

Windows VISTA is unable to connect to Christchurch City Libraries Wireless Service at Central Library.

Christchurch City Libraries changed the wireless Service at Central Library on 28th May 2010. The new service resolves the stability issues we were experiencing but has introduced a new issue for Windows Vista users.

The issue is that while the laptop can connect to the wireless access point it cannot pick up an IP address from the wireless server and therefore has no internet access.

Customers need to be aware that they need to change these settings themselves and that Christchurch City Libraries takes no responsibility for the changes.

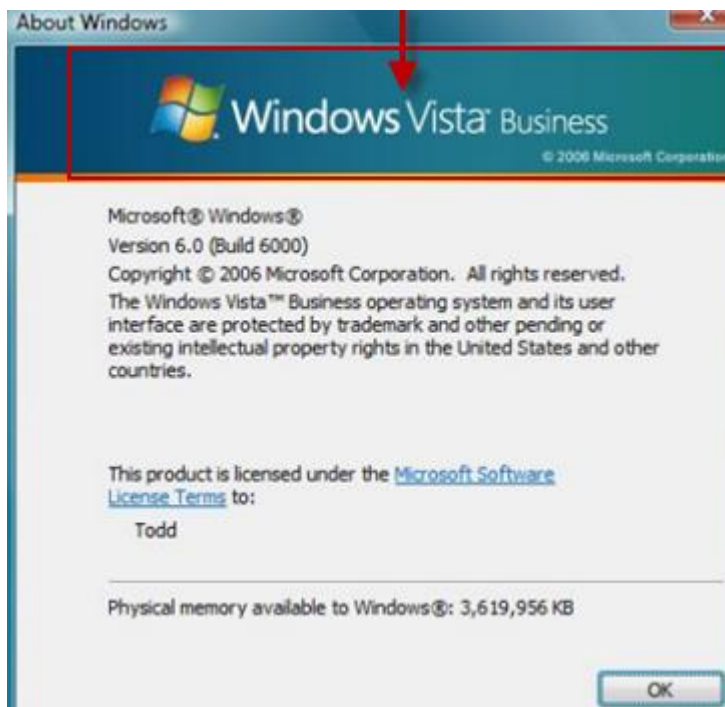
Help is available from LibraryIT staff on request.

Step One: Verify that the laptop has Windows Vista as its operating system.



Press the **Windows Key + R** (the letter R on the keyboard) and type **winver** in the dialog box that comes up. Press **Enter**.

The dialog box that displays will show information about the version of the operating system. *(See screen shot below)*. The arrow is indicating where you would look to see the operating system name.

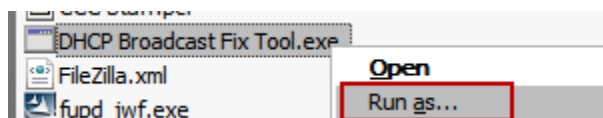


*******If the operating system name is something other than Vista please stop here. Use the general wireless troubleshooting guide instead.*******

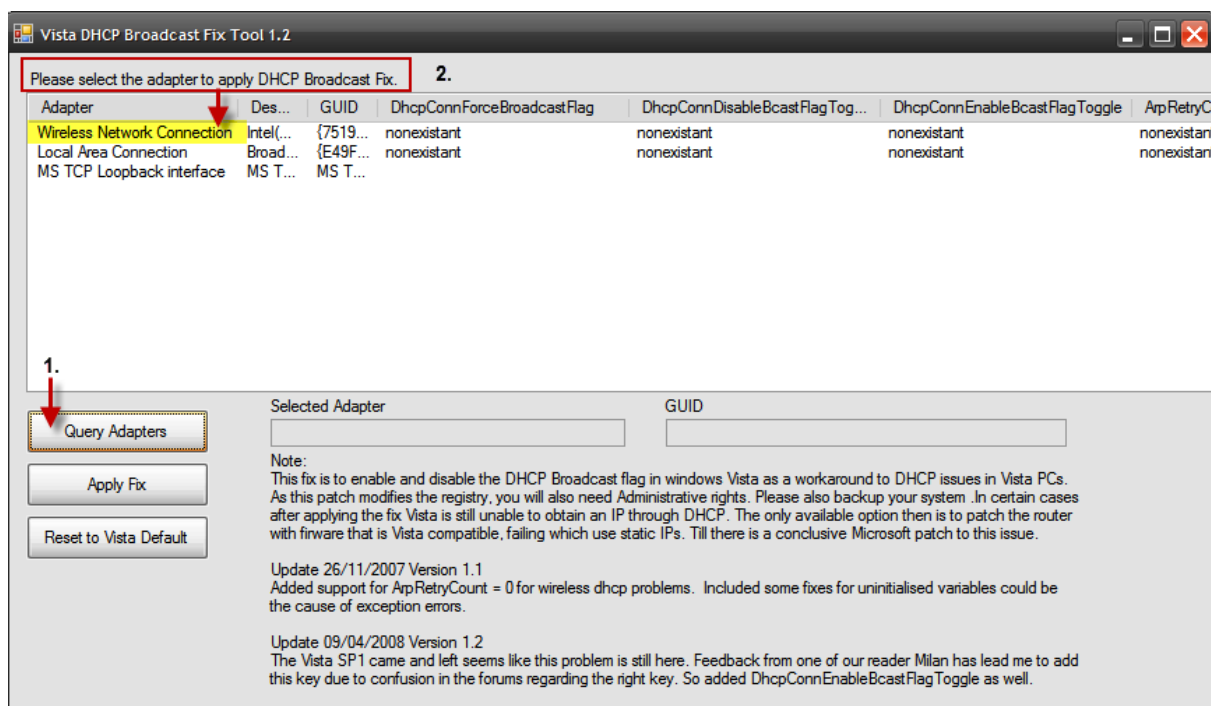
Step Two: Run the DHCP fix tool provided from the usb stick at the desk.

Insert the usb stick into your laptop and run the **DHCP Broadcast Fix Tool**.

Open the removable disk, look for the words **DHCP Broadcast Fix Tool.exe**, **Right click** the words **DHCP Broadcast Fix tool.exe** and choose **Run as Administrator**, Click **Continue** when prompted.



If your network adapters do not display, click the **Query Adapters** button, then choose the adapter that has wireless in the name. With the wireless adapter selected click **Apply Fix**.



Step Three: Try connecting again.

If you cannot connect, turn off your wireless adapter using the on/off switch on the laptop.

Turn the adapter back on.

Try connecting again.

For details about the changes the fix applies please view this website:

<http://support.microsoft.com/kb/928233>.