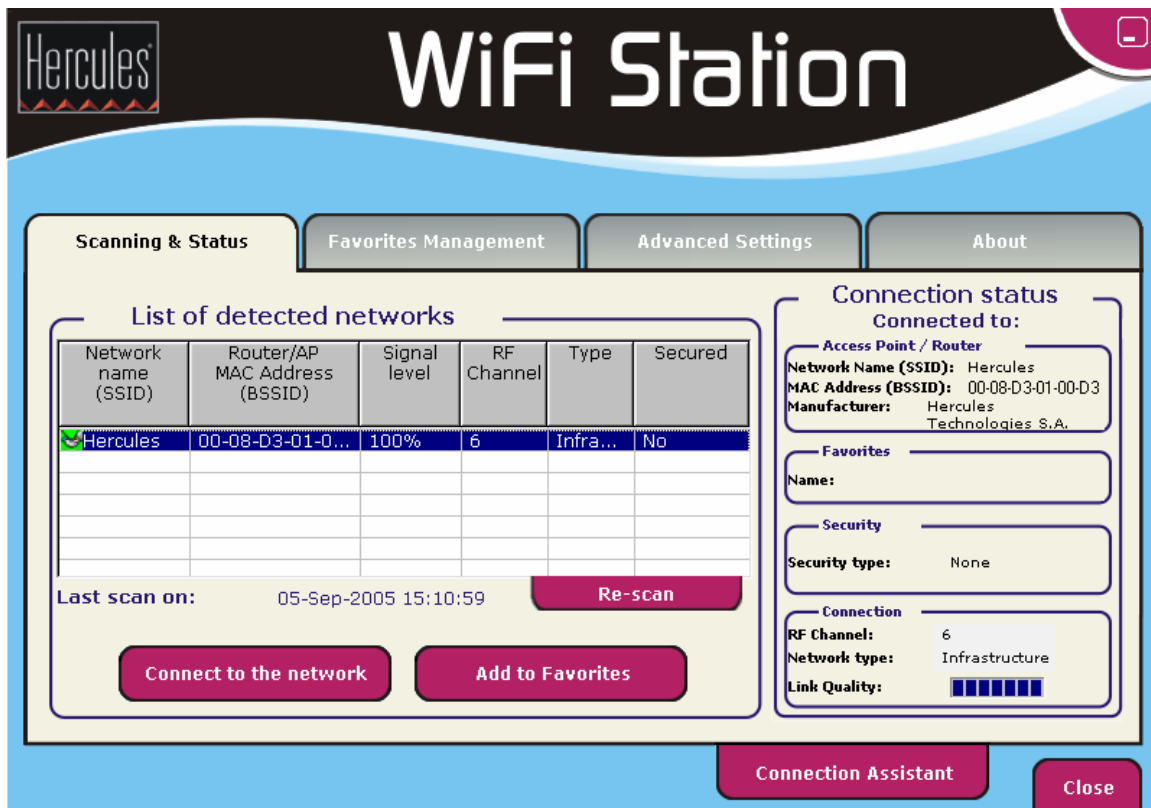


I'm connected via WiFi (Infrastructure mode) but can't access the Internet.

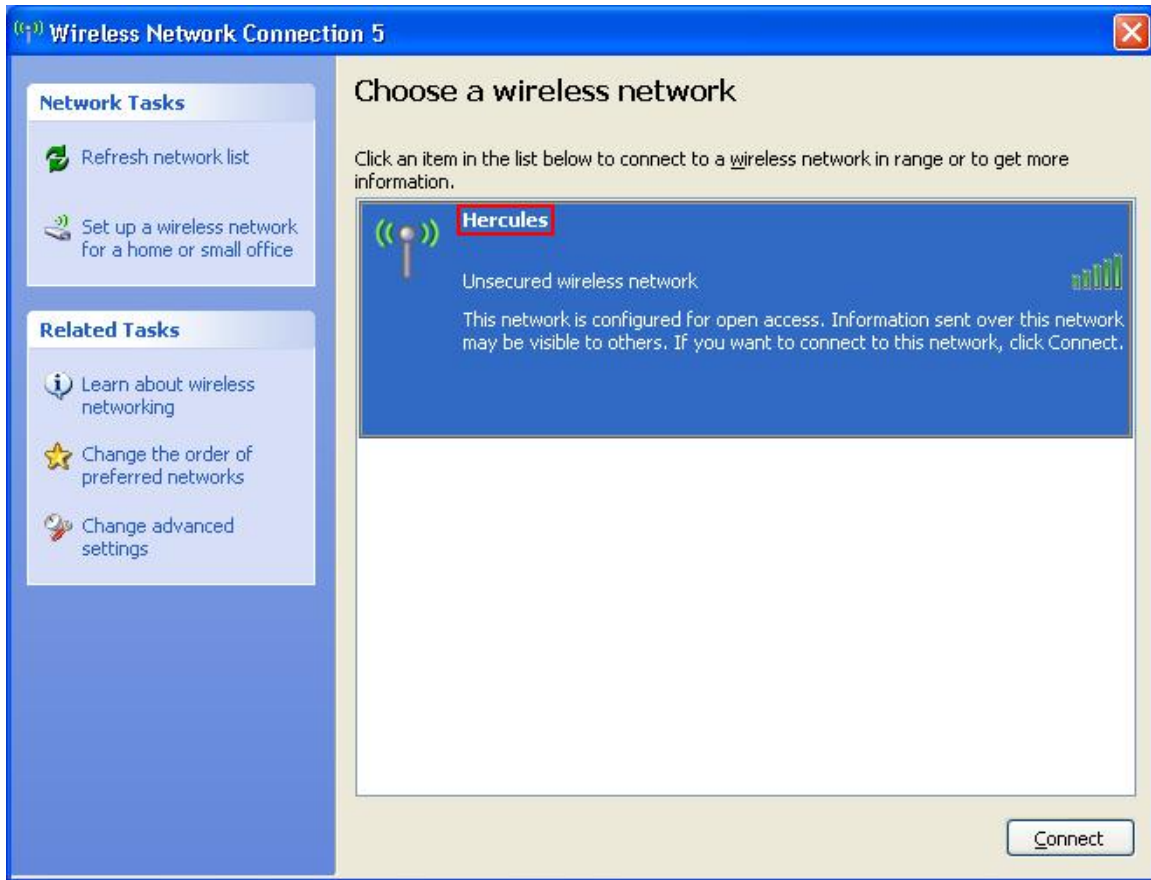
If you are unable to access the Internet on one of the computers in your infrastructure network, please verify the following points:

1. Ensure that all computers in the network are connected to the same Infrastructure network. To do so, verify the network name (or SSID) as well as the network type of all computers.

If you are using WiFi Station, you will find the network name indicated in the first tab ("Scanning & Status").



If you are using the Windows utility, you will find the network name indicated in bold as in the following image:



2. Verify the IP addresses assigned to your computers, as well as the Subnet mask and Default gateway. Please refer to the FAQ *"How can I find out my computer's IP address?"* corresponding to your operating system.
3. For an IP address of the type "169.254.x.x", the connection is limited or there is no connectivity. Please refer to the FAQ *"My connection has a 'limited or no connectivity' error message and I can't access the Internet or my Modem router"* to resolve this situation.
4. For a valid IP address, carry out a Ping test to the Default gateway. To find out how to carry out a Ping test, please refer to the FAQ *"How can I carry out a 'Ping' test?"*.
5. If the Ping test to the Default gateway gives a positive result, carry out a Ping test to a website (use the Hercules website, for example: "207.107.230.40"). If the packets sent are properly received, then the Internet connection is functioning correctly and the problem may be caused by the DNS servers. If this is the case, we recommend that you manually configure your ISP's DNS addresses.
6. If the Ping test shows a loss of packets, however, we recommend that you manually assign an IP address and Default gateway to your computer. Please refer to the FAQ *"How can I manually assign an IP address to my computer?"* corresponding to your operating system.

7. On a system running Windows XP updated with Service Pack 2 from Microsoft, you should also disable the Windows Firewall. To do so, click "*Start/Settings/Control Panel*". Double-click the "Security Center" icon and select to turn off the Windows Firewall. If you are using other firewalls, please refer to their documentation for details on how to turn them off as well.

