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* [Support](http://www.ubuntu.com/support)
* [Community](http://www.ubuntu.com/community)
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Troubleshooting Wireless Networks with Ubuntu

1. Introduction

This guide aims to help in troubleshooting wireless networks on Ubuntu. Before undertaking the steps in this guide, try the recommendations in the [Offical Ubuntu Documentation](https://help.ubuntu.com/) for your version of Ubuntu.

2. Quick Check

1. With your computer turned off, insert your wireless adapter into a suitable port/slot.
2. Turn on your computer and log-in if/when prompted.
3. Open a terminal window and enter the following command:

nm-tool

1. This program will output the information Network Manager has collected about your card, much of which will assist in setting-up wireless networking .
2. If the output contains:

State: connected

(and you are not on a wired connection) then your wireless adpater is working and connected to a network.

1. Left-click on the panel applet (four vertical bars in 9.10 or older; 4 concentric arcs in 10.04). If you can see wireless networks, then your wireless works; you need to connect to a network. See below on network connection.

3. Troubleshooting Steps

Troubleshooting wireless networks in Ubuntu can be approached in three steps in order:

1. Check that your wireless adapter is enabled and that Ubuntu recognizes it: see [Device Recognition and Operation](https://help.ubuntu.com/community/WifiDocs/WirelessTroubleShootingGuide/Devices).
2. Check if drivers are available for your wireless adapter; install them and check them: see [Device Drivers](https://help.ubuntu.com/community/WifiDocs/WirelessTroubleShootingGuide/Drivers).
3. Check your connection to the Internet: see [Wireless Connections](https://help.ubuntu.com/community/WifiDocs/WirelessTroubleShootingGuide/Connections).
4. Check if your wireless device is disabled by hardware switch or in BIOS; if the terminal command rfkill list shows "Hard blocked: yes", you may need to turn a physical switch on your laptop, or to enable your wireless device during the boot process.
5. If it still does not work, ask a question at Launchpad, Ubuntu's official help: [instructions](https://help.ubuntu.com/community/WifiDocs/WirelessTroubleShootingGuide/WirelessAskQuestionAtLaunchpad).

4. Reference

1. [Commands](https://help.ubuntu.com/community/WifiDocs/WirelessTroubleShootingGuide/Commands) - a comprehensive list of commands, with explanations, for troubleshooting your wireless connection
2. [Wireless Configuration Files](https://help.ubuntu.com/community/WifiDocs/WirelessTroubleShootingGuide/ConfigFiles) - A list of the configuration files used in Ubuntu for configuring wireless networks.

5. External Links

1. [Linux Wireless Access Point HOWTO](http://oob.freeshell.org/nzwireless/LWAP-HOWTO.html) - A guide from June 2003 by Simon Anderson
2. [Wireless linux resources](http://www.hpl.hp.com/personal/Jean_Tourrilhes/Linux/) - A links page with many resources.
3. [tldp Linux networking howto](http://www.tldp.org/HOWTO/NET3-4-HOWTO.html/) - The Linux Networking HowTo from The Linux Documentation project.
4. [Debian Network Configuration](http://www.us.debian.org/doc/manuals/reference/ch05.en.html) - From the Debian Reference v2
5. [Survey of Linux and Wifi](http://users.linpro.no/janl/hardware/wifi.html) - Last updated 24th April 2006.
6. [Wireless troubleshooting procedure](https://help.ubuntu.com/community/WirelessTroubleshootingProcedure)

[CategoryNetworking](https://help.ubuntu.com/community/CategoryNetworking) [CategoryWireless](https://help.ubuntu.com/community/CategoryWireless)

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