

Case 5 A window with the “User Name” field appears when configuring the Access Point, but I don’t know what to enter

You do not need to enter a user name. In the Password field appearing in the same screen, enter the Administrator Password of the administrator who configured the Access Point. (The example shows the screen for Internet Explorer 5 running on Windows XP. The screen appearance differs depending on the operating system you are using.)



Case 6 Connection is not possible after completing the configuration

① Did you complete procedures 1 through 6 of the Quick Start Guide?

Refer to the procedure described in “Case 7: Forgot Settings” to reset the Access Point to its factory default settings, and then redo procedures 1 through 6 described in the Quick Start Guide.

② After configuring “Wireless Settings” in steps 12-14 of procedure 5 in the Quick Start Guide, did you also configure the computer to match the settings?

With Windows 98 SE, Windows Me or Windows 2000, refer to the instruction manual provided with the wireless LAN PC card you are using, and change the computer settings so that they match the Access Point settings. With Windows XP, follow the procedure below to change the computer settings.

- 1 Perform steps 1-2 of ② under “Case 2: The computer cannot communicate with the Access Point.”
- 2 Click “Advanced.”
- 3 From “Available networks,” select the same name that you set for the Access Point Network Name (SSID), and click “Configure.”

Hint

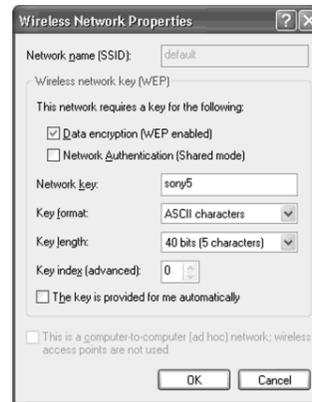
If the network has the same name as one appearing in “Preferred networks,” select the network from the list in “Preferred networks,” and click “Remove” to remove it from the list.

- 4 If WEP encryption is enabled, select the “Data encryption (WEP enabled)” check box, clear the “The key is provided for me automatically” check box, and type the WEP key set for the Access Point into the “Network key” field.

- 5 Click “OK.”

Hint

If you have forgotten your Access Point settings, refer to the procedure described in “Case 7: Forgot Settings” to reset the Access Point to its factory default settings.



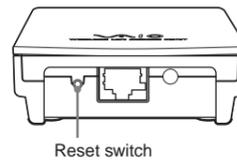
Case 7 Forgot Settings

Follow the procedure below to reset the Access Point to its factory default settings.

With the Access Point’s power on, use the end of a paper clip or a similar object to hold down the reset switch located on the bottom of the Access Point.

Upon pressing the reset switch, the “WIRELESS” indicator goes on. Hold the switch down for about 6 seconds until the indicator goes off.

The Access Point is reset to its factory default settings when the “WIRELESS” indicator goes off.



Case 8 I want to know more about Access Point functions and perform advanced settings

Click the “Start” button, point to “Programs” (“All Programs” when using Windows XP), “Wireless LAN,” “PCWA-A220,” and click “Online Help.”

Online Help appears.

Hint

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

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PCWA-A220 What to do if...

Troubleshooting Guide

This document provides solutions to the most common problems users have with their Access Points. Please refer to this guide before contacting Sony Customer Information Services.

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Case 1 Scan Utility does not start. Or Access Point cannot be found with Scan Utility

① Did you wait long enough?

Occasionally, searching for the Access Point can take up to 30 seconds. Start Scan Utility, or click the “Scan” button, wait 30 seconds, and then confirm that the Access Point has been detected.

② Did you connect the Access Point to the power outlet?

The Access Point’s “POWER” indicator lights when the Access Point is connected to a power outlet.

③ Did you remove or insert the wireless LAN PC card while Scan Utility was starting up?

Start Scan Utility with the wireless LAN PC card inserted.

④ Is the Windows XP Internet Connection Firewall function enabled?

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

- 1 Click the “Start” button, point to “Connect To,” and click “Show all connections.”
- 2 Right-click the Wireless Network Connection icon to be connected, and click “Properties.”
- 3 Click the “Advanced” tab and (if selected) deselect the “Protect my computer and network by limiting or preventing access to this computer from the Internet” check box.
- 4 Click “OK.”

Hint

Refer to Windows XP Online Help for details about the Internet Connection Firewall.

Note

Take appropriate precautions to ensure security when the “Internet Connection Firewall” function is disabled. Except when configuring the Access Point, it is strongly recommended that you enable the Internet Connection Firewall function at all times.

⑤ If the above action does not remedy the problem, refer to “Case 2: The computer cannot communicate with the Access Point.”

Case 2 The computer cannot communicate with the Access Point

① Is the Wireless LAN PC card properly inserted into the computer, and does the computer correctly recognize it?

Follow the procedure below to check.

Hint

The following procedure is not necessary if your computer has built-in wireless LAN capabilities. However, if your computer has a switch or software facility to disable the wireless LAN function, refer to the instruction manual for your computer and confirm that the wireless LAN feature is switched on.

1 Confirm that the wireless LAN PC card is properly inserted into the computer.

If the card is not properly inserted, refer to the instruction manual for your wireless LAN PC card to insert it.

2 With the wireless LAN PC card properly inserted, double-click the icon on the taskbar, and confirm that your wireless LAN PC card appears in the “Hardware devices” list.



Note

In Windows XP, there is a feature that hides inactive icons on the taskbar. If this feature is enabled, click  to display all icons.

3 If your wireless LAN PC card does not appear in the “Hardware devices” list, refer to the instruction manual for your wireless LAN PC card to make the computer recognize the card.

② Is the computer configured for wireless communications?

With Windows 98 SE, Windows Me or Windows 2000, refer to the instruction manual for your wireless LAN PC card to configure wireless communications. With Windows XP, follow the procedure below to configure communications.

1 Click the “Start” button, point to “Connect To,” and click “Show all connections.”

2 In the “Network Connections” window, right-click the Wireless Network Connection icon to be connected, and click “View Available Networks.”

3 From the “Available networks” list in the “Connect to Wireless Network” window, select the Access Point, and click “Connect.”



Hint

If “This network requires the use of a network key (WEP)...” is displayed, it means that there is a network key (WEP key) set for the Access Point. Type the network key (WEP key) in the “Network key” field, or refer to “Case 7: Forgot Settings,” and follow the procedure to reset the Access Point to its default settings.)

③ Have you correctly specified the Network Name (SSID) and WEP key (Network key)?

With Windows 98 SE, Windows Me or Windows 2000, refer to the instruction manual for your wireless LAN card, and confirm the Access Point’s network name (SSID) and WEP key (Network key). With Windows XP, follow the procedure below to check.

Hint

The factory default network name set for the Access Point is “default.” There is no default WEP key setting.

1 Follow step 2 of the procedure described in “Case 2: The computer cannot communicate with the Access Point” to open the “Connect to Wireless Network” window.

2 Select the network name of the Access Point to which you want to connect from “Available wireless networks.”

3 If there is a WEP key set for the Access Point, enter the WEP key into the “Network key” field.

4 Click “Connect.”

If the connection is not successful, refer to the procedure described in “Case 7: Forgot Settings” to reset the Access Point to its factory default settings, and then follow the procedure described in the Quick Start Guide to reconfigure.

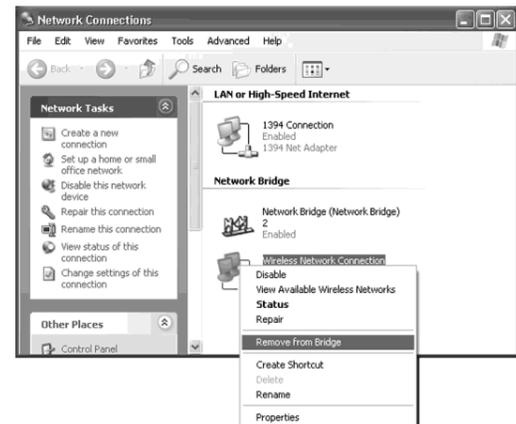
④ Is the wireless network connection acting as a network bridge? (Windows XP only)

Follow the procedure below to confirm or change the settings.

1 Click the “Start” button, point to “Connect To,” and click “ Show all connections.”

2 Confirm that the wireless network connection in question is not acting as a network bridge.

3 If the wireless network connection is configured as a network bridge, right-click the wireless network connection icon, and click “Remove from bridge.”



⑤ Has an IP address been acquired for the computer?

With “DHCP (Automatic)” selected in the computer’s IP address settings, follow the procedure below. Refer to Windows Help regarding configuration of the computer’s IP address.

With Windows 98 SE/Windows Me

1 Click the “Start” button, and click “Run.”

2 In the “Open” field, type “winipcfg” (without quotation marks), and click “OK.”

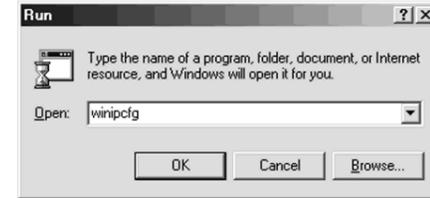
3 In the “IP Configuration” window, select your wireless LAN PC card from the drop-down list.

4 Confirm that the IP address appears in the “IP Address” field.

5 If the address “0.0.0.0” or an address starting with “169.254.” appears in the “IP Address” field, click “Release,” and click “Renew.”

Note

If the IP address starts with “169.254.,” the address is not obtained from the DHCP server but assigned by Windows on its own. With that address, connection to the network is not possible.



With Windows 2000/Windows XP

1 Click the “Start” button, point to “Programs” (when using Windows XP, select “All Programs”), “Accessories,” and click “Command Prompt.”

2 In the Command Prompt window, type “ipconfig /all” (without quotation marks and with one space between “ipconfig” and “/all”), and then press the Enter key.

3 Confirm the IP address for your wireless LAN PC Card.

Hint

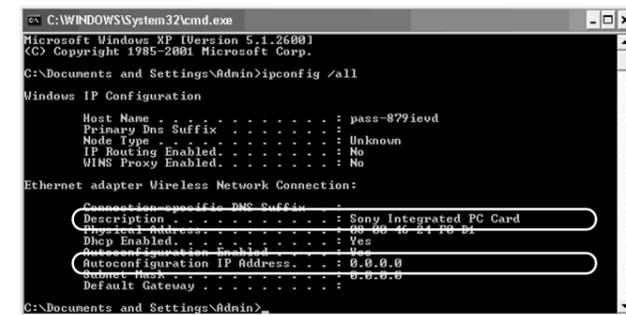
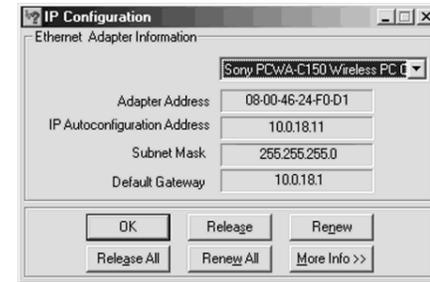
The name of the wireless LAN PC Card appears in the “Description” line.

4 If “0.0.0.0” or an address starting with “169.254.” appears in the “Description” line, type “ipconfig /renew” (without quotation marks and with one space between “ipconfig” and “/renew”), and then press the Enter key.

A new IP address is assigned.

Note

If the IP address starts with “169.254.,” the address is not obtained from the DHCP server but assigned by Windows on its own. With that address, connection to the network is not possible.



Case 3 I don’t know which Access Point to select

Check the MAC address on the label on the bottom of the Access Point, and then select the Access Point with the corresponding MAC address from the Access Point List in Scan Utility.

Case 4 I cannot click the “Access Point Setup Page” button

① Have you selected the Access Point you want to configure?

Click the Access Point you want to configure in the Access Point List in Scan Utility.

② Does a icon appear to the left of the Access Point you want to configure?

If the icon for the Access Point you want to configure is , the Access Point and computer are on different subnets. In this case, follow the procedure below to reconnect so that the Access Point and computer are on the same subnet. (If they are on the same subnet, the  appears.)

Tip

The following procedure is only applicable on networks where IP addresses are obtained automatically (networks where a DHCP server is running).

1 Refer to the procedure described in “Case 7: Forgot Settings” to reset the factory default settings for the Access Point you want to connect to.

2 Follow the procedure described in ⑤ under “Case 2: The computer cannot communicate with the Access Point,” to reacquire an IP address for the computer.