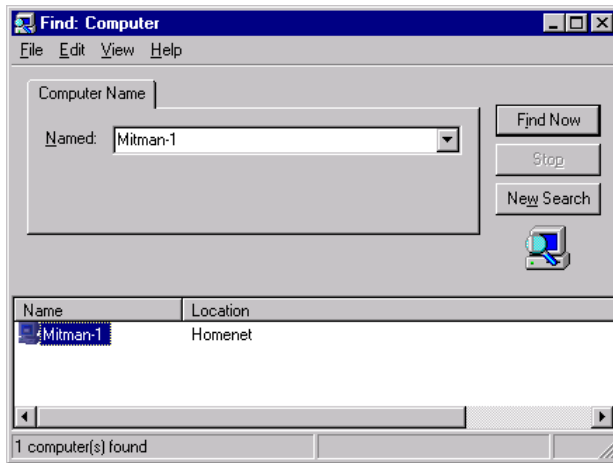
1. From the Task Bar, select **Start > Find > Computer**.  
The Find Computer window is displayed.



2. Type the name of your computer into the **Name** field.

3. Click **Find Now**.

The window expands to display computer information.



If the Find procedure doesn't solve the problem, there may be no computer designated as browse master on your network. To establish a browse master, follow the steps below.

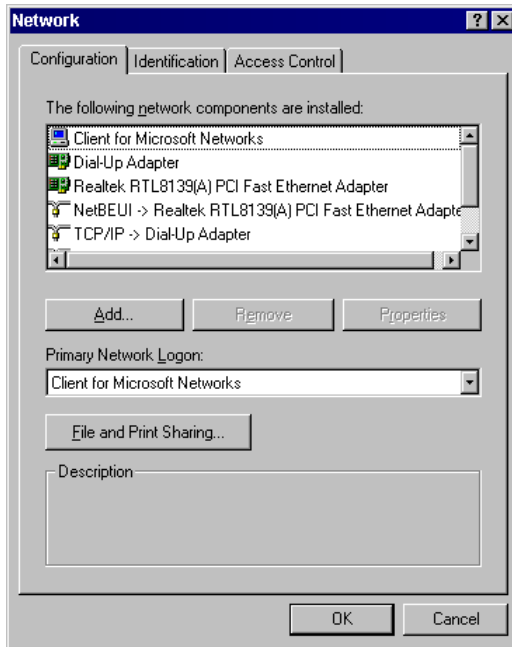
1. From the Task Bar, select **Start > Settings > Control Panel**.

The Control Panel window is displayed.



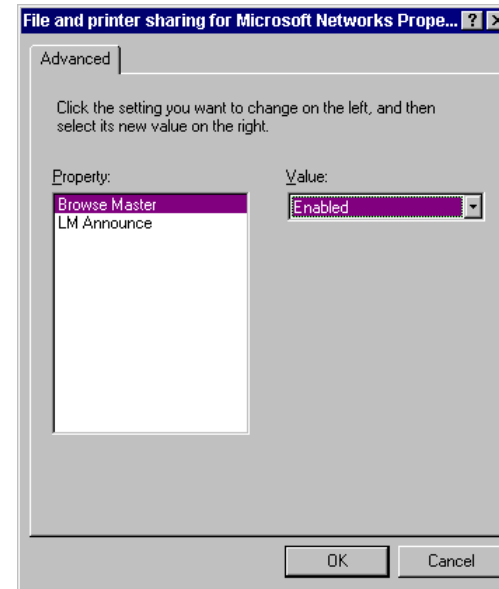
2. Double-click the **Network** icon.

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:** Network Neighborhood is empty.

**Resolution:** Check the following.

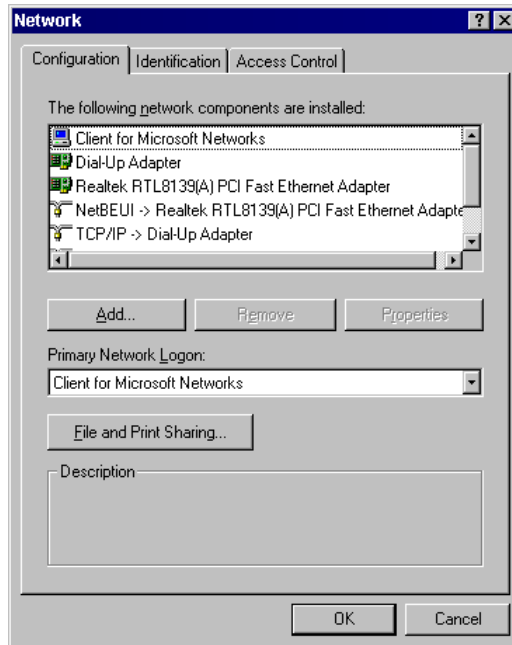
- > Refresh the screen by pressing F5.
- > Verify that Microsoft Client is installed. See your Windows documentation for more information.
- > Verify that you have logged on correctly.
- > There may be no computer designated as browse master on your network. To establish a browse master, follow the steps below.

1. From the Task Bar, select **Start > Settings > Control Panel**.

The Control Panel window is displayed.

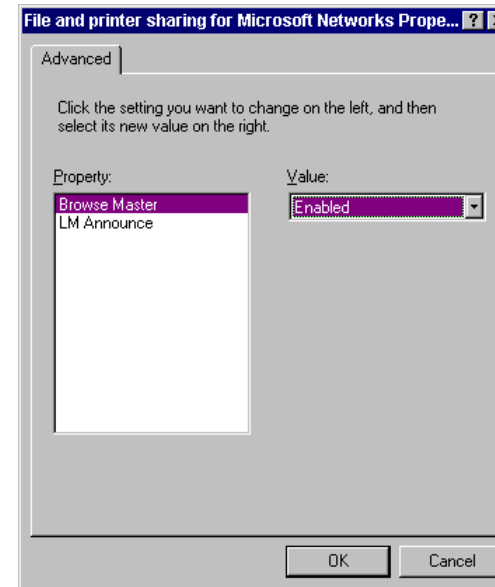


2. Double-click the **Network** icon.  
The Network window is displayed with the Configuration tab on top.



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**.  
This returns you to the Network window.
7. Click **OK**.  
A prompt to restart the computer is displayed.
8. Click **Yes**.

**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](http://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.

## Declaration of Conformity for products marked with the FCC logo - United States only

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 your 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:***

Compaq Computer Corporation  
P. O. Box 692000, Mail Stop 510101  
Houston, Texas 77269-2000  
Or, call (281) 514-3333

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