

LAN Connectivity Issues

User Guide

Aug 12, 2016

Version History

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

Reviewed By

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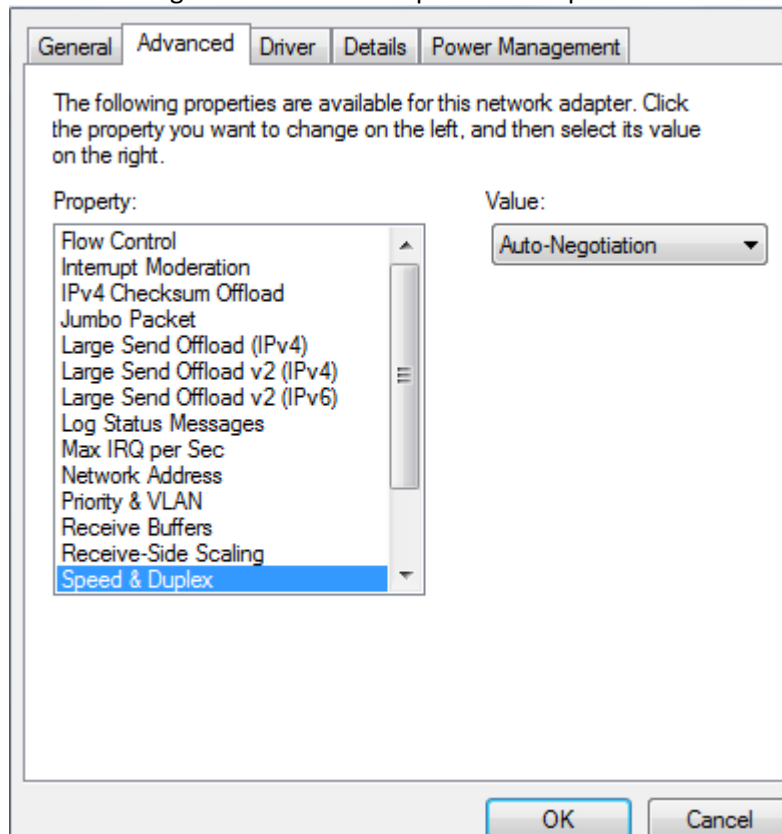
References

| Document Title | File Name |
|----------------|-----------|
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User Guide for LAN Connectivity Issues

- **Steps to check on LAN Connectivity issues:-**

1. Ensure you check physical Ethernet connections and correct port.
 - Ethernet cable should be connected in Blue slot.
 - 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.
2. Need to check if it is the only computer having slowness (DNS issues), also if it is any single application/website having slowness issues. Can check with other user or login to other available computer.
3. Need to check Link Speed:-
 - Click on computer icon on bottom right corner of screen near clock.
 - Click on Network & Sharing center -> Local Area Connection -> Properties
Click on Configure-> Advanced-> Speed and Duplex-> select to Auto-Negotiation.



4. Look for trace routes, a large number of TCP retransmissions and \or TCP resets, also look for a high percentage of broadcast traffic (Need to contact support).