Network Troubleshooting Flowchart

Network troubleshooting is a systematic approach to diagnosing and resolving network-related issues. Ensuring network stability is crucial for maintaining smooth business operations. This flowchart provides a structured methodology for resolving connectivity issues, from basic checks to escalation procedures.

Step-by-Step Process:

- User Reports Network Issue

A user identifies a problem with network connectivity and reports it to the IT team.

- Check Hardware?

The first step is to determine if the issue is hardware-related, such as a faulty cable or network adapter. If hardware is the cause, necessary replacements or repairs are performed.

- Restart Router/Switch

If hardware appears functional, rebooting the router or switch is recommended to reset network configurations.

- Check Network Connection

The IT team verifies the network settings, ensuring proper IP configurations and connectivity to the gateway.

- Run Ping Test

A ping test is performed to check for packet loss and latency, which helps in diagnosing the root cause of the network failure.

- Issue Resolved?

If network connectivity is restored, the troubleshooting process is completed. If the issue persists, further action is required.

- Escalate to Network Admin

If the issue remains unresolved, it is escalated to a senior network administrator for further investigation.

- End

The process concludes when the network problem is resolved and confirmed as stable.