

## **Troubleshooting Network Connection Problems (10.5.x Only)**

Goal is to determine whether the problem is related to hardware (AirPort card) or software (Mac OS X). What we want to do is work within Mac OS X first and work our way out to troubleshooting outside of the operating system.

Sometimes the smallest thing gets overlooked and more times than none, it fixes the problem. Before we go into any troubleshooting within Mac OS X and the computer, power cycle the modem and or router. To do so, unplug the power from the modem/router for at least 2 min. By power cycling the modem/router, it will resolve most IP/DHCP errors.

Note: If you are with a cable provider and are using VoIP (voice over IP), your modem will have a battery for backup if there is a power outage. The battery needs to be removed to power cycle the modem correctly.

If power cycling fails to correct the problem, begin troubleshooting, starting with step 1 below.

1. Try a new location. 'Location' is basically a profile of your connection and saves settings based on that location. There are times where the settings may become corrupted and the result of that is the user not being able to connect or use their connection reliably. To change or create a new location, navigate to:

### **System Preferences > Network (Preference Pane)**

In the 'Network' Preference Pane, location should be located at the top of the window. Click on arrows to the right of the location and a menu should drop down. From there you want to click on 'Edit Locations'. In the next window, click on the '+' at the bottom left corner and that will create a new location. You are free to rename the new location. Once you are done, click on the 'OK' button at the bottom right corner and proceed to click on the 'Apply Now' button and close the Network window. It's often a good idea to restart the computer when changes are made. Once the computer has been restarted, try to connect to the network. If you are still unable to connect to the network, proceed to step 2.

2. If changing network settings don't fix the problem, we will have to look to determine whether it's a user related problem or system-wide. The simplest way of doing this is to create a new user. To create a new user, navigate to:

### **System Preferences > Accounts (Preference Pane)**

Before we can proceed, make sure the padlock located at the bottom left corner is unlocked. If it's locked, click on it and enter the password for that user account to

unlock. Once that has been completed, the '+' just above the padlock should be enabled for you to click. After clicking on the '+' a new window should drop that will allow you to enter in user information for the new user. Since we're just creating a test account, just put in "Test" for the user name and don't bother setting a password. Once the user name has been set, click 'OK'. A window will prompt you to verify that you don't want a password, just ignore and click on 'Yes'. A new user account should be created and verify that by looking to the left of the window under "My Accounts", the 'Test' account should be listed. Go ahead and close the Accounts window, log out and log into the 'Test' account. Once you have logged into the new account, configure your network settings (if needed) and try to connect. If you are unable to connect, continue to step 3.

3. If the first 2 steps have failed, there is a good chance that it's a system-wide issue. There isn't that much that can be done without getting too technical. Turn off AirPort and navigate to:

#### **Macintosh HD/Library/Preferences/SystemConfiguration/**

In the SystemConfiguration folder, find two files: '**com.apple.airport.preferences.plist**' and '**preferences.plist**'. Drag those two files into the trash. It is important to make sure that those two files are in the trash and they do not remain in the SystemConfiguration folder. Once you have made sure those two .plist files have been moved to the trash, close all windows and restart the computer.

Hopefully any network problems you may have encountered were solved with removing the two .plist files. If the problem is still present, try using a different interface. If you were using the AirPort, try connecting directly to the modem or router with an Ethernet cable. If you were using Ethernet connect with the AirPort.

If the above failed, there is a strong chance that it could be hardware related. Before heading off to the nearest Apple Store or calling AppleCare to setup a repair, try resetting SMC and PRAM and try again. You might also want to try an Archive and Install. If you do all the above, it makes setting up the repair easier since no troubleshooting needs to be done by the Apple Store or over the phone with AppleCare.

To reset SMC:

1. Disconnect MagSafe connector and remove the battery.
2. Press and hold the POWER button for 5 seconds and then release
3. Reseat the battery and connect the MagSafe connector.

To Reset PRAM:

1. Turn on the computer and immediately press and hold Command + Option + P + R until you hear 3 startup chimes (you can release the keys after the third chime)