### Request Logging Form

**START Date: 17/03/2016 Time 20:33am**

**NAME:** Jack Spratt

**DEPARTMENT:** Sales Department **TELEPHONE NUMBER:** 07783456176

**DEVICE NUMBER:** DTR623 **LOCATION:** Shire Borough Council

**PROBLEM**

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| User is unable to find the Ethernet controller on the device manager and thus is unable to connect via ETHERNET Cable to the Internet. |

**Request reporting Form**

**TYPE OF PROBLEM CIRCLE: Hardware/ Software PRIORITY: HIGH**

**REMEDIAL ACTION TAKEN (*Initial action taken or advice to user to remedy the problem quickly)***

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| Cables checked to ensure they're plugged in correctly.  Restarted P.C to ensure the problem was still occurring.  Check Updates are all installed for operating system.  System Drivers Up to date. |

# HANDED ON TO Internal………………………………External…………………………..

**Name:** Joel Parkinson **Date: 08/01/2016 TIME:** 09:20

**DIAGNOSIS/SOLUTION and FURTHER NOTES**

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| *Good working Practises:*  *Pre-Requisites (Notes): If replacement parts are needed, evidence of purchase and description of the disposal procedure must be provided.*  *Wrist Band Used while working with computer.* |
| *Diagnostic Process: (Network Interface Card)*  Diagnosis 1:   * Removed Side of Case * Ensured Network Interface Card Was Installed Correctly * Card was installed correctly and no damage was evident. * Put side panel back onto P.C   Diagnosis 2:   * Check to see if Device is listed as unknown in device manager * NIC Is listed as “unknown” * Website Solution Found: <http://www.howtogeek.com/193798/how-to-find-drivers-for-unknown-devices-in-the-device-manager/>   *Diagnostic Process: (Internet Connection Error)*  Diagnosis:   * After the NIC was fixed, the client’s machine was still unable to connect to the internet. * Direct Questioning of the Client revealed that we needed to set a Static IP and a Default Gateway. * Static IP: 192.168.17.? * Default Gateway: 192.168.17.5 * DNS: 194.83.25.10 * Client also stated we need to set up the internet to go through a proxy. * Proxy address: 10.253.1.20 * Proxy Port: 8080 |
| *Solution Applied: (Network Interface Card)*  Website Solution:   * Open Device Manager * Expand “Other Devices” * Select the device that is causing the issue (NIC) * Right click with the mouse and select properties. * Click “Drivers” * Click “Update Drivers” * Insert “Windows XP Boot Disk” into computer. * On The P.C Click “Browse my local computer for driver software” * Click “Let me pick from a list of device drivers on my computer” * Click “Have Disk” * Once loaded, click on the Ethernet controller device * Click Install * Once complete the computer automatically asked to “restart to apply changes”. * Computer Restarted Successfully * Removed Disk from computer.   *Solution Applied: (Internet Connection Error)*   * Open “Network and Sharing Center” * Click “Change Adapter Settings” * Right click the main Ethernet adapter that we previously fixed. * Click properties * From the second box down on the properties windows, select “Internet Protocol Version 4 (TCP/IPv4) * Click “Properties” * Change both IP and DNS Settings from automatic to Manual * Set the IP Address as: 192.168.17.? * Click subnet mask once and let autofill * Set default gateway to: 192.168.17.5 * Set Primary DNS Server to: 194.83.25.10 * Set Secondary DNS Server to: 194.83.25.15 * Click Ok * Close All Open Windows. * Open Up Internet Explorer * Go to “Tools” * Click “Internet Options” * Click the “Connections” tab * Click “Lan Settings” * Select the “Use a proxy server for your LAN” checkbox (Make sure it IS ticked) * Enter the address: 10.253.1.20 * Enter the Proxy Port: 8080 * Click “OK” * Click “Apply” * Click on the “Advanced” tab and scroll all the way to the bottom of the main scroll section. * Ensure TLS 1.0, 1.1 and 1.2 are all selected. * Click “Apply” and click “Ok” * Click on the Start Menu and Type “CMD”, Click Enter * On the command prompt window type: “ping bbc.co.uk” * Go back to Internet Explorer and open the website: Http://bbc.co.uk |
| *Functional Testing: (Network Interface Card)*   * Open up Device Manager and check to see if the device is now listed as a NIC. * Device Manager Shows that the NIC is now installed and working correctly.   *Functional Testing: (Internet Connection Error)*   * Open Command Prompt and type “tracert bbc.co.uk”, ensure that it connects correctly through the client proxy to the BBC website. * Open Internet Explorer and browse to the website <http://bbc.co.uk> * When prompted I logged into the clients internet network. * I then tried the website <http://bbc.co.uk> again * The website loaded fine as expected. |
| *Parts required:*  Windows XP Boot Disk |

**Customer Satisfaction**

The problem/repair above has been carried out, please sign below to indicate that you are satisfied with the work undertaken and the job has now been resolved.

**Problem Solved By:** Joel Parkinson

**Signature Date & Time**

**Name of Client:** Jack Spratt **Signature of Client**

**Date & Time**