

Internet Outage Issues

User Guide

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Version History

Date	Version	Author	Role
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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".

Obtain an IP address automatically
 Use the following IP address:

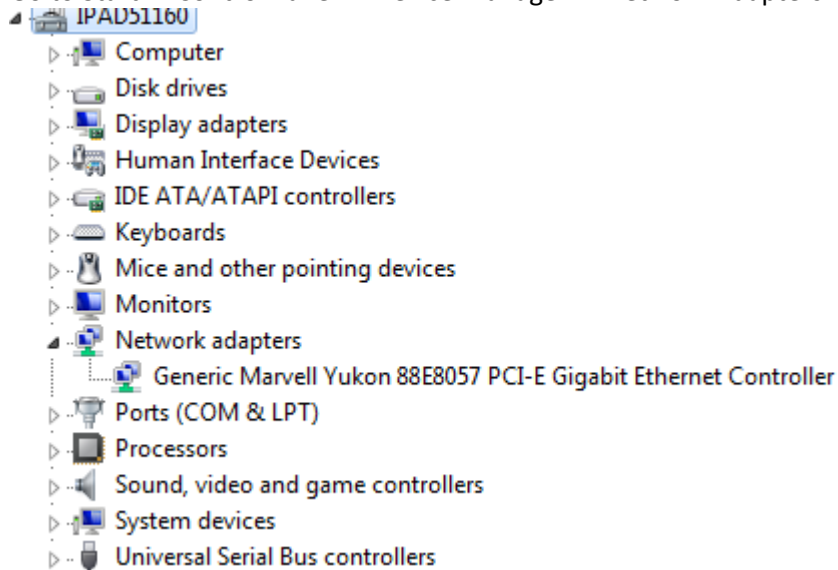
IP address: . .
 Subnet mask: . .
 Default gateway: . .

Obtain DNS server address automatically
 Use the following DNS server addresses:

Preferred DNS server: . .
 Alternate DNS server: . .

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.

```
C:\Users\vikrant.phansalkar>ping 4.2.2.2

Pinging 4.2.2.2 with 32 bytes of data:
Reply from 4.2.2.2: bytes=32 time=126ms TTL=51
Reply from 4.2.2.2: bytes=32 time=125ms TTL=51
Reply from 4.2.2.2: bytes=32 time=125ms TTL=51
Reply from 4.2.2.2: bytes=32 time=129ms TTL=51

Ping statistics for 4.2.2.2:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 125ms, Maximum = 129ms, Average = 126ms

C:\Users\vikrant.phansalkar>ping 8.8.8.8

Pinging 8.8.8.8 with 32 bytes of data:
Reply from 8.8.8.8: bytes=32 time=5ms TTL=57
Reply from 8.8.8.8: bytes=32 time=4ms TTL=57
Reply from 8.8.8.8: bytes=32 time=8ms TTL=57
Reply from 8.8.8.8: bytes=32 time=5ms TTL=57

Ping statistics for 8.8.8.8:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 4ms, Maximum = 8ms, Average = 5ms
```

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