

## WINDOWS XP TROUBLESHOOTING/CONFIGURATION GUIDE

### Step 1. Configure the proxy settings of your browser

Launch the Internet Explorer browser  
Click **Tools**  
Click **Internet Options**  
Click the **Connections tab**  
Click **LAN Settings**. The Local Area Network (LAN) Settings window opens  
Click the **Use automatic configuration script** check box.  
In the Address field type: **http://sisig.ateneo.net/browser.pac**  
Deselect the **Use a proxy server for your LAN** check box  
Deselect the **Automatically detect settings** check box  
Click **OK**

*Proceed to Step 2 if you still can not connect to the WiFi network.*

### Step 2. Configure the Network Settings of your computer

Click **Start**, select **Control Panel**  
Click **Network and Internet Connections**  
Click **Network Connections**  
Right click the **Wireless Network Connection icon**  
Select **Properties**. The **Wireless Network Connection Properties** window opens.  
Click the **General tab**  
Select **Internet Protocol (TCP/IP)** and click **Properties**.  
The **Internet Protocol (TCP/IP) Properties** window opens.  
Click **Obtain an IP address automatically**  
Click **Obtain DNS server address automatically**  
Click **OK**

*Proceed to Step 3 if you still can not connect to the WiFi network.*

### Step 2. Check if you registered the correct MAC Address

a. First, determine the MAC Address of your WiFi card

Click Start -> Run  
Type **cmd** and click OK  
At the command prompt window, type **ipconfig /all**

Look for the entry which says **Ethernet adapter Wireless Network Connection**. It should look like this:

#### **Ethernet adapter Wireless Network Connection:**

```
Connection-specific DNS Suffix . :  
Description . . . . . : Intel<R> PRO/Wireless 2200BG Network Connection  
Dhcp Enabled. . . . . :  
Physical Address. . . . . : 01-23-45-67-8A-BC  
IP Address. . . . . :  
Subnet Mask . . . . . :  
Default Gateway . . . . . :  
DNS Servers . . . . . :
```

In this case, the MAC or Physical Address is **01-23-45-67-8A-BC**.

b. Go online to check if you registered the correct MAC Address

Go to <http://cng.ateneo.net/helpdesk.html>.  
On the right side of the website there is a **WIRELESS LAN SYSTEM** section  
Click on the **CHANGE ACCOUNT INFORMATION** link.  
**CNG Wireless Access Page** web page opens  
Type your email address (the one you used to register your WiFi account)

You will receive an automated email shortly after. From there you'll know if you registered the correct MAC Address. Now compare. The email contains a link needed to change your MAC Address and it is only accessible within the Ateneo campus. Once you have completed this step, the new settings will take effect within two hours.