

MY NETWORK TROUBLESHOOTING STEPS

1. Gather Information (Triage)

One user or multiple? / When did it start? / What apps/services affected?

2. User Device & Connection Check

Reboot device Check Wi-Fi/Ethernet status Try another device or network

3. Hardware/Port Check

Cable plugged in? Router/switch lights blinking? Try different port/cable

4. IP & Network Configuration

*Ipconfig /all (Windows) / ipconfig (Linux/macOS / IP starts with 169.x.x.x? → Renew:
ipconfig /release / ipconfig /renew*

5. Connectivity Tests

*Ping 127.0.0.1 # Loopback / ping <gateway> # LAN / ping 8.8.8.8 # Internet / ping
google.com # DNS*

6. DNS Troubleshooting

nslookup google.com / dig google.com / Change DNS to 8.8.8.8 (Google) / Flush DNS



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7. Firewalls, VPNs & Proxies

Disable VPN/firewall temporarily / Check browser/system proxy settings

8. Application-Level Troubleshooting

Affected only one app? / Try on another PC / Check server/app logs

9. Malware/Security Check

Run antivirus scan / Look for blocked network activity

10. Logs and System Review

Check Event Viewer on Windows/ /var/log (Linux/ macOS) Check for other errors

11. Escalate / Contact ISP

No local issue? Call ISP or escalate to NOC



