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| **Trend symptoms**  My computer automatically obtained the IP address 169.254.x.x but cannot connect to the network  **Possible cause or causes**   * DHCP server is not reachable * Network switch cable might be unplugged * Computer cannot see the network * Firewall might be blocking the connection   **Solutions :**   * Temporarily disable or reconfigure the firewall settings to allow communication from DHCP * Ensure network adapter is properly installed and running * Ensure that DHCP is enabled on your computer and running on the server * Ensure network cables are properly connected and in working condition |
| **Trend symptoms**  My computer cannot access a specific HTTPS site, also my computer can ping an IP address but not a hostname  **Possible cause or causes**   * Firewall software is blocking access * The site might have SSL problem * Incorrect date and time * The browser may be outdated * The DNS cache needs to be flushed * Website server might be down * Website was blocked by antivirus security because it is suspected to be a phishing site or may harm your computer if accessed, it could also be a site that takes vital detail of user   **Solutions :**   * Add site among the trusted site on your firewall software, if that doesn’t work, disable the firewall software * Try similar website if server is down * Ensure date and time is updated * Ensure browser is updated, having all requirement to access the website * Ensure SSL certificate required by the site is installed on the computer * Visit another site that may have similar content and update the antivirus security |