# TOSHIBA WIRELESS TROUBLESHOOTING TIPS

Wireless connectivity is increasingly a part of almost every mobile user's life. For Toshiba notebook users, there are two main ways to establish wireless connections. The first way is to use Toshiba's own software for simplified wireless and wired connectivity, ConfigFree™.

The second method is to manually configure settings via the Windows Operating System. In this document, we provide some general wireless troubleshooting tips as well as a brief introduction to Connectivity Doctor and Microsoft Windows troubleshooting.

## WIRELESS CONNECTIVITY PROBLEMS AND TROUBLESHOOTING TIPS

Wireless connection problems frequently occur for the following reasons:

- Disabled wireless network adapters Incorrectly configured wireless network settings

- Insufficient credentials for authentication or missing permissions for authorisation

- Distance, interference or other obstructions between wireless devices.

For these reasons, Toshiba recommends that wireless troubleshooting includes the following actions:

1. Make sure your Wireless LAN switch is turned on. For most Toshiba notebooks, this switch is located on the front left side of the notebook. Consult your user manual for more information about where the switch is on your particular system.

2. Check to make sure that the Wireless Device is properly enabled and configured.

    - In Windows, one way to do this is to check the Device Manager Settings for Network Adapters. Click on "Start," "Control Panel," "System," "Hardware," "Device Manager" and "Network Adapters." Double click on the wireless adapter to check its settings. If the wireless device is properly enabled and configured, under the "General" tab, the "Device Settings" information states the following: "This device is working properly."

    - Another way to make sure the device is properly configured is to use Toshiba ConfigFree to check the wireless device. Any problem will be highlighted with an exclamation mark on a graphical user interface. ConfigFree's Connectivity Doctor will walk you through a diagnostics process. To access ConfigFree, click on "Start," "All Programs," "Toshiba ConfigFree." Or start "Toshiba Assist", select "Connect" then "ConfigFree".

3. Make sure that you have been given access to the wireless network. Check with your system administrator or host provider.

4. Make sure that there are no walls or other obstructions blocking the radio signal from reaching your notebook. Try moving closer to the Access Point.

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If you decide to contact IT support staff or your host provider for further configuration assistance, please make sure you gather the following information:

1. Record any error messages

2. Write down the symptoms of the problem

3. Write down which wireless card you are using

4. Write down the version of the drivers for the card.

   • Driver information can be found in Toshiba ConfigFree under "Device Settings". Click "Start", "All Programs", "Toshiba", "Networking" then "Config-Free." Select the "Device Settings" tab and click on the "Wireless Network Connection" to obtain information about the wireless adapter and the version of the network driver.

   • Driver information can be found in the "Device Manager" of Windows. Click on "Start", "Control Panel", "System", "Hardware" and "Device Manager". Double click on the wireless adapter under "Network Adapters". Click on the "Driver" tab for this information.

5. Find out what Access Point is being used. Note the manufacturer and model number.

6. Be ready to describe how you configured your wireless adapter. Did you use Windows, Toshiba ConfigFree or another third-party program?

## 1. A CLOSER LOOK AT CONNECTIVITY DOCTOR FOR WIRELESS TROUBLESHOOTING

For easy troubleshooting of Wireless connections, use the Toshiba Connectivity Doctor. To launch the Connectivity Doctor, click on "Start", "All Programs" and "Toshiba ConfigFree" and then "ConfigFree". Connectivity Doctor diagnoses the network connection status and if a problem is found, it is displayed along with the cause and possible solutions.
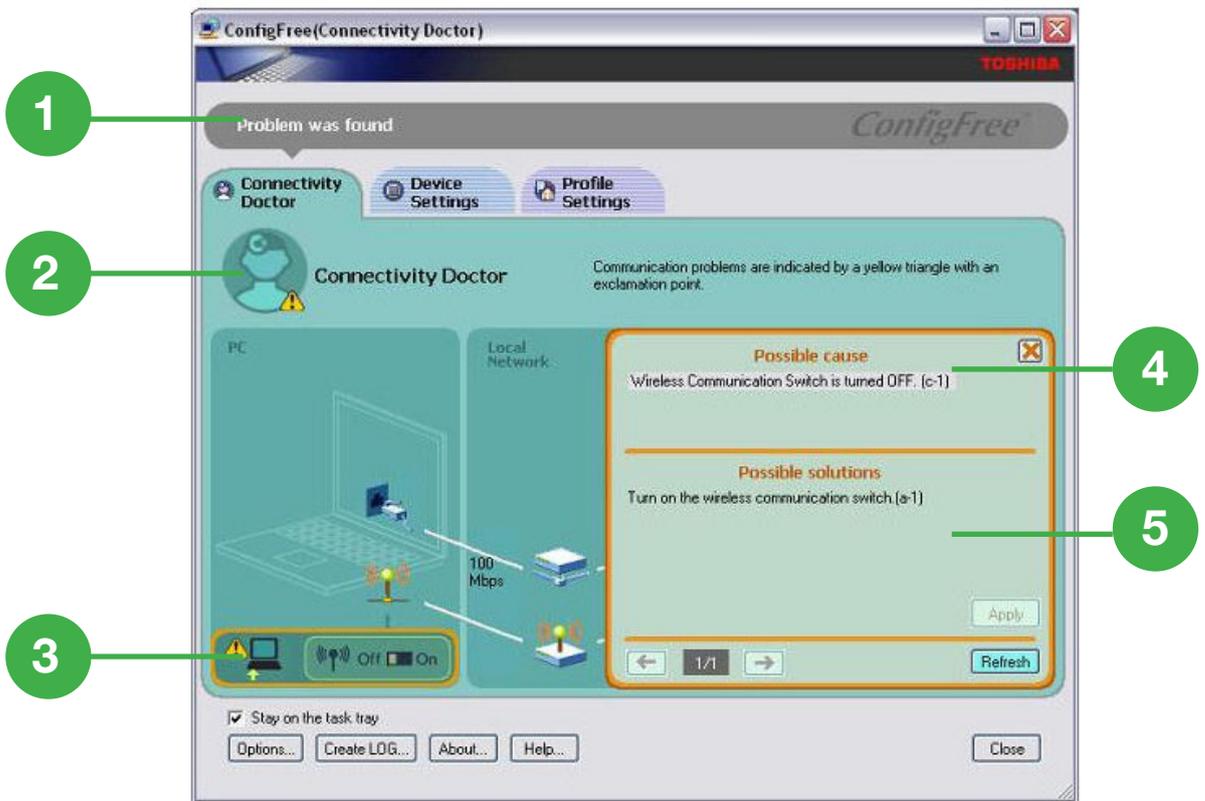
**1** **2**     **Indicates that a problem was found.**
The ⚠ symbol appears in Connectivity Doctor.

**3**     **The location of the problem is indicated.**
An orange frame and the ⚠ symbol indicate that a problem with the wireless communication switch was found.

**4**     **The problem at that location is indicated.**
The wireless communication switch is off is displayed.

**5**     **The possible solutions are indicated.**
Turn on the wireless communication switch is displayed.

**Creating a log file for second-level support**

If you are unable to resolve the problem on your own, Toshiba ConfigFree allows you to create a diagnostics log file, which can be shared with IT support staff. Simply click LOG to start the diagnosis and create a log file. The following information will be found in the log file:

- Whether the device is enabled or disabled and the driver version

- Information retrieved with Ipconfig /all

- Installed protocols and BIND information

- Diagnostics results: wireless communications switch, RF antenna status, server response, etc.

By default, the log file is stored in the following folder: C:\Documents and Settings\ username\Application Data\Toshiba\ConfigFree. The file is saved as "CFhtmlXXXXX. htm" (XXXXX stands for the creation date and time). Click "LOG", "View History" to see a list of all diagnostics log files. Selecting and clicking on one of the entries will display the created log file.

## 2. A CLOSER LOOK AT MICROSOFT WIRELESS TROUBLESHOOTING

On the Microsoft site, you will find a great deal of useful information about establishing a wireless connection and troubleshooting wireless connectivity problems. Here are some links that may prove useful:

- How to troubleshoot wireless network connections in Windows XP Service Pack 2

  http://support.microsoft.com/default.aspx?scid=kb;en-us;870702

- How to troubleshoot wireless network connections in Windows XP

  http://support.microsoft.com/default.aspx?scid=kb;en-us;3132 42

- Troubleshooting Microsoft Windows XP-based Wireless Networks in the Small Office or Home Office

  http://www.microsoft.com/downloads/details.aspx?FamilyID=35c7e5ad-59e7-477b-9d27-6a7030e67002&displaylang=en

- The New Wireless Network Setup Wizard in Windows XP Service Pack 2

  http://www.microsoft.com/technet/community/columns/cableguy/cg0604.msp