Bad or No Connection

If the complaint was that no network services were working, no zones or networked devices were visible in the Chooser, and if you cannot see the device in the MacPing window, consider that the computer might not be connected to the network at all. Make sure that you're testing "All nets in zone" (AppleTalk) or that you're using the proper IP address or range. Use Find (in the Edit menu) to look for the machine name. Verify the user's connection to a wall outlet. Try exchanging the connector or interface for a known-good one.