

Title: Troubleshooting Connectivity Issues

Introduction: Support engineers often encounter connectivity issues reported by users. This knowledge-based article aims to guide engineers through the troubleshooting process for identifying and resolving common connectivity problems.

Common Connectivity Issues:

1. No Internet Access:

- *Symptoms:* Users report a lack of internet access despite a working connection.
- *Troubleshooting Steps:*
 - Check the physical connection of the device.
 - Verify router and modem status lights.
 - Run network diagnostics on the user's device.

2. Slow Connection:

- *Symptoms:* Users experience slow internet speeds.
- *Troubleshooting Steps:*
 - Check for background downloads or updates.
 - Test the connection speed using online tools.
 - Optimize router settings for better performance.

3. Intermittent Connection Drops:

- *Symptoms:* Users face intermittent drops in their internet connection.
- *Troubleshooting Steps:*
 - Examine the router logs for errors.
 - Consider interference from other electronic devices.
 - Update router firmware.

Advanced Troubleshooting:

For more complex issues, refer to the advanced troubleshooting section of our documentation. This includes information on configuring firewalls, checking DNS settings, and performing packet captures for in-depth analysis.

Conclusion: Support engineers should utilize this knowledge base article to efficiently troubleshoot and resolve connectivity issues reported by users. Regular updates and additions to the knowledge base ensure that engineers have access to the latest information and solutions.