



Knowledge Tip

Internet Access issue

Document Approver: Rick Dadez

Reviewer: Sumit Kumar

Author: Amar Patil

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Table of Content

1. INTERNET ISSUE ERROR! BOOKMARK NOT DEFINED.

Review & Approval Record

Rev No	Date	Reason of Issue	Prepared By	Reviewed By	Approved By	Details of Amendments and revisions
1	12/30/2022	New	Shubham Patil	Sumit Kumar	Rick Dadez	New Version - 1.0

Amendment Record / Control Sheet (ACS)

Rev No	Date	Reason of Issue	Prepared By	Reviewed By	Approved By	Details of Amendments and revisions

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Title or Role	Approver Name
Document Owner	Amar Patil
Document Reviewer	Sumit Kumar
Document Approver	Rick Dadez

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Internet issue

- 1. Kindly make sure the laptop/system connected with Wi-Fi or LAN.**
- 2. To check your laptop/system is connected to the Internet – kindly follow the below steps.**
 - Open the CMD on your laptop/system.
 - Type in the CMD window “ping 8.8.8.8” OR “ping google.com” and hit on enter.
 - And check the response,
 - i) if the receive the response in **reply from** – like below means your network is connected and working fine.
 - ii) if the receive the response **“Request time out”** means you are not connected with the network OR your network is not working.

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Cal Command Prompt
Microsoft Windows [Version 10.0.22000.1335]
(c) Microsoft Corporation. All rights reserved.

C:\Users\ACLASMESPL>ping google.com

Pinging google.com [142.250.183.142] with 32 bytes of data:
Reply from 142.250.183.142: bytes=32 time=6ms TTL=118
Reply from 142.250.183.142: bytes=32 time=7ms TTL=118
Reply from 142.250.183.142: bytes=32 time=6ms TTL=118
Reply from 142.250.183.142: bytes=32 time=11ms TTL=118

Ping statistics for 142.250.183.142:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 6ms, Maximum = 11ms, Average = 7ms

C:\Users\ACLASMESPL>ping 8.8.8.8

Pinging 8.8.8.8 with 32 bytes of data:
Reply from 8.8.8.8: bytes=32 time=6ms TTL=118
Reply from 8.8.8.8: bytes=32 time=7ms TTL=118
Reply from 8.8.8.8: bytes=32 time=7ms TTL=118
Reply from 8.8.8.8: bytes=32 time=7ms TTL=118

Ping statistics for 8.8.8.8:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 6ms, Maximum = 7ms, Average = 6ms
```



3) URL Access issue: - If you are connected to the network/internet and only a specific URL is not accessible.

- Kindly make sure your VPN is connected.
- Try to connect with another Wi-Fi network/ mobile hotspots network and check.
- Restart your Router once and check.
- IF the same issue persists – Kindly reset the Router OR connect with your ISP vendor (Internet service provider).

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