Troubleshooting Wired Network Connection Issues

Be sure it's not your workstation's problem (to the best of your abilities): Check problem also occurs with another; restart it; disable its firewall if you can. Does it have correct IP, netmask, gateway & DNS addresses?

Can you access google.co.uk in your web browser?

Issue: maybe site you wanted is down; or requires port that's blocked by workstation's firewall or LAN firewall; or transient Internet routing problem.

Yes

No

How To
Restart router: ctrl+alt+del
Restart modem: login & choose restart otherwise power cycle
Find settings in Windows: ipconfig/all

Do you see a message that helps you fix the problem? Or are you being asked to login?

No

Do you see a green light where the network cable enters the computer?

No

Issue: cable, hub or network card
To Do: push cable in; try another cable; check hub is on & lit for your cable; power cycle hub

Yes

Can you ping router's IP address?

Yes **No**

Do you have more than 1 hub between you and the router?

No

restart router

Yes

Issue: maybe another hub broken

Can you ping modem's IP address?

No

Do you have an unlit LAN / ethernet light on modem?

No

restart modem

Did this fix it?

No

Login to modem, check LAN settings & log

Yes

Can you ping google.co.uk by IP address (i.e. 72.14.221.104 or 66.249.93.104)?

No

Do you have an unlit WAN light on modem?

No

Symptom: no Internet
To Do: Login to modem, check status and log. Does it say everything is OK?

No

Check modem's WAN settings

Yes

Yes

Restart modem. Did this fix it?

No

Can you ping your ISP's DNS IP addresses?

No

Symptom: DNS broken
Issue: either ISP's DNS server down or workstation's DNS broken
To Do: if not your workstation, contact ISP

Yes

Issue: probably ISP's issue. (if you were to traceroute to Google's IP you may get some of the way there)