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### (54) MONITORING CAUSATION ASSOCIATED WITH NETWORK CONNECTIVITY ISSUES

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#### **ABSTRACT** (57)

Described herein are systems, methods, and software to identify causes of connectivity issues in a computing environment. In one example, a computing system monitors network characteristics associated with the computing system and identifies an error notification from a service on the computing system that indicates a connectivity issue with one or more other computing systems. In response to the error notification, the computing system identifies additional network characteristics associated with connections to the one or more other computing system and determines one or more probable causes of the connectivity issue based on the network characteristics and additional network characteristics. The computing system can then generate a summary using the one or more probable causes.

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MONITOR NETWORK CHARACTERISTICS ASSOCIATED WITH A FIRST COMPUTING SYSTEM

IDENTIFY AN ERROR NOTIFICATION FROM A SERVICE ON THE FIRST COMPUTING SYSTEM INDICATIVE OF A CONNECTIVITY ISSUE WITH AT LEAST ONE OTHER COMPUTING SYSTEM

IN RESPONSE TO THE ERROR NOTIFICATION. IDENTIFY ADDITIONAL NETWORK CHARACTERISTICS ASSOCIATED WITH THE CONNECTION(S) TO THE AT LEAST ONE OTHER COMPUTING SYSTEM

DETERMINE ONE OR MORE PROBABLE CAUSES OF 1204 THE CONNECTIVITY ISSUE BASED ON THE NETWORK CHARACTERISTICS AND THE ADDITIONAL NETWORK CHARACTERISTICS

GENERATE A SUMMARY, WHEREIN THE SUMMARY INDICATES AT LEAST THE ONE OR MORE PROBABLE CAUSES OF THE CONNECTIVITY ISSUE