

Ticket ID: HD-002

Category: Network/Connectivity

Priority: High

User Impact: Single user (unable to access internet resource)

Environment: Windows 10/11, Wi-Fi connection, office/home network

1. Problem (User's words)

User reports: *"My computer is connected to Wi-Fi, but I can't access the internet. Websites won't load."*

2. Quick Questions I Asked

- Are other devices able to connect to the internet on the same Wi-Fi?
- Did this issue start suddenly or after any changes?
- Are you working from home or the office network?

3. Symptoms Observed

- Wi-Fi status shows **Connected**
- Network status displays "**No Internet, secured**"
- Web pages fail to load

4. Troubleshooting Actions Taken

- Opened Command Prompt to perform basic network checks
- Verified IP configuration and tested connectivity using ping
- Observed successful IP connectivity but failed name resolution
- Cleared the local DNS cache and renewed the network configuration

5. Root Cause

The system experienced a DNS-related issue, preventing access to internet resources despite an active Wi-Fi connection.

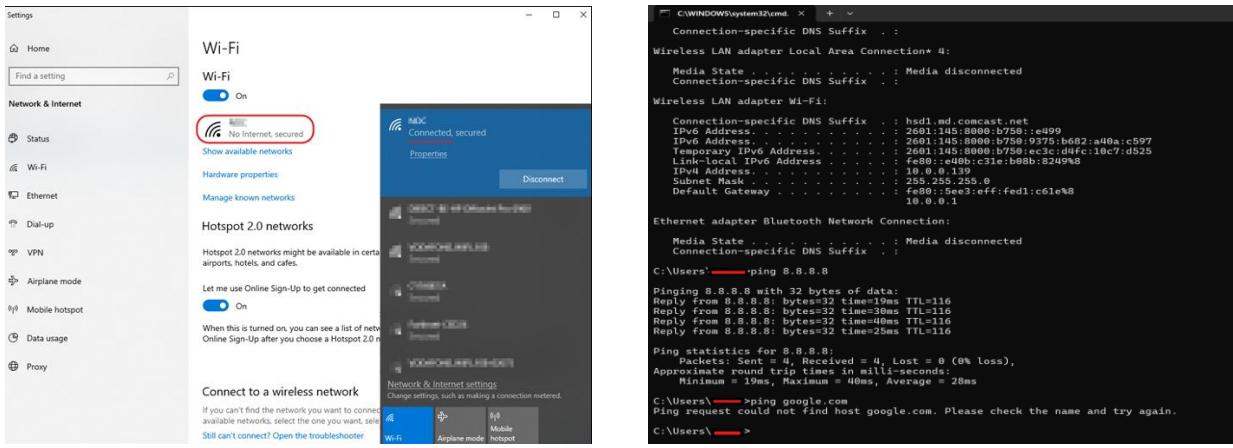
6. Fix / Resolution

The local DNS cache was cleared and the network configuration refreshed, restoring normal internet access.

7. Prevention / Recommendation

Advised the user to restart the router if the issue reoccurs and to report persistent connectivity issues to IT support.

8. Proof (Verification)



9. Time Log

Start Time: 10:00 AM

End Time: 10:20 AM

Total Time: 20 minutes