Troubleshooting Network Issues

Include:

1. Verify the network adapter is properly installed and detected by the computer with no conflicts.

2. Open the Device Manager and verify there are no errors.

3. If conflicts exist, try letting the operating system re-detect and install the network card.

4. If the operating system re-detects the card but does not find the drivers, download the latest network card driver.

5. When working on a wired network, make sure the network cable is properly connected and verify the LEDs next to the network jack are properly illuminated

6. When working on a wireless network, look for the computer's Wi-Fi button and make sure it is on. Make sure the correct Wi-Fi hotspot is used.

7. Verify the network card is capable of pinging itself.

8. Use the ping command and see whether replies from the network card is received.

9. If an error is received, or the transmission fails, then the network card is not physically installed correctly or is defective.

10. Make sure the computer can connect to the router correctly.

11. Determine the router's address by looking at the Gateway address.

12. If no reply is received from the router, either the router is not set up properly, or the connection between the router and the computer is not correct.

13. Wait for a few minutes to make sure it is not a temporary outage.

14. Unplug the power cables to the router and modem and leave them disconnected for 15 seconds, and then see if your router is pinged.

15. Contact the Internet service provide to make sure there is no problem on their end.