

Chapter 3

Troubleshooting

This chapter provides information about troubleshooting your NETGEAR 54 Mbps Wireless PC Card WG511v2. After each problem description, instructions are given to help you diagnose and solve the problem. For information about connecting to wireless networks and the Internet, see [“Connecting to Wireless Networks and the Internet”](#) on page 1-6.

Also, for problems with accessing network resources, the Windows software might not be installed and configured properly on your computers. Please refer to the link to [“Internet Networking and TCP/IP Addressing”](#) on page B-1.

Troubleshooting Tips

Symptom	Cause	Solution
The PC Card LEDs are not lit.	The WG511v2 is not inserted into the slot properly or the WG511v2 software is not loaded.	Remove and reinsert the WG511v2. Check the Windows device manager to see if the PC Card is recognized and enabled. Reload the WG511v2 software, if necessary.
The LEDs blink alternately and cannot connect to an access point.	The WG511v2 is attempting to connect to an access point, but cannot connect.	The access point may not be powered on. Or, the access point and the PC card are not configured with the same wireless parameters. Check the SSID and WEP settings.
I can connect to an access point, but I cannot connect to other computers on the network or the Internet.	This could be a physical layer problem or a network configuration problem.	Check to make sure that the access point is physically connected to the Ethernet network. Make sure that the IP addresses and the Windows networking parameters are all configured correctly. Restart the cable or DSL modem, router, access point, and notebook PC.

Frequently Asked Questions

Use the information below to solve common problems you may encounter. Also, please refer to the knowledge base on the NETGEAR website at www.netgear.com/support/main.asp.

The WG511v2 Smart Wizard keeps asking me to save my settings

This is because you have made changes to the settings and the Smart Wizard is offering you the chance to save the changes. If you want to avoid these Profile setting prompts, simply click **Apply** before you close the Smart Wizard.

Ad Hoc mode is not working correctly

You need to click the Initiate Ad Hoc button before you click **Apply**. Here is how you start an Ad Hoc network:

1. Fill in the Network Name (SSID).
2. Select the Computer-to-Computer (Ad Hoc) Network Type.
3. Click Initiate Ad Hoc.
4. Accept the default settings or make your changes and click OK
5. Click **Apply**.



Note: Be sure all computers in your Ad Hoc network are configured with static IP addresses in the same subnet.

How to use the wireless configuration utility that comes with Windows XP

During the WG511v2 software installation the wizard prompts you to choose either the NETGEAR Smart Wizard or the Windows configuration utility. Be sure the WG511v2 is in the CardBus slot in the laptop computer and follow these instructions to change your selection.

1. Go to Control Panel and select Network Connections.
2. Right click on the connection and select Properties.
3. Click the Wireless Networks tab.
4. Select or clear the WG511v2 “Use Windows to configure my wireless network settings” check box.

Did the WG511v2 card receive a valid IP address from the Wireless Router/AP?

The easiest way is to click the system tray icon to open the WG511v2 Smart Wizard. Then check the IP address in the About page.

I cannot connect to the AP that I want from the Networks browser list.

The access point is available and there is good signal strength. There are a few possibilities:

- If the access point (AP) is WPA-PSK protected, you will need the correct WPA-PSK passphrase. Otherwise, the WG511v2 will still be connected to the previous access point and you will not be able to change to the WPA-PSK access point.
- If the access point is WEP protected (either 64 or 128 bit encryption), you will be prompted to enter the WEP encryption security information.

The WG511v2 is not getting an IP address

You probably upgraded your WG511v2 software and did not reboot your system.

To get an IP address assigned, you can either restart your computer or choose another access point to connect to. If there are no additional access points for you to choose from, restart your system and connect to your desired access point again.



Note: It does not usually help to shut down the Smart Wizard or disable/enable the card.

Why do I see two WG511v2 icons in the System Tray?

If you see two WG511 icons in the System Tray at the bottom right corner of the screen, you have an older software version installed on your system and it needs to be removed. See [“Removing the WG511v2 Software” on page 1-9](#) or [“Upgrading the WG511v2 Software” on page 1-10](#).

XP Professional and XP Home occasional connection problems

Some WG511T XP users will experience inability to connect to the Internet, dropped wireless connections, or both after applying the Windows HotFix #Q815485 from the Windows XP Update Service.

You can delete the Q815485 from the Add or Remove Program utility in the Control Panel. (The Official name is Windows XP Hotfix (SP2) Q815485).

Follow this removal procedure:

1. Click Start, point to Control Panel, and then double-click Add/Remove Programs.

2. Click Windows XP Hotfix (SP2) Q815485, and then click Remove.
3. You may receive an error message that states that some program on the computer may not work correctly if the update is removed.
4. You can ignore this error message, and then click Yes to remove the update.
5. Restart your computer and rerun the Smart Display Setup Wizard.

This should solve your connection issue.

You can restore this hotfix by following the link below:

URL: <http://microsoft.com/downloads/details.aspx?FamilyId=009D8425-CE2B-47A4-ABEC-274845DC9E91&displaylang=en>