

IP Address

169 or 0.0.0.0 or "Media Disconnected" error [NO Internet Connection]

-Adapter problems

-CAT 5 problems

Is it an Ethernet cable or phone cord?

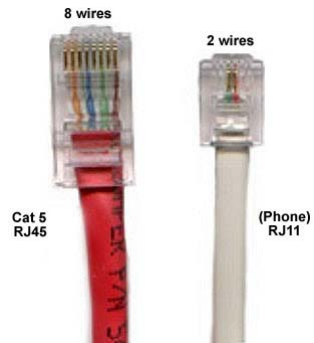
Does the cable work in other computers/wall jacks?

-Wall jack problems

Will they get an IP in the other wall jack?

-Winsock problems (can try Winsock fix if spyware/viruses are issue)

-Disabled by Judicial or on BOTNET list



192

-Connected to a router or a router in building if 192., 10., 172 IP beginning (Router IPs typically end in .1 or .254)—NOT ALLOWED ON RESNET!

-Manually configured IP settings (hard-coded)

-Firewall issues (least likely but possible)

157

-On network—Cisco issue

Have they logged in and out of Cisco?

Username/password to login with working?

Is Cisco on machine?

-SAV issues with some Vista machines (Remove SAV. Restart PC. Downloads and install SAV from web again)

Other IP

-Manually configured IP settings (hard-coded)

No IP Address

-Problem with Ethernet adapter (disabled or driver resource conflict)