



IT Fundamentals

Scenario - No Internet

Aligns to Lesson 2.2.1 - Peripheral Devices

What is the Problem?

John King says he was having trouble connected to the WiFi so he bought a USB to Ethernet connector. However, when plugging in the USB ethernet connector, it still does not connect to the internet. He said his laptop battery is currently at 32% and he shuts his computer down every night before he leaves work.

Solution to the problem (Keep from students):

The computer does not have the driver for the USB to ethernet connector, it should automatically download from the internet when connect to the computer. However, since the computer was not connected to the internet, the driver was never downloaded.

Research: “Insignia USB Ethernet connector not connecting”

- The connector is hard to insert the ethernet cable, make sure this connection is solid
- This product is not supported by MacOS
- Drivers should automatically download
- Unplugging and reinserting the hardware often fixes any issues
- Product is very reliable and rarely runs into any issues
- Have you tried restarting or updating the computer?

Testing Theories (lots of possible theories that students can have)

Slide 6 – Unplug and reinsert

Slide 7 – Check the cables

Slide 8 – Check that the connection is solid/plugged in

Slide 9 – Restart computer

Slide 10 – Test on a different computer

Slide 11 – Replace the Cable

Slide 12 – Replace the dongle

Slide 13 – Check the OS

Slide 14 – Check that drivers were downloaded

Slide 16 – Check Laptop's Battery

Document Findings:

- Why couldn't the dongle connect the computer to the network?
 - The computer wasn't downloading the drivers since it wasn't connected to the internet
- How can a user check to see if this is their issue?
 - They can verify the connection will work on a computer with internet access
- What are the steps to fix this issue?
 - Connect a computer to the network
 - Download the driver from Insignia's website
 - Move the driver to the computer
 - Install the driver
 - Plug in the connector and verify connectivity