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- Title: Troubleshooting Network Connectivity Issues
- Category: Troubleshooting
- Tags: ["network", "connectivity", "internet"]
- Content:
  - Introduction: This document outlines steps to diagnose and resolve common network connectivity issues that may affect your internet connection.
  - Step 1: Verify Basic Network Settings
    - Check if the network cable is securely connected if using a wired connection.
    - Ensure the WiFi is turned on and you are connected to the correct network for wireless connections.
  - Step 2: Check Router Settings
    - Access your router's web interface using its IP address (commonly 192.168.1.1 or 192.168.0.1).
    - Confirm that the router's firmware is up to date and that there are no alerts indicating issues.
  - Step 3: Renew and Release IP Address
    - Open the command prompt on your computer and type `ipconfig /release` followed by `ipconfig /renew`.
    - This will refresh your IP address which can sometimes resolve connectivity issues.
  - Step 4: Ping Test to Check Connectivity
    - Perform a ping test by typing `ping google.com` in your command prompt. This checks if your computer can reach the internet.
    - If the ping fails, there may be an issue with your ISP or router.
  - Step 5: Contact Support
    - If the above steps do not resolve the issue, contact your ISP's customer support for further assistance.