Problem Overview
- **Problem Title**: No internet connection
- **Date/Time Reported**: 07/29/2025 morning
- **Device Name:** end devices
- **Device Type/OS**:Laptop/Win11

Problem Details
- **Symptoms**:
  - End devices(phones, laptops) can't communicate with the internet
  - Displayed No internet connection when Comp-B entered Google.com in a web browser
- **Impact**: No Internet Connection for every device on the network A & B
- **Steps to Reproduce**:
  - Misconfigure the DNS in **Network-A-Router**:
    - Log into the Network-Router > Advanced > Network Settings > Network Connections > click on edit next to Broadband Connection (Ethernet) > scroll > settings > scroll > IPv4 DNS: click and select "use the following IPv4 DNS Addresses" > type in a DNS server > click Apply

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Establish a Theory of Probable Cause
- **Initial Hypothesis**: DNS misconfiguration.
- **Reasoning/Approach**: Users on Net A & B seen "No internet connection page" when they navigated to google.com after i changed the DNS server.
- Verizon home network uses dynamic DNS servers it changes constantly for security reason, i changed it to static when i was testing the DNS configurations

Troubleshooting & Solution
- **Troubleshooting Actions**:
  1. ping google.com from **Comp-A** & **Comp-B**.
- **Key Findings/Error Codes**: noticed that devices were connected to the network but no internet connection

```
C:\Users\dayse>ping goole.com
Ping request could not find host goole.com. Please check the name and try again.

C:\Users\dayse>
```
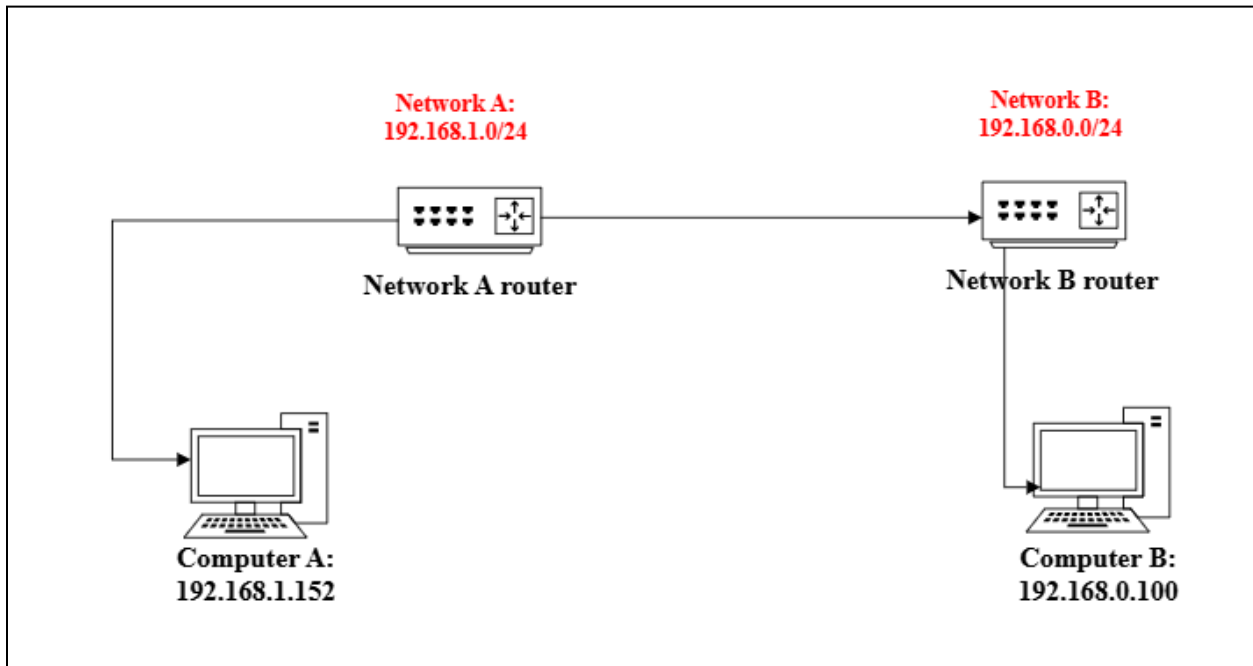
- **Date/Time Resolved**: 07/29/2025 Morning
- **Resolved By**: Daysean M

- **Solution Implemented**:
  1. Factory Reset the Network-A-Router
- Verification: ping google.com and got a response. Entered google.com in a web browser and it worked

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Notes
- **Lessons Learned/Preventative Measures**: Backup intermediate device configurations. Never test in production systems, test in a test network
- **Note**: i was testing on network A (production network). I didn't lose any configs on network-B-router because i misconfigured the DNS server in Network-A-router