



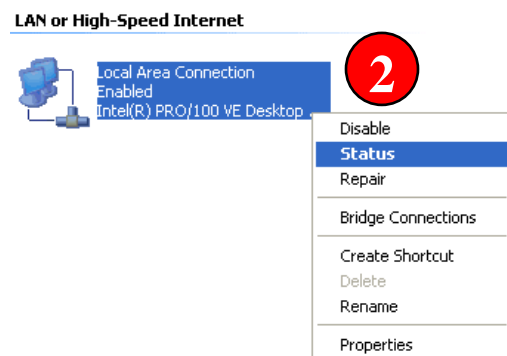
Help Document Series: Troubleshooting Your Network Connection in Windows XP

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.

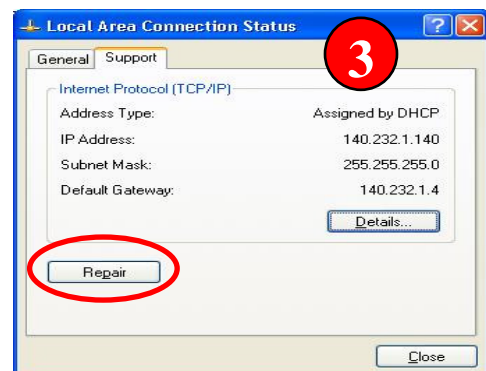
- Click  and then click 
- In the *Control Panel* click 
- Click 

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.