

# 5GHz Wireless LAN Converter


## Troubleshooting Guide

This document provides solutions to most common problems and users have with their Wireless LAN Converter. Please refer to this guide before contacting Sony Customer Information Services.

### PCWA-DE50

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- Starting the PCWA-DE50 Setup Utility results only in the message “Converter not detected. Do you want to see Online Help?”. ..... **Case 1**
- When starting the PCWA-DE50 Setup Utility, the message “Failed to open Converter Setup Page. Do you want to see Online Help?” appears. .... **Case 2**
- When starting the PCWA-DE50 Setup Utility, the “IP Address Setup” screen appears. .... **Case 3**
- Cannot display Wireless LAN Converter Setup Page. .... **Case 4**
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- STATUS indicator is slowly flashing white, but communication with Access Point is not possible. .... **Case 6**
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The Troubleshooting Guide for the PCWA-DE50 Setup Utility can also be referred to as part of Online Help. To display Online Help, click “Start”, point to “Programs” (when using Windows XP, select “All Programs”), and click “Wireless LAN”, “PCWA-DE50 Setup Help”. Instructions for using the Wireless LAN Converter Setup Page can also be referred to as part of Online Help that appears when clicking .

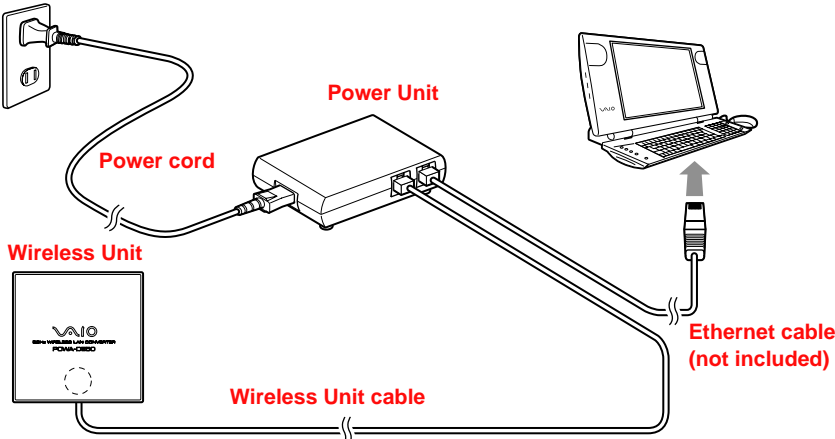


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### Case 1 Starting the PCWA-DE50 Setup Utility results only in the message “Converter not detected. Do you want to see Online Help?”.

#### 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 will be lit or flashing. However, if the indicator has been set to OFF in the Wireless LAN Converter Setup Page (Advanced Setup), the indicator will only operate in special cases.
- When the Wireless LAN Converter is connected to a computer or other device, the LINK/ACT indicator will flash.
- You may need to wait for a few seconds to see the Converter in the PCWA-DE50 Setup Utility.

#### ② Is the Ethernet device inside the computer enabled?

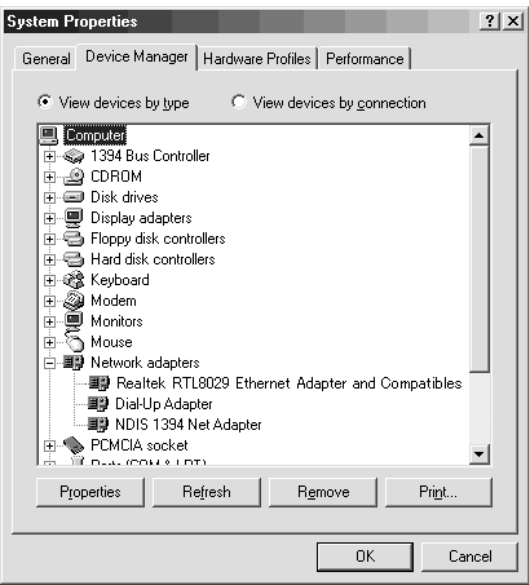
Check whether the Ethernet device inside the computer is enabled.

#### Windows 98, Windows Me models

- Right-click “My Computer” on the Desktop, and select “Properties” from the menu that appears.
- In the “System Properties” dialog box, click the “Device Manager” tab.
- Click “Network Adapters” to bring up a list of adapters, and verify that the Ethernet adapter that you are using is enabled.

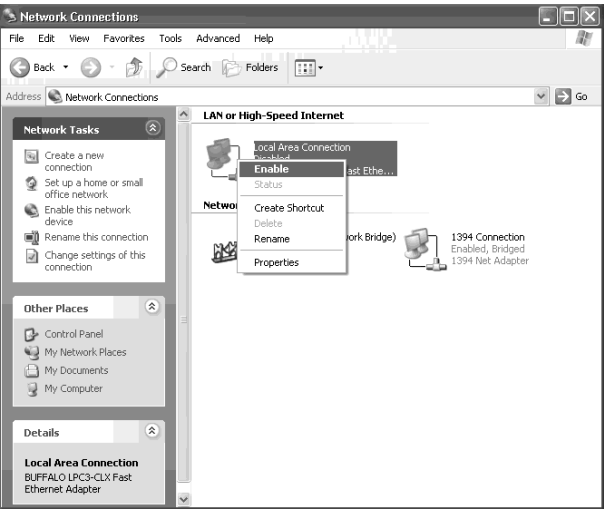
#### Hint

You can also call up detailed information by right-clicking the adapter name and selecting “Properties” from the menu that appears.



#### Windows 2000, Windows XP models

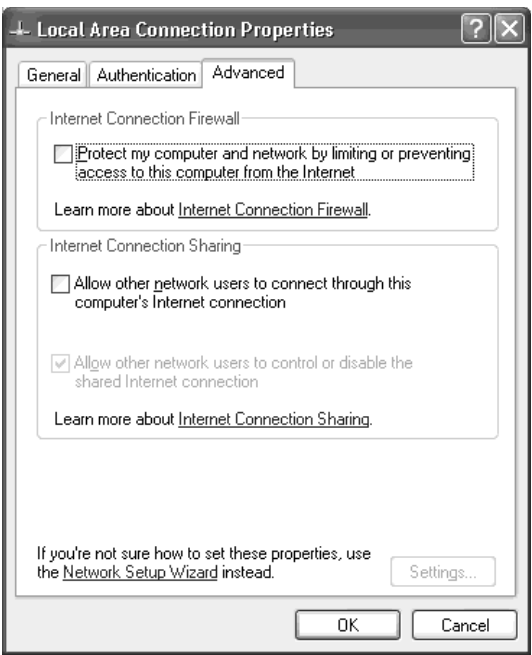
- With Windows 2000, click “Start”, point to “Settings”, and click “Network and Dial-up Connections” to bring up the “Network and Dial-up Connections” screen. With Windows XP, click “Start”, point to “Connect To” and click “Show all connections” to bring up the “Network Connections” screen.
- Right-click the Wireless Network Connection icon to be connected and select “Enable” if this is available from the menu. (The illustration shows the Windows XP screen.)



#### ③ If the computer connected to the Wireless LAN Converter is running Windows XP, has the Internet Connection Firewall function been enabled?

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

- Click “Start”, point to “Connect To”, and click “Show all connections”.
- Right-click the Wireless Network Connection icon to be connected, and click “Properties”.
- 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 Wireless LAN Converter or Access Point, it is strongly recommended that you enable the Internet Connection Firewall function at all times.

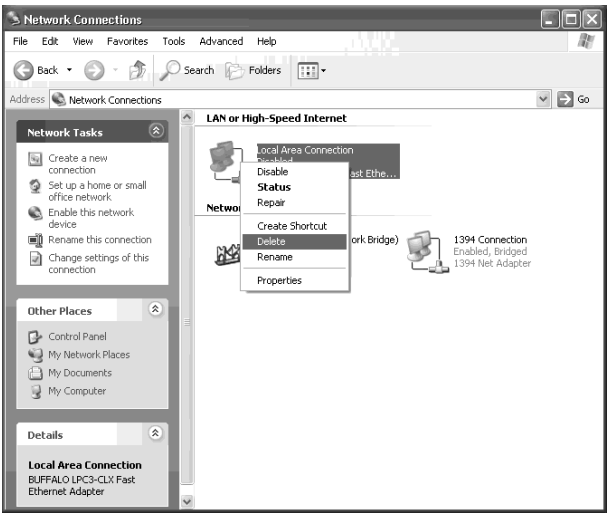
#### ④ When using virus scanning or network security software, has a personal firewall function been enabled?

Virus scanning and network security software sometimes includes a function called a “personal firewall” that is 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 setting is in effect, it may be impossible to connect to a network. In this case, lower the security level in order to permit the network connection. For details, refer to the instruction manual and online help for your software.

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

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

- Click “Start”, point to “Connect To”, and click “Show all connections”.
- Confirm that the Ethernet network connection is not acting as a network bridge.
- If the Ethernet network connection is configured as a network bridge, right-click the local area connection icon, and click “Remove from Bridge”.



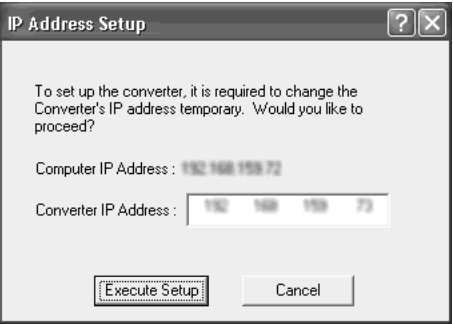
#### Hint

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

**Case 2** When starting the PCWA-DE50 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 the IP address of the computer connected to the Wireless LAN Converter and the IP address of the Wireless LAN Converter cannot communicate with each other, the following screen appears.



If you click “Cancel” on this screen, the Wireless LAN Converter Setup Page cannot be displayed.

- 1
- Click “Start”, point to “Programs” (when using Windows XP, select “All Programs”), and click “Wireless LAN”, “PCWA-DE50 Setup” to start the PCWA-DE50 Setup Utility once more.
- 2
- When the “IP Address Setup” screen appears, verify that the contents of the screen are acceptable, 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 changed IP address will not duplicate the address of any device on that network.



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

**Case 3** When starting the PCWA-DE50 Setup Utility, the “IP Address Setup” screen appears.



If the IP address of the computer connected to the Wireless LAN Converter and the IP address of the Wireless LAN Converter cannot communicate with each other, the screen above appears. Verify that the indicated IP address is acceptabl, 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 changed IP address will not duplicate the address of any device on that network.



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

**Case 4** Cannot display 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 or the Wireless Unit cable to restart the Wireless LAN Converter.

2

Start the PCWA-DE50 Setup Utility.

3

In the “IP Address Setup” screen, replace the current 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
- From the “Tools” menu, click “Internet Options”. The “Internet Options” dialog box appears.
- 2
- Under the “Connections” tab, click “LAN Settings”. The “Local Area Network (LAN) Settings” dialog box appears.
- 3
- If “Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections).” is checked, remove the check mark and click “OK”.
- 4
- When the Wireless LAN Converter setup is complete, return the proxy setting to the original condition.

**Example 2: Using Netscape**

- 1
- Start the Web browser on the computer used for the Wireless LAN Converter setup.
- 2
- From the “Edit” menu, select “Preferences”.
- 3
- Under “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 the original condition.

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

**Have you selected “Enabled” under “Encryption (WEP)”?**

The Encryption (WEP) key input field becomes available only if the “Enabled” setting has been 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.

**Has the Encryption (WEP) key been input correctly?**

Even if the Network Name (SSID) matches, incorrect input for the Encryption (WEP) key will prevent communication with the Access Point. Check the Encryption (WEP) key setting of the Access Point and re-enter the correct Encryption (WEP) key for the Wireless LAN Converter.

**Case 7** Can no longer connect after Access Point settings were changed.

**Was the Wireless LAN Converter also configured for the new settings?**

If settings such as Network Name (SSID) and Encryption (WEP) key were changed, the Wireless LAN Converter must also be configured to match the new settings. Refer to Procedure 6 in the separate Quick Start Guide to change the settings of the Wireless LAN Converter.

**Case 8** Can no longer connect after access control (MAC address filtering) of Access Point was enabled.

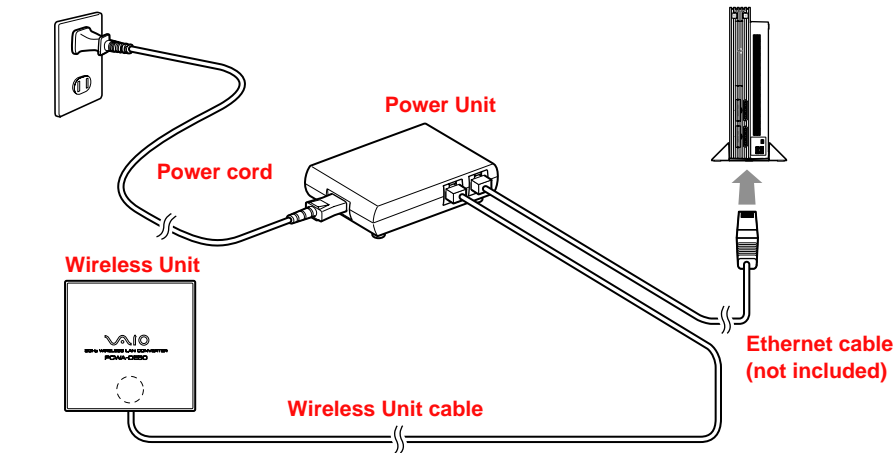
The Wireless LAN Converter communicates using the MAC address (hardware address) of the device connected via the Ethernet interface. (For example, if the Wireless LAN Converter is connected to a computer, the MAC address of that computer will be used.) When setting up access control at the Access Point, enter this MAC address.

**Case 9** Cannot communicate with device other than the computer used for setup.

- ①
- Has the device been set up correctly for use on a network?**

Configure the required settings to enable of the device on a network. For details, refer to the documentation of the device.
- ②
- Has the device been connected correctly to the Wireless LAN Converter?**

Verify that connections have been established as shown below.



- ③
- Have you waited a few moments when changing the connection from the computer used for setup to the other device?**

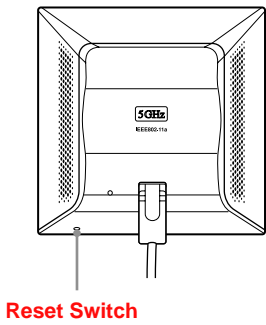
After disconnecting the cable from the computer used for setup, do not plug it immediately into the new device. Wait at least 10 seconds before plugging it in.



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

**Case 10** Forgot settings/Want to reset.

With power to the Wireless LAN Converter turned on, use the end of 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.



**Case 11** What are the factory default settings?

The factory default settings are as follows.

Item	Setting
Network Name (SSID)	Blank (not set)
Encryption (WEP)	Disabled
Connection Mode	Access Point Network
IP Address Setting	Obtain an IP address automatically (DHCP)
STATUS Indicator (LED)	ON

**Case 12** What are the STATUS indicator functions?

The STATUS indicator has various indication patterns that show the operation status of the Wireless LAN Converter. For details, refer to Read This First (overleaf) or to the PCWA-DE50 Setup Utility Help.

**Case 13** Want are the Wireless LAN Converter functions and how can I make advanced settings?

Click “Start”, point to “Programs” (“All Programs” when using Windows XP), “Wireless LAN”, and click “PCWA-DE50 Setup Help”. Online Help appears.



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