



What to do... Problems Using Ethernet

Introduction:

This document provides information on what to do if your PowerPort Platinum Pro PC Card or Global Village 56K Modem/Ethernet Card has problems using Ethernet. This document assumes that your PC Card can be recognized by your PowerBook, and works for other operations, such as using a regular phone line for faxing or data (i.e. online) connections. If your PC Card is not working for some other operation, then download the appropriate document for specific troubleshooting steps.

If you are experiencing difficulty with the Ethernet function on a PowerPort Platinum Pro PC Card or a Global Village 56K Modem/Ethernet Card, follow the troubleshooting steps below:

1. Be sure that all connector pins are clear of debris. Additionally, try using a different PC Card connector (if available).
2. Verify that the PC Card Connector (Clyde) is securely connected to the PC Card, and that the Ethernet cable you're using is securely plugged into the PC Card Connector.
3. Connect the PC Card to a known good location on the network (i.e. replacing an active file server or printer with the PC Card), being sure to also use the network cable from the new location.
4. Check to see whether or not the PC Card can now see other shared devices on the network (i.e. file servers or printers).
5. For users of System 7.5.5 or earlier: Verify that in the Network control panel, EtherTalk Alternative is available and chosen.

For users of System 7.6 or later: Verify that in the AppleTalk control panel, either "Alternate Ethernet" or "GV 56K PC Card" is available and chosen from the Connect via pop-up menu.

6. If the appropriate Ethernet choice isn't available in either of the above, then you will need to custom reinstall your Network Drivers (includes Ethernet software) as part of your Apple System Software. Please contact Apple for technical assistance.
7. You will also need to reinstall your Global Village PC Card software. To do this, insert your GlobalFax Installation Disk (1) into your PowerBook.
8. Double-click the Installer icon. An introductory window will appear.
9. Click Continue. The Installer dialog window will appear.

10. Click Install to install the software on your hard disk. If a dialog box appears asking whether or not you'd like to keep a Newer or Older Chooser, choose "Newer." Once the installation process is completed, a dialog box will appear confirming that the installation was successful and will ask you to restart your computer.

NOTE: To improve the Ethernet capability of your PC Card, verify that you have the latest software, which includes an Ethernet driver, for your PC Card. This software is the 3.0.2 Universal Updater, available from our website at: <http://www.globalvillage.com/support/software/swlocator/>

If the previous steps have not solved the issue, then you will need to replace or repair your PC Card.