Windows Network Logon Troubleshooting Guide

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Cannot login to Windows

1. Have user retry NetID and password; reset password if necessary.
2. Verify the User’s account status in Active Directory- Search by their NetID, not their name. Verify in Active Directory that the User’s account has not been disabled or expired.
3. Have user unseat and reseat their Network cable and make sure it “clicks” and reboot the computer and try again.
4. Have User try logging in on another PC. See if someone can logon on their PC.
5. Ask them if they recently moved and have they ever been able to logon to the computer. When did it change?
6. Check and see if any tickets have been submitted regarding service shutoff for the NetID (if the User is a terminated employee, we should receive that kind of request)

Can login to Windows but can't see the internet or network shares

1. Obtain users IP address and ping their IP (this test may not be conclusive if the PC is on some networks or has firewall or other internet security services in place.)
2. Have the User ping www.albany.edu and then an off-campus site (www.yahoo.com)
3. Verify that the User’s network shares are actually mapped to the PC.
4. Have user unseat and reseat their Network cable, make sure it “clicks” (and that any Ethernet lights are illuminated) and reboot the computer and try again.
5. Make sure that user can go to Google and do a search for anything (this ensures the page is not cached)
6. If the User has more than one browser, try and see if they experience the same problem in both browsers
7. Make sure that if the User is trying to connect via Ethernet, that wireless is disabled - This can be done from the network connections in the control panel. Have the User de-activate the wireless, or disable the WiFi from within the network connections in the control panel.
8. If they recently moved, obtain the MAC address and look in NetReg to see if it has a valid IP address.
9. Are they set to dynamically receive an IP address as well as DNS servers? Is there a proxy setup?
10. Use the DJF to locate the PC and find the port and if it is active

Error - "The system could not log you on. Make sure your username and domain are correct. Then type your password again."

- Ensure that the user is attempting to login to the UAlbany domain
- Check Active Directory to see if their account is active and if they should be using the default password.
- Use Active Directory to reset their password and then they should be able to login

Error - "The specified domain either does not exist or could not be contacted."

- Ensure that the user is attempting to login to the UAlbany domain
- Ask the user to unplug and plug back in both ends (PC & wall jack) of the Network cable. Then instruct the user to restart the computer.
- Has the jack ever worked? Is there any maintenance going on in the building? Do their colleagues have any issues logging on?

Can login but does not have Internet access - Network Registration

- Ensure that the machine is setup for DHCP (Control Panel-Network Connections-Local Area Connection-TCP/IP Properties)
- Obtain their IP address (Run cmd, then ipconfig).
  - Not registered: machine will have a 10.225.x.x address.
  - Other problems: user may have a 169.254.x.x IP address. This is the windows default "not configured address" (jack issue, network card issue, or problem with the TCP/IP stack)
  - If the user has a "bad" address (10.225.x.x or 169.254.x.x), check in NetReg to see if the machine is registered in the system. You can do a search on the MAC address to locate it in the system.
- Log on to NetReg: netreg.albany.edu
  - Follow the instructions to register the machine onto the Network
Need more help? Contact the ITS Service Desk.