Determining if you have a properly installed Ethernet Card

Overview: This guide explains how to check for the presence of an Ethernet Card in your computer and to make sure it is correctly installed.

Procedure:

1. Go to Start - Control Panel - System and Security (or just System)
2. Under System, click on Device Manager
3. Look for the Network Adapters icon and expand by clicking the plus sign.
4. If any of the adapters have a red cross through them, this may indicate that the network cable or port is faulty. Try plugging your computer into another room with a different cable to see if you can get a connection.
5. If any of the adapters are marked with a yellow exclamation mark, they may not be installed correctly.
6. You can try right clicking on the adapter and choosing Uninstall.
7. Restart your computer and Windows should detect your device and try and install the correct driver.
8. If Windows does not detect your driver, you should search online (either using wireless or another computer) for the network or Ethernet drivers for your model of computer. Major brands such as HP, Sony, Toshiba etc all have driver and support pages.

NOTE: If your network adapters show no errors and you are still unable to connect to the network, try in another room and with another cable then call the helpdesk so that we can assist you in.

Further Assistance: For further assistance please contact the helpdesk.
E-mail: help@citg.uq.edu.au
Phone: (07) 3878 0777
Tie Line: 777 from any college phone (kings 805 777)