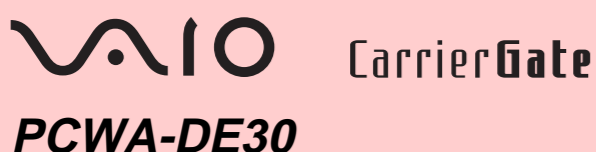


Wireless LAN Converter (IEEE 802.11g: 2.4 GHz/54 Mbps)

Troubleshooting Guide

This document provides solutions to common problems encountered with the Wireless LAN Converter. Please refer to this guide before contacting Sony Customer Information Services.



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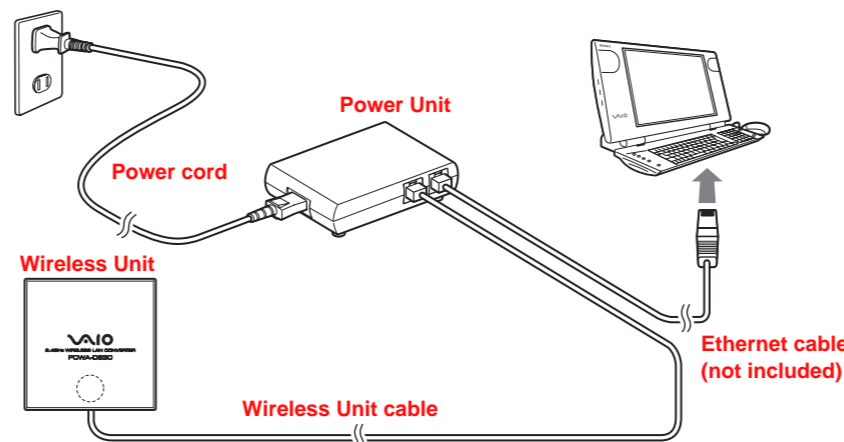
- When starting the Converter Setup Utility, the message “Converter not detected. Do you want to see Online Help?” or “Failed to scan the Wireless Converter. Make sure the network cable is plugged in to the Ethernet port and the Wireless Converter is turned on. Do you want to see Online Help?” appears. Case 1
- When starting the Converter Setup Utility, the message “Failed to open Converter Setup Page. Do you want to see Online Help?” appears. Case 2
- When starting the Converter Setup Utility, the “IP Address Setup” dialog box appears. Case 3
- Cannot display the Wireless LAN Converter Setup Page with the Converter Setup Utility. Case 4
- On the Wireless LAN Converter Setup Page, the Encryption (WEP) key input field cannot be used. Case 5
- The STATUS indicator is slowly flashing white, but communication with the Access Point is not possible. Case 6
- Unable to connect after the Access Point settings are changed. Case 7
- Unable to connect after the access control (MAC address filtering) of the Access Point is enabled. Case 8
- The time is not correct even after specifying an NTP server (Time server). Case 9
- Cannot communicate with a device other than the computer used for setup Case 10
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The Troubleshooting Guide of the Converter Setup Utility is also part of Help. To display Help, click “Start”, point to “Programs” (when using the Windows XP operating system, select “All Programs”), point to “Wireless LAN”, and then “Converter Setup Help”. Instructions for using the Wireless LAN Converter Setup Page can be found in Help that appears when clicking .

Case 1 When starting the Converter Setup Utility, the message “Converter not detected. Do you want to see Online Help?” or “Failed to scan the Wireless Converter. Make sure the network cable is plugged in to the Ethernet port and the Wireless Converter is turned on. Do you want to see Online Help?” appears.

① Is the Wireless LAN Converter connected correctly to the computer?

Check the connections between the Wireless LAN Converter and computer, the Wireless Unit and Power Unit, and the Power Unit and power outlet.



Hints

- When power is supplied to the Wireless LAN Converter, the STATUS indicator is lit or flashing. However, if the indicator is set to OFF in the Wireless LAN Converter Setup Page, the indicator only operates in special cases.
- When the Wireless LAN Converter is connected to a computer or other device, the LINK/ACT indicator flashes. For details about the location of the LINK/ACT indicator, refer to the separate Read This First.

② Is the Ethernet device inside the computer enabled?

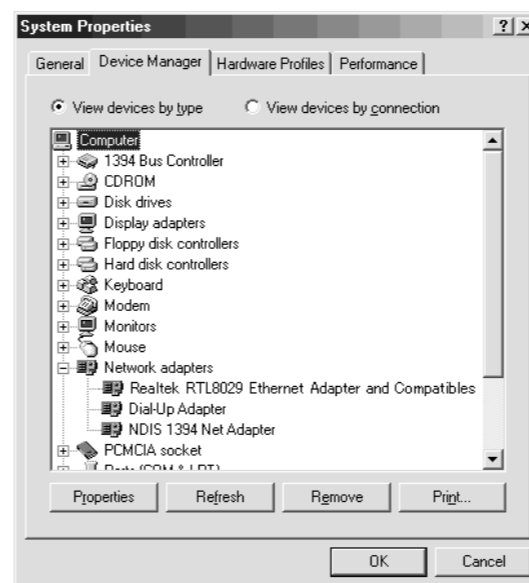
Check whether the Ethernet device inside the computer is enabled.

Windows Me models

- 1 Right-click “My Computer” on your desktop, and click “Properties” on the shortcut menu that appears.
- 2 In the “System Properties” dialog box, click the “Device Manager” tab.
- 3 Double-click “Network adapters” to display a list of adapters, and verify that the Ethernet adapter you are using is enabled.

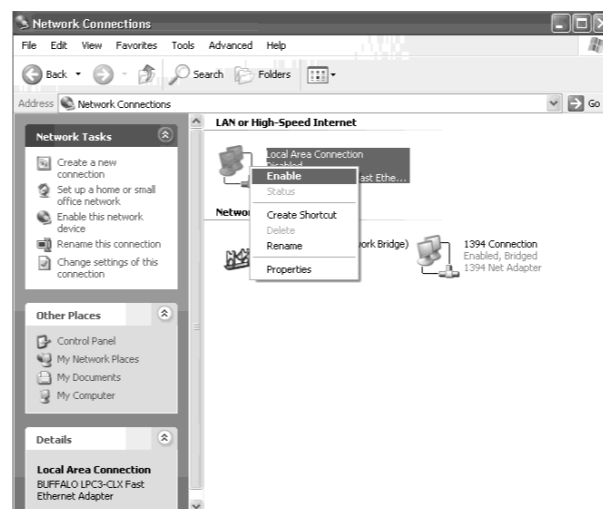
Hint

You can also display detailed information by right-clicking your adapter and clicking “Properties” on the shortcut menu that appears.



Windows 2000, Windows XP models

- 1 With the Windows 2000 operating system, click “Start”, point to “Settings”, and click “Network and Dial-up Connections” to open the “Network and Dial-up Connections” window. With the Windows XP operating system, click “Start”, and then click “Control Panel”. In “Control Panel”, double-click “Network connections”.
- 2 Right-click the Wireless Network Connection icon to be connected and click “Enable” if it is available on the menu. (The illustration shows the Windows XP operating system window.)



③ If the computer connected to the Wireless LAN Converter is running the Windows XP operating system, is the “Internet Connection Firewall” function enabled?

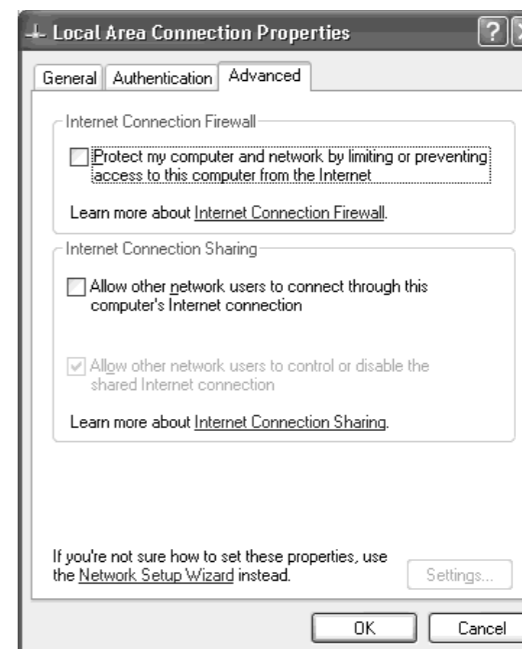
If the “Internet Connection Firewall” function is enabled, communication may not be possible. Follow the procedure below to check and/or change the settings.

- 1 Click “Start”, and then click “Control Panel”.
- 2 In “Control Panel”, double-click “Network Connections”.

Note

If “Network Connections” does not appear, click “Switch to Classic View”.

- 3 In the “Network Connections” window, right-click the Wireless Network Connection icon that you want to use, and click “Properties”.
- 4 Click the “Advanced” tab and (if selected) clear the “Protect my computer and network by limiting or preventing access to this computer from the Internet” check box.



- 5 Click “OK”.

Hint

Refer to Windows XP Help for details about the “Internet Connection Firewall” function.

Note

Make sure that you take appropriate security measures when the “Internet Connection Firewall” function is disabled. Except when configuring the Wireless LAN Converter or Access Point, it is strongly recommended that you enable the “Internet Connection Firewall” function at all times.

④ When using virus scanning or network security software, is a personal firewall function enabled?

Virus scanning and network security software sometimes include a function called a “personal firewall” designed to prevent illegal access by outside entities. Depending on the software, the security level of this function may be initially set to a high level. If this high security level is in effect, it may be impossible to connect to a network. In this case, lower the security level to allow the network connection. For details, refer to the instruction manual and Help of your software.

⑤ If the computer connected to the Wireless LAN Converter is running the Windows XP operating system, is the Ethernet interface set up to act as a network bridge?

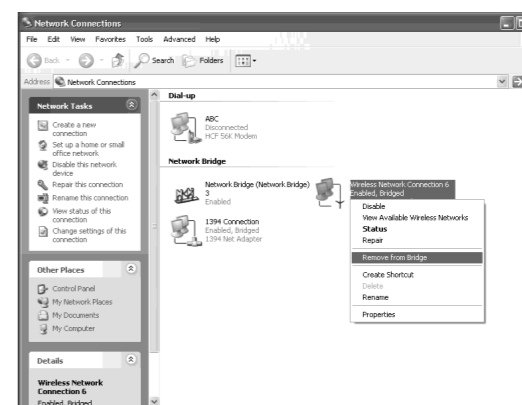
Confirm that the Ethernet connection is not acting as a network bridge.

- 1 Click “Start”, and then click “Control Panel”.
- 2 In “Control Panel”, double-click “Network Connections”.

Note

If “Network Connections” does not appear, click “Switch to Classic View”.

- 3 Confirm that the Ethernet network connection is not acting as a network bridge.
- 4 If the Ethernet network connection is configured as a network bridge, right-click the local area connection icon, and click “Remove from Bridge”.



Hint

If “Remove from Bridge” does not appear on the shortcut menu, the Ethernet connection is not acting as a network bridge.

Case 2 When starting the Converter Setup Utility, the message “Failed to open Converter Setup Page. Do you want to see Online Help?” appears.

Did the “IP Address Setup” screen appear?

If communication cannot be established with the current IP address of the computer connected to the Wireless LAN Converter and the IP address of the Wireless LAN Converter, the following dialog box appears.



If you click “Cancel” in this dialog box, the Wireless LAN Converter Setup Page cannot be displayed.

- 1 Click “Start”, point to “Programs” (when using the Windows XP operating system, point to “All Programs”), point to “Wireless LAN”, and then click “Converter Setup” to restart the Converter Setup Utility.
- 2 When the “IP Address Setup” dialog box appears, verify its contents, and then click “Execute Setup”. The IP address of the Wireless LAN Converter is temporarily changed so that the computer can open the Wireless LAN Converter Setup Page.

Note

If the computer connected to the Wireless LAN Converter is also connected to another network, make sure that the new IP address does not duplicate the address of a device on that network.

Hint

When you turn off or restart the Wireless LAN Converter, the IP address reverts to its original setting.

Case 3 When starting the Converter Setup Utility, the “IP Address Setup” dialog box appears.



If communication cannot be established with the current IP address of the computer connected to the Wireless LAN Converter and the IP address of the Wireless LAN Converter, the dialog box above appears.

Verify that the IP address of the Wireless LAN Converter is acceptable, and click “Execute Setup”. The IP address of the Wireless LAN Converter is temporarily changed so that the computer can open the Wireless LAN Converter Setup Page.

Note

If the computer connected to the Wireless LAN Converter is also connected to another network, make sure that the new IP address does not duplicate the address of a device on that network.

Hint

When you turn off or restart the Wireless LAN Converter, the IP address reverts to its original setting.

Case 4 Cannot display the Wireless LAN Converter Setup Page.

① Is the temporary address assigned to the Wireless LAN Converter used by another device or computer on the network?

- 1 Disconnect and reconnect the power cord of the Wireless Unit cable to restart the Wireless LAN Converter.
- 2 Start the Converter Setup Utility.
- 3 In the “IP Address Setup” dialog box, replace the current Wireless LAN Converter IP address with an unused address, and then click “Execute Setup”.

② Is the Web browser of the computer used for the Wireless LAN Converter setup configured to use a proxy server?

Make sure that no proxy setting is enabled for the IP address of the Wireless LAN Converter.

Note

While the proxy server setting is disabled, it may not be possible to display other Web pages except the Wireless LAN Converter Setup Page.

Example 1: Using Microsoft Internet Explorer

- 1 On the “Tools” menu, click “Internet Options”. The “Internet Options” dialog box appears.
- 2 On the “Connections” tab, click “LAN Settings”. The “Local Area Network (LAN) Settings” dialog box appears.
- 3 If the “Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections).” dialog box is selected, clear the check box and click “OK”.
- 4 When the Wireless LAN Converter setup is complete, return the proxy setting to its original condition.

Example 2: Using Netscape

- 1 Start the Web browser on the computer used for the Wireless LAN Converter setup.
- 2 On the “Edit” menu, click “Preferences”.
- 3 In “Category”, click “Advanced” and click the “Proxies” button.
- 4 Select “Direct connection to the Internet” and click “OK”.
- 5 When the Wireless LAN Converter setup is complete, return the proxy setting to its original condition.

Case 5 On the Wireless LAN Converter Setup Page, the Encryption (WEP) key input field cannot be used.

Did you select “Enabled” under “Encryption (WEP)”?

The Encryption (WEP) key input field is only available if the “Enabled” setting is selected. Set “Encryption (WEP)” to “Enabled”, select the “Key Length”, and then enter the Encryption (WEP) key in the input field. The prescribed length of the string depends on the “Key Length” setting. Check the indication above the input field.

Case 6 The STATUS indicator is slowly flashing white, but communication with the Access Point is not possible.

Did you input the Encryption (WEP) key correctly?

Even if the Network Name (SSID) is correct, an incorrect Encryption (WEP) key prevents communication with the Access Point. Check the Encryption (WEP) key setting of the Access Point and re-enter the correct Encryption (WEP) key of the Wireless LAN Converter.

Case 7 Unable to connect after the Access Point settings are changed.

Did you also change Wireless LAN Converter settings?

If settings such as the Network Name (SSID) and Encryption (WEP) key are changed, the Wireless LAN Converter settings must also be changed to match the new settings. Refer to “If You Change the Access Point Settings” in the Quick Start Guide to change the settings of the Wireless LAN Converter.

Case 8 Unable to connect after the access control (MAC address filtering) of the Access Point is enabled.

When setting up the access control of the Access Point, enter this MAC address. First the Wireless LAN Converter connects with its own address, then switches to the one of the wireless communication device. Some printers require that you set both addressed to be able to connect to them.

Case 9 The time is not correct even after specifying an NTP server (Time server).

In the Advanced Setup page of the Wireless LAN Converter, set a DNS server.

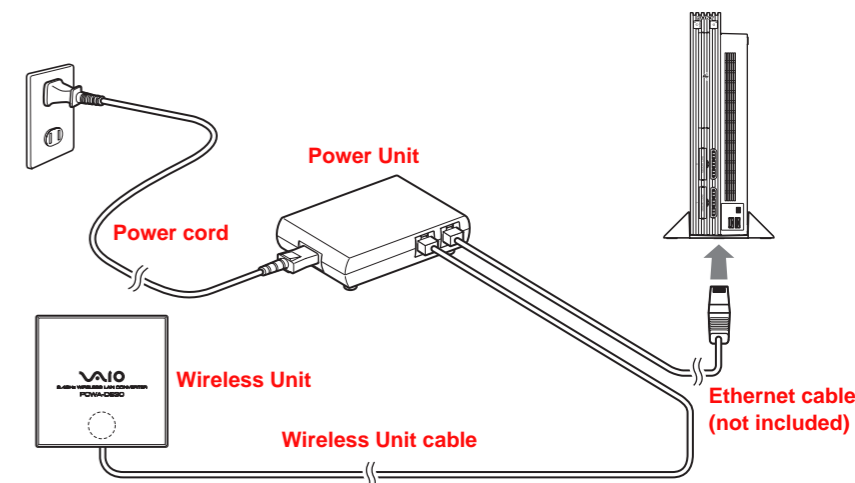
Case 10 Cannot communicate with a device other than the computer used for setup.

① Did you set up the device correctly for use on a network?

Configure the required settings to enable the device on a network. For details, refer to the documentation of the device.

② Did you connect the device correctly to the Wireless LAN Converter?

Verify that connections are established as shown below.



③ Did you wait a few moments when changing the connection from the computer used for setup to the other device?

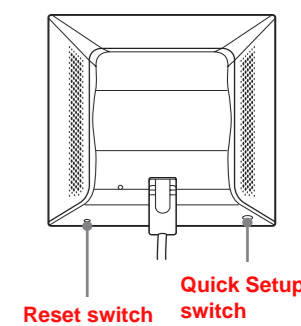
After disconnecting the cable from the computer used for setup, do not plug it immediately into the new device. Wait at least 10 seconds before plugging it.

Hint

The device information accumulated on the computer takes about 10 seconds to be deleted.

Case 11 Forgot settings or want to reset.

When the Wireless LAN Converter is on, use a paper clip or a similar object to hold down the reset switch located on the bottom of the Wireless LAN Converter. Release the switch when the STATUS indicator starts to flash red. The Wireless LAN Converter restarts automatically and all settings revert to the factory defaults. Configure the Wireless LAN Converter again as needed.



Note

Be careful not to press the Quick Setup switch when you reset the Wireless LAN Converter. Pressing the Quick Setup switch does not reset the Wireless LAN Converter.

Case 12 What are the factory default settings?

The factory default settings are as follows.

Item	Setting
Network Name (SSID)	–
Encryption (WEP)	Disabled
Connection Mode	Access Point Network
IP Address Setting	Obtain an IP address automatically (DHCP)
STATUS Indicator (LED)	On
Time Server (NTP Server)	–
Quick Setup Switch	Enabled

Note

In the table above, “–” indicates blank settings.

Case 13 What are the STATUS indicator functions?



The STATUS indicator has various patterns that show the operation status of the Wireless LAN Converter. For details, refer to Read This First or to the Converter Setup Utility Help.

Case 14 What are the Wireless LAN Converter functions and how can I make advanced settings?

Click “Start”, point to “Programs” (“All Programs” when using the Windows XP operating system), “Wireless LAN”, and click “Converter Setup Help”. Help appears.

Hint

For updates and connection information, refer to product information and Q&A search at the Sony Online Support (<http://www.sony.com/wirelesslansupport>).

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