

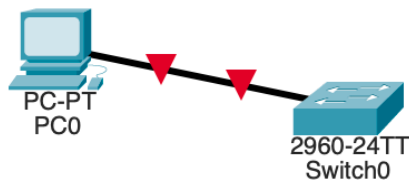
## L1\_Physical\_Layer\_Cable\_Issue Explanation

In this case, the network connection is not established due to an error in the *physical layer (L1)*. The computer boots up normally but cannot connect to the internet. Although it may seem like a software or modem problem at first glance, the fact that the end of the Ethernet cable is crushed explains this connection problem.

There was a red cross on the network connection icon.

Another device was able to connect via the same port, so the port problem was ruled out.

Physical damage was noticed when the end of the Ethernet cable was checked (photo added in html page).



```
C:\>ping 192.168.1.1

Pinging 192.168.1.1 with 32 bytes of data:

Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 192.168.1.1:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

C:\>
```

*This error is evaluated under OSI Layer 1 - Physical Layer (L1). Because the problem is related to the physical cabling and the error occurs before any data frame, IP, port or protocol level is reached.*

Below is a visual of the crushed Ethernet cable:

