NBA Jam Network / Router Troubleshooting

1. If you are seeing "Requesting to join ___'s game..." or "Waiting for __ to accept you into their game" and the progress bar is not moving, this is not a network or connection issue. This is due to the host you are trying to join has his/her social settings setup such that he/she will have to approve your request before you can join the game and the request is pending approval. Once the host approves your request, you will be able to join the game.

2. Place your NBA Jam machine closer to your router and make sure you have good WIFI signal strength.

3. Check your router's specification. Your router may not provide sufficient bandwidth for multiplayer games if you are connecting NBA Jam machine to a 802.11b specification WIFI network. You may need to upgrade your router to 802.11g or higher in order to play NBA Jam multiplayer games.

4. If your router is employing a strict NAT and you try to connect to another user who has a strict NAT, it will fail. Examine your router's security settings. It may have an option to select a less restrictive NAT, such as "Open NAT".

5. If your router provides "Demilitarized Zone" (DMZ) option, try assign your NBA Jam machine a fixed IP on your LAN and assign the IP to a "Demilitarized Zone" (DMZ)

6. If your router provides virtual server options, try assigning your NBA Jam machine to a fixed IP on your LAN and set up a virtual server to forward port 1972 to the LAN IP for your NBA Jam machine. If given the option, be sure to allow it to forward UDP (or "both") types of data packets.

7. You may experience multiplayer connectivity issues if your NBA Jam machine is connected to a WIFI network with multiple layers of router setup. You may want to check if your cable modem act as a router with strict security. In this case, attaching another router underneath your modem will create multiple layers of router setup. Try connecting your NBA Jam machine to a router with direct

internet connection but if it's not possible, the port forwarding has to be done at each level. If Router A is connected to the Internet, Router B is connected to Router A, and the NBA Jam machine is connected to B, then

a. Router A needs to forward Router B's port 1972 at its IP as A sees it
b. Router B then needs to forward port 1972 to the NBA Jam machine's LAN IP (with the IP set statically).
c. You may also need to configure your main router's settings if it has a "strict" NAT configured (See point 3).

For more information on how to get this set up, please contact your Internet Service Provider for support.