# Internet Outage Issues

User Guide

Aug 12, 2016

## Version History

| Date | Version | Author | Role |
|------|---------|--------|------|
| Aug 12, 2016 | 1.0 | Vikrant Phansalkar | Lead IT Operations |

## Reviewed By

| Date | Name | Role |
|------|------|------|
|  |  |  |

## References

| Document Title | File Name |
|----------------|-----------|
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## User Guide for Internet Outage Issues

- **Steps to check internet issues on desktop/laptop:-**

1. Ensure you check physical Ethernet connections and correct port.
   - Ethernet cable should be connected in Blue slot.
   - Ethernet cable should NOT be in Yellow as it is for phone.
   - You'll be able to see light on port of computer/laptop.
   - Go to the command prompt and type in – IPCONFIG and hit enter.
   - IP address shouldn't be in range of 169.254.x.x. If, it is – then Reboot.

```
C:\Users\vikrant.phansalkar>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection:

   Connection-specific DNS Suffix  . : synechron.com
   Link-local IPv6 Address . . . . . : fe80::702b:7729:e5e9:33d0%11
   IPv4 Address. . . . . . . . . . . : 172.20.10.123
   Subnet Mask . . . . . . . . . . . : 255.255.255.0
   Default Gateway . . . . . . . . . : 172.20.10.254

Tunnel adapter isatap.synechron.com:

   Media State . . . . . . . . . . . : Media disconnected
   Connection-specific DNS Suffix  . : synechron.com
```

2. Need to check if any static IP is assigned:-
   - Click on computer icon on bottom right corner of screen near clock.
   - Click on Network & Sharing center -> Local Area Connection -> Properties
     Click on Internet Protocol version 4 -> Properties
   - Need to check if it's on "Obtain an IP address automatically or on Use following IP address", it should be on "Obtain an IP address automatically".
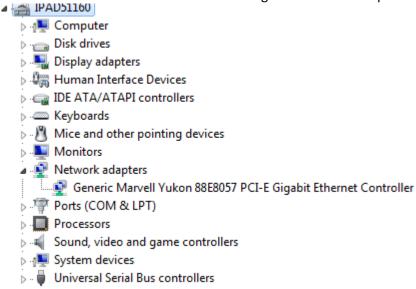
3. Device drivers for LAN:-
   - Go to Start -> Control Panel -> Device Manager -> Network Adapters

   

   - Need to check if there's a yellow question(?) or exclamation (!) mark present, If it is Drivers need to be reinstalled.
   - Try command prompt again and ping global DNS (8.8.8.8 and 4.2.2.2) you should be getting replies.

   

   - If still any kind of issue persists, need to call support.