

NETWORKING CHECKLIST AND TROUBLESHOOTER

September 11, 2011

Summary: This document provides an abbreviated checklist for Tax-Aide site network setups. It also provides troubleshooting steps in case there are problems with the network during or after setup. It is intended to augment more detailed documents that exist on the Extranet.

Network Setup Checklist

- Hard-wired connections: Connect ALL computers to the network switch/router via Ethernet patch cables (limit is 9 computers to the server). The cables must be connected to the LAN receptacles, NOT the WAN/WLAN connector (for routers, only) – that is reserved for the connection to the Internet.
- All connections: Connect the router WAN/WLAN port to the host's Internet receptacle, if appropriate.
- Plug in all equipment and turn on all network switches/routers.
- Wireless connections: If using an Internet Access Computer (IAC), connect the wireless access point to the IAC and turn on the access point and the IAC.
- Wait for the router, access point, and IAC, as appropriate, to stabilize. Then turn on ALL computers and **CONFIRM:**
 - ___ ALL computers are using VOLGROUP as the Workgroup name and the computer name has been changed from "ChangeMe" to a unique name (Asset Tag will always be unique and is preferred for AARP purchase computers)?
 - ___ ALL computers on the network have the same Windows username and password? [NOTE: a NEW username must be created if necessary...CHANGING a username WILL NOT WORK!!!]
 - ___ File and Printer Sharing is ENABLED
EXCEPTION: TWO computers connected directly to a public Wi-Fi system must have File and Printer Sharing DISABLED
 - ___ The TWD server computer has TrueCrypt TY2011 installed with a share name of TaxwiseServer_P?
 - ___ You have mapped a drive from each TWD client computer to the TaxWise server computer/share name? Caution: You must share the DRIVE on the server computer that contains TWD. Just sharing the UTS0X folder WILL NOT work – you must share the P: drive or C: drive, etc., wherever TWD is installed.
 - ___ You spelled the computer name and share name correctly?
- Hard-wired connections: Confirm that you see a link light on both ends (computer and router).
- Wireless connections: Verify the wireless connection is operational (check the icon in the system tray at the lower right-hand side of the window – it should show “connected”).
- TaxWise Desktop (TWD): If you set up an Internet connection, verify you can connect to a Web site, e.g., www.irs.gov.

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- TWD server: Start the TWD server computer and log in. Verify that each TW client can login to the server.
- TaxWise Online (TWO): Verify that each computer can connect to twonline.taxwise.com.

Troubleshooting The Computer Setup

Can't map a network drive:

- If Browse does not find the computer or share name, manually enter \\computername\sharename in the Folder line of the Map Network Drive window.
- Go to a command prompt, and ping the device you are trying to connect to (Windows XP, click Start->Run-> enter "cmd", and press "Enter;" Windows 7, click Start, enter "cmd," press Enter). Then type "ping" followed by the IP address of the device you are trying to connect to. If you get:
 - "Reply from" followed by the device IP address, then the physical layer is working properly.
 - "Timed Out," then there was no reply from the host – but, the host does exist.
 - "Reply from [the IP address of your computer] Destination host unreachable," the device that you are trying to ping is down or is not operating on the network...
 - "Unknown host," then the IP address or the host name does not exist in the network
- On the server, right click on the P Drive and select Sharing and Security; click the Permissions Button and set the permissions to "Full Control for Everyone."
- If you made any changes to the router or server, disconnect the mapped drive and re-map each client.
- If you still cannot map a drive, from the server, right-click on the P Drive and select Sharing and Security. Then click on the Security Tab; click on Everyone in the Top window and be sure Full Control is checked in the bottom window.

Getting "Access Denied" errors when connecting to the network:

- Give the computers a few minutes to set themselves up on the network. It can take from a few seconds to several minutes for the computers to establish their network connections.
- Go to a Command Prompt and issue the command: ipconfig /all
 - If using a router, all computers should show an IP address starting with 192.168.
 - If using a switch/crossover cable, computers should show 169.254...
 - If it shows "Media disconnected" you have a cabling/card problem or the wireless card is not connected to a wireless network
 - If you get an IP address other than 192.168 or 169.254, then you are connected to the host's system. This is fine, but all computers MUST have the same first 2 octets, i.e., be

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on the same network – so, if one computer is on 12.142...., then all computers must show 12.142... – workgroups cannot span networks.

- On the server, right click on the P Drive and select Sharing and Security; click the Permissions Button and set the permissions to “Full Control for Everyone.”
- If you made any changes to the router or server, disconnect the mapped drive and re-map each client.
- Unplug the router for 10 seconds and plug it back in.
- Run the Network Setup Wizard on all computers, again. Restart the computers.

Other Possibilities:

- Don't use Windows 7 Homegroup – use Work network, instead. See the next paragraph for procedures to change that and the File and Printer Sharing encryption.
- If using a mix of Windows 7 and XP computers - the Windows 7 computer uses 128 bit encryption for File and Printer Sharing which is not compatible with XP encryption. To change the Windows 7 computer, do the following.
 - Click “Start” and enter “network” in the search box
 - Click “Network and Sharing Center” from the search results
 - Click “Change advanced sharing settings” along the left side of the window
 - Click the down-arrow to the right of “Home or Work”
 - Under “File sharing connections,” change to “Enable file sharing for devices that use 40- or 56-bit encryption
 - Under “Home group connections,” choose “Use user account and passwords to connect to other computers”
 - Click “Save changes” and back out of all screens
- Use a utility program to see if there are several other wireless networks in the vicinity that are on the same channel. inSSIDer is a free program that can show nearby wireless networks and their strength and channel.

If your devices will still not connect to the network, email TaxaideTech@aarp.org OR call 202-434-6099 for emergency assistance.