



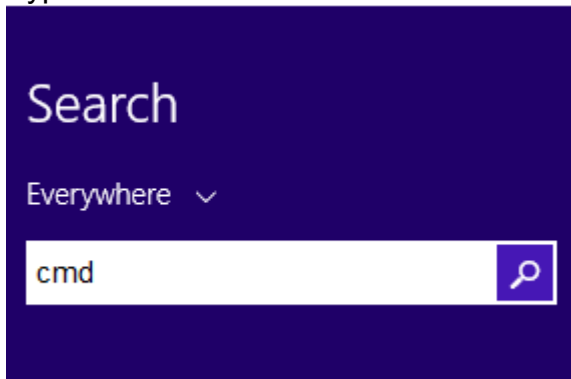
## How to Fix No ZGW Available in E-Sys

### Troubleshoot LAN Connection

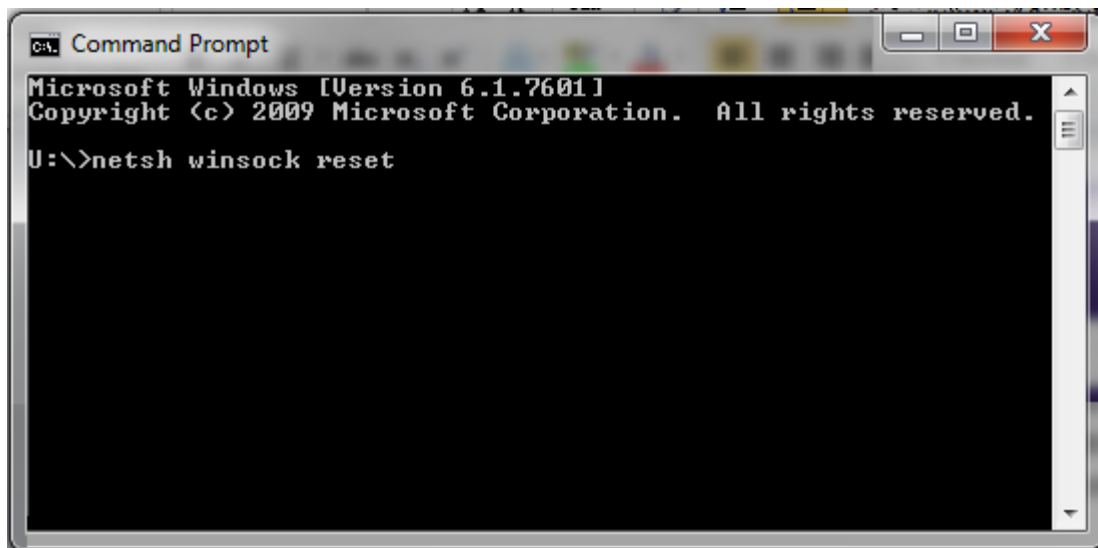
1. Open Network Diagnostics by right-clicking the network icon in the notification area, and then clicking **Diagnose and repair**.
2. Make sure that all cables are properly connected.
3. If you're trying to connect to another computer, make sure that computer is on and that you have enabled file and printer sharing on your network. For more information, see [Networking home computers running different versions of Windows](#).
4. If the problem began after you installed new software, check your connection settings to see if they have been changed.
  - a. Open Network Connections by clicking the **Start** button , clicking **Control Panel**, clicking **Network and Internet**, clicking **Network and Sharing Center**, and then clicking **Manage network connections**.
  - b. Right-click the connection, and then click **Properties**.  If you are prompted for an administrator password or confirmation, type the password or provide confirmation.

### Repair WinSock

1. Move the mouse to the upper right-hand corner of the screen to make the vertical menu bar appear. Click **Search**.
2. Type "cmd" in the search bar and hit the **Enter** key on your keyboard.



3. Right-click on **cmd** in the search results for Programs, and select **Run as administrator**. Depending on your computer settings, you may be asked to provide an administrator password before you can continue.
4. A black box with a flashing cursor will open; this is the Command Prompt. Type "netsh winsock reset" and then hit the **Enter** key on your keyboard.

A screenshot of a Windows Command Prompt window. The title bar reads "Command Prompt". The window content shows the following text: "Microsoft Windows [Version 6.1.7601]  
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U:\>netsh winsock reset". The command prompt is currently at the end of the line "U:\>netsh winsock reset". The window has standard Windows window controls (minimize, maximize, close) in the top right corner.

```
Microsoft Windows [Version 6.1.7601]
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U:\>netsh winsock reset
```

5. Wait for the Command Prompt to run through the reset. Once it's complete, you'll see the message "Winsock reset completed successfully".
6. **Restart** your computer to finish.