Help Document Series: Troubleshooting Your Network Connection in Windows XP

If you are having difficulties connecting to the Internet, or are getting an error message stating that you have an “IP conflict…” the following information will help you troubleshoot this problem. These instructions are for computers running Windows XP Home or Professional editions. You will need to be connected to the ClarkNet via a network jack (on-campus) or connected to your ISP (Internet Service Provider) via modem, DSL or cable connection.

Step 1.

- Click \(\text{start} \) and then click । Control Panel
- In the Control Panel click । Network and Internet Connections
- Click । Network Connections

Step 2. Right-click on the Local Area Connection and click Status.

Step 3. Click on the Support tab, and note the IP Address on a piece of paper. Now click Repair and note the IP Address. Click Close.

Note: If you get an IP Address that starts with 169, then you have an invalid address and should contact the ITS Help Desk.

If you have any questions, or require further assistance, please contact the ITS Help Desk at 508-793-7745 or helpdesk@clarku.edu.