

Problem

With Windows Vista and Windows 7 a new feature called **Networkidentification** has been introduced. Caused by this it could happen that the first connection to the selfnet-network won't be established correctly.

The MAC address is necessary to authenticate your connection. If your MAC address is not transmitted correctly your connection seems to be not working. This guide will help you to connect your Windows Vista or Windows 7 to the selfnet-network for the first time.

If this guide does not lead to the solution please address the support.

Solution

To get a working connection you just need to send a **ping** to any website. While doing this window will be sending a package to the website which contains the needed MAC address.

If your network-connection is still not working please address the support.

You need to do follow these steps to solve your issue:

- Open the Windows start menu or use the Windows key on your keyboard.
- Search for **cmd** and execute the program.
- A black window will appear with a command line.
- Type **ping www.tagesschau.de** and execute the command using enter
- The server should now send an reply (see picture). If your connection does still not work and all other possible sources of defect are not applicable please address the support.



```
C:\windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7600]
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C:\Users\selfnet>ping www.tagesschau.de

Ping wird ausgeführt für a1838.g.akamai.net [212.201.100.187] mit 32 Bytes Daten :
Antwort von 212.201.100.187: Bytes=32 Zeit=9ms TTL=55

Ping-Statistik für 212.201.100.187:
    Pakete: Gesendet = 4, Empfangen = 4, Verloren = 0
    (0% Verlust),
    Ca. Zeitangaben in Millisek.:
        Minimum = 9ms, Maximum = 9ms, Mittelwert = 9ms

C:\Users\selfnet>
```

Other possible sources of defect

- Already 30 Minutes passed since your registration?
- PC reboot already done?
- No empty MAC address (if not just registered)?
- Network cable defect or not connected correctly?
- PC network interface damaged or deactivated?
- If using an other firewall instad of the Windows firewall: Firewall correct configured?

Network configuration

Usually, your computer obtains its configuration from our network (DHCP) and you do not have to do anything besides plugging in your network cable. If this does not work, you will need to check your computer's configuration. Choose your operating system and follow the arrows for instructions.



Click **Start** -> **Control Panel** -> **Network and Internet Connections** -> **Network Connections** -> Right-click **Local Area Connection** and choose **Properties**. Click **Internet Protocol (TCP/IP)** once and then **Properties**.



Click the **start symbol** in the lower left corner -> Right-click **Network** and choose **Properties**. Click **View status** on the left. Click **Properties** at the bottom. Click **Continue**. Click **Internet Protocol Version 4 (TCP/IPv4)** once and then **Properties**.

In order for your computer to look for his configuration automatically both options need to be set like in the picture. The numbers are irrelevant.

Click **OK** and connect the network cable. Does your network work now?

You are finished!
You can now use your network access!

BEZIEHEN:

IP-Adresse automatisch beziehen

Folgende IP-Adresse verwenden:

IP-Adresse:

Subnetzmaske:

Standardgateway:

DNS-Serveradresse automatisch beziehen

Folgende DNS-Serveradressen verwenden:

Bevorzugter DNS-Server:

Alternativer DNS-Server:

Erweitert...

OK Abbrechen



GNU/Linux

Since the permanent configuration of linux distributions is very variable, we present a temporary solution that might be lost after rebooting your computer.

Enter one of the following commands in your console as root (without #):

```
# dhclient
```

or:

```
# dhcpcd eth0
```

Click **OK** and connect the network cable. Does your network work now?

You are done!
You can now use your network access!