

Common Connection Problems

Can't Access Connect.ncl.ac.uk website or VPN Error 800 :-

Windows 7 Instructions

Click on the **Network** icon on the taskbar
Click **Open Network and Sharing Center**
Click **Change adapter settings**

If you are using Docking (with a network cable) **Right click** on “**Local Area Connection**” and select “**Properties**”

If you are using Wireless; **Right click** on “**Wireless Connection**” and select “**Properties**”

Select **Internet Protocol Version 4 (TCP/IPv4)** then press the **Properties** button

Make sure the Following are selected:

- **Obtain an IP address automatically**
- **Obtain DNS Server address automatically**

Click **OK** then Click **OK** again

Windows Vista Instructions

Click on **Start** -> Type “**Network**”
Select **Network and Sharing Center**
Click **Manage network connections**

If you are using Docking (with a network cable) **Right click** on “**Local Area Connection**” and select “**Properties**”

If you are using Wireless; **Right click** on “**Wireless Connection**” and select “**Properties**”

Select **Internet Protocol Version 4 (TCP/IPv4)** then press the **Properties** button

Make sure the Following are selected:

- **Obtain an IP address automatically**
- **Obtain DNS Server address automatically**

Click **OK** then Click **OK** again

Windows XP Instructions

Click on **Start** -> **Control Panel**
Select **Network Connections** (it looks different depending on your version of Windows).

If you are using Docking (with a network cable) **Right click** on “**Local Area Connection**” and select “**Properties**”

If you are using Wireless; **Right click** on “**Wireless Connection**” and select “**Properties**”

Select **Internet Protocol (TCP/IP)** then press the **Properties** button

Make sure the Following are selected:

- **Obtain an IP address automatically**
- **Obtain an DNS Server address automatically**

Click **OK** then Click **OK** again

Firewalls

Certain Firewall block VPN connection so if you are having problems try temporarily turning off the firewall then trying to connect. Windows Firewall does not block VPN connections so you can always leave that one on.

Web Page Problems :-

Internet Explorer Reset

If you can connect but have problems with Internet Explorer crashing or certain pages not opening try Resetting Internet Explorer Settings back to default (Does not delete Favorites) :-

- Close Internet Explorer
- Click **Start Button**
- Type inetctl.cpl in the **search** box, and then press ENTER:

The **Internet Options** dialog box appears.

- Click the **Advanced** tab.
- Under **Reset Internet Explorer settings**, click **Reset**. Then click **Reset** again.
- When Internet Explorer finishes resetting the settings, click **Close** in the **Reset Internet Explorer Settings** dialog box.
- Start Internet Explorer again

Different Web Browser

If the problem persists try another Web Browser like **Mozilla Firefox** or **Google Chrome** which can be downloaded from <http://www.filehippo.com>

If you still have problems connecting your laptop, ISS have Network Connection Clinics in the Old Library Cluster room
Monday-Friday 10am-4pm

If you believe there to be a fault with your network point in your room; then go to <http://www.ncl.ac.uk/accommodation/current/repairs/network-testing-booking/> and book a network tester.