Unable to connect to TTUnet wired network in Windows 10

Solution Title

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Notice

Alert: As of October 2013, there are known problems with the network adapters in Dell OptiPlex 9020 computers. Please see Network problems with Dell OptiPlex 9020 computers for the latest information.

Cause

There are many possible causes. Please follow the steps below to troubleshoot the problem.

Solution

1) Check your port designation (residence halls only).

For TTU residence halls, the connection is only guaranteed to be enabled if someone is registered to be living there. For instance, if you live alone in a room and are registered to live on the A side, the only port which may function is the A port; the B port may be turned off. Make sure you are using the correct port on the side that you are registered to live. The name of the port should be visible on the wall plate.

*NOTE:* If you have issues related to physically damaged ports, please see Network port is physically damaged and needs repair.

2) If possible, test the port by plugging in another device to the port. This may give you more information about whether the problem is with the port or the device.

3) Type "control panel" into the search bar next to the windows icon, and click Control Panel.
4) Click **View network status and tasks.**
5) Click **Change adapter settings**.
6) Right-click **Ethernet** (it may also be labeled **Local Area Connection**) and verify that it is enabled. If it is not enabled, click **Enable**. Once it is enabled, right-click and choose **Properties**.
7) Click **Configure**.
8) Click the Advanced tab. There should be a "Property" box on the left-hand side. Choose "Speed & Duplex", "Link Speed", "Media Type", "Connection Type", or the similar box on the left-hand side.

⚠️ NOTE: This name can vary by adapter manufacturer, so each computer will be different.
Once the item under the "Property" box is selected, change the selection in the "Value" drop-down list.

- For TTU residence halls, change it to **Auto Negotiate**, **Auto**, **AutoSense**, or similar.
- For any other on-campus connections, if your port is configured for 1 Gbps, change it to **Auto Negotiate**, **Auto**, **AutoSense**, or similar. If your port is configured for 100 Mbps, change it to **100Base-T Full Duplex**, **100Mbps Full Duplex**, **100M_FULL**, or similar.

Again, the options on this screen can vary by manufacturer. Once this has been set, click **OK**.

If you changed the setting, try accessing the Internet again (by accessing the Web, etc.) to see if that fixed the problem. You may have to try several settings to see which one works best.

**CAUTION**: If you change this setting it may affect your connection in other locations! For instance, if the computer is a laptop and you take it off campus, you may have to set this option back to its default settings.

9) Right-click **Ethernet** (it may also be labeled **Local Area Connection**) and click **Properties**.
10) Click Internet Protocol Version 4 (TCP/IPv4) to highlight it, and then click Properties.
11) Verify that the options shown below are selected. Then, click the Advanced button.

- Obtain an IP address automatically
- Obtain DNS server address automatically
12) Verify that **Automatic metric** is checked.
13) Click the **DNS** tab. Verify that the settings match those in the screen shot below.
14) Click the **WINS** tab. Verify that the settings match those in the screen shot below.
15) Once all the above settings are correct, click OK until you are back at the Network Connections screen in the Control Panel. Close these windows until you are back at the Desktop.

**NOTE:** If you changed any settings, try connecting to the network again (by accessing the Web, etc.) to see if that fixed the problem. If it didn’t fix the problem, you may wish to try the following troubleshooting.

16) To check the computer’s built-in troubleshooting, on the Desktop (Windows + D) find the network adapter icon on the task bar and right-click on it.

17) Click **Troubleshoot problems** and follow the instructions. The steps may vary depending on the nature of the problem.
18) Try connecting to the network/Internet again.

If you still cannot connect, you may wish to test your computer by plugging it into a port that you know to be working, such as a friend or co-worker's port which they have been using. This will tell you whether the problem is the port that you have been using or whether the problem is something on your computer.

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**OUTCOME**

After adjusting your settings, your computer should now be able to connect to the TTUnet wired network and the Internet.

**Symptoms**

Your computer is unable to connect to the TTUnet wired network.

**Solution Properties**

- **Solution ID**: 151201184937487
- **Last Modified Date**: 01/17/2020 09:45:09 AM
- **Author**: asprothr