

I get the error message "An error occurred while resolving the name with the server. DNS error (80710102)" on my PS3 when carrying out the connection test or when I want to connect to the Internet.

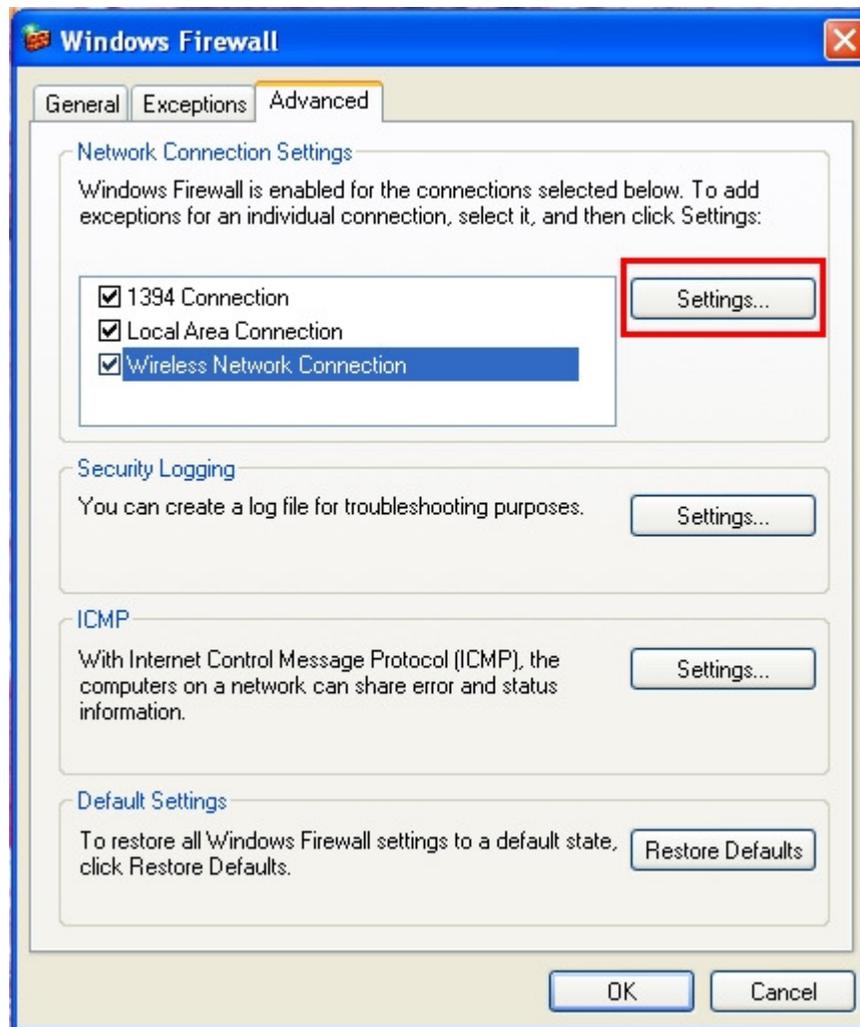
This usually occurs when the firewall installed on your PC equipped with the FunAccess key does not allow you to automatically transfer the IP address of your service provider's DNS server.

To resolve this problem, you must open UDP port 53 directly in your firewall.

1. First, verify that Internet connection sharing is enabled, by referring to the FAQ "**How can I restore my Internet connection sharing?**".
2. Open UDP port 53 in your firewall:

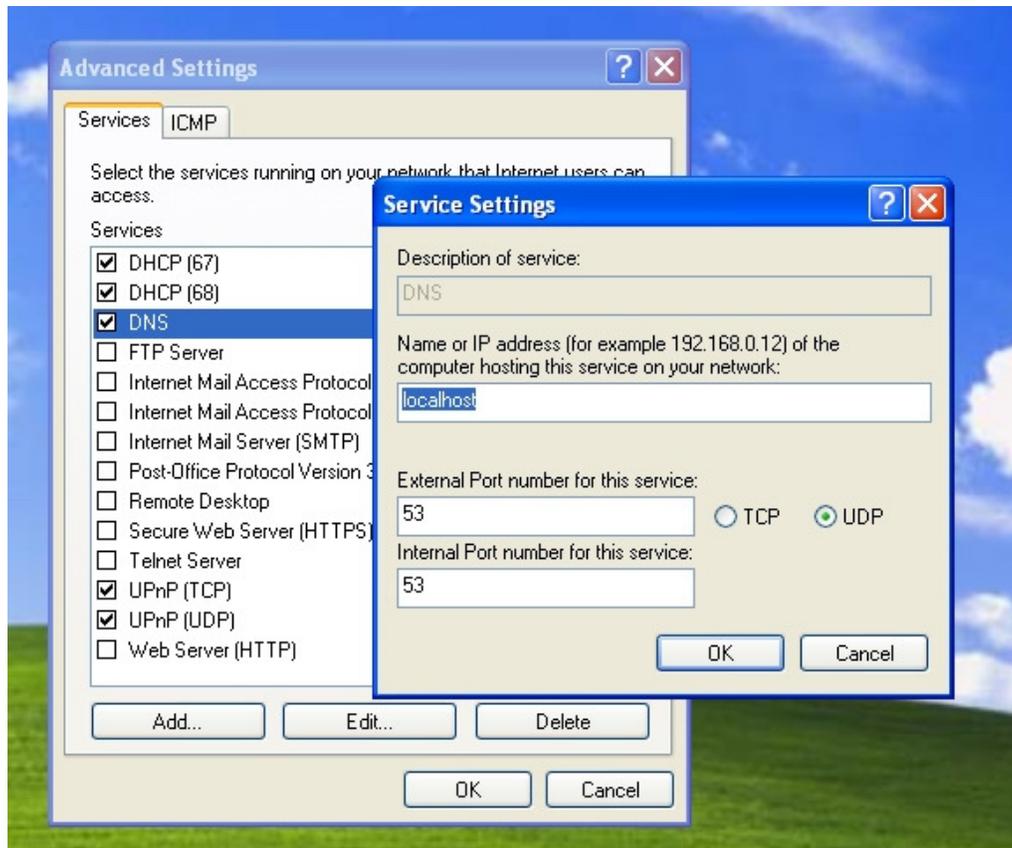
On a computer using the Windows XP SP2 firewall:

- Open your PC's **Control Panel** by clicking **Start/(Settings/)Control Panel**.
- Next, click the **Security Center** icon, then **Windows Firewall** (or directly click the **Windows Firewall** icon in the Control Panel).
- Select the **Advanced** tab, as shown below.



- In the **Network Connection Settings** section, select the connection named **Wireless Network Connection** corresponding to your FunAccess USB key and then click the first **Settings** button.
- Select the **Services** tab in the new **Advanced Settings** window.
 - If a service named **DNS** exists, select it and then click **Edit**. Verify that the ports mentioned are **UDP 53** (internal and external) and that the name of the host computer is the **name of your computer** or **localhost**.
 - If no service named **DNS** exists, click **Add** and then fill in the fields as follows:
 - Description of service: **DNS**
 - Name or IP address of the computer hosting this service: **localhost**
 - External Port number: **53**

- Internal Port number: **53**
 - The **UDP** radio button must be selected
- Then click **OK**.



- Close all of the windows for the advanced settings and the Windows firewall by clicking **OK** for each one.
- Return to your PS3's network settings and try the **Test Connection** option again.

On a computer using a firewall other than the Windows firewall:

- Open **your firewall software's control panel** (please refer to the documentation supplied with your firewall software), then verify that **UDP ports 53 (internal and external)** are open on your PC for your wireless network connection.
- Return to your PS3's network settings and try the **Test Connection** option again.

3. If the problem persists, please refer to the FAQ "**How can I manually configure my PS3's IP address?**", then try the connection test again. If the test still fails after taking all of these steps, please contact our Technical Support team, as well as that of Sony Corporation.