**Scenario**

As an IT administrator for a small corporate network, the person using the Office1 computer has called me and said that they can no longer access the network or internet. I suspect that the user has been adjusting their computer on their own.

***Nota Bene:*** *I will know I have fixed all the problems when the Office1 computer can ping the Office2 computer and ping the DNS server. IP addresses below .15 are being used by the servers. IP addresses between .30 and .34 are being used by other workstations*

The first thing I noticed was that the Ethernet cable wasn’t plugged into the wall socket, so I plugged the workstation into the network.

Next, I used the **ipconfig /all** command in Microsoft PowerShell to retrieve network configuration details.

A computer screen shot of a blue screen

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The device has an IP address in the 169.254 range, a subnet mask that differs from the one used by other computers, and no default gateway. This can be compared with the network configuration of Office2 in the following image.

A computer screen shot of a computer screen

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So, to fix the issue I will manually

* Configure a valid IP address
* Use 255.255.255.0 for the Subnet mask
* Use 192.168.0.5 for the Default Gateway
* Configure 163.128.80.93 as the Preferred DNS server

All this can be done through:

Network & Internet → Advanced network settings → More network adapter options → right-click on Ethernet → Properties → Select IPv4 → Properties → Select “Use the following IP address → Enter information → Click ok

A screenshot of a computer

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*Ref1: Advance network settings*

A screenshot of a computer

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*Ref2: Network connections & Properties*

A screenshot of a computer

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*Ref3: IPv4 Properties*

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*Ref4: IPv4 Settings Manually*

Finally, test the connection to verify that everything is functioning properly using the **ping** command.

A computer screen with white text

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