Trouble-shooting Computer with No Internet

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The initial questions to ask, when trouble-shooting a single computer with no internet are as follows:

- 1. Does the PC have a network connection, wired or wireless?- if not, check the patching to this computer, or if others can connect wirelessly try rebooting the wireless access point.
- 2. Does the PC have an IP address of the correct type, and if so, is this set manually or by DHCP?- At this point you can try disabling, and then enabling the network adapter on the computers *Device Manager*. If still not working then try uninstalling the network card and then scanning for hardware changes to pick it back up. Do not delete the drivers when uninstalling.- If the IP address is different to that expected, check the patching of the PC (does it connect to the correct connection or go through a router?). Rebooting switches or routers which this connects through are possibilities at this stage.
- 3. Can the PC ping the gateway?
- 4. Can the PC ping an external website, eg google.co.uk or bbc.co.uk?
- 5. Can the PC ping an external website by its IP?- Try entering *ipconfig /flushdns* in the *command prompt* window and then reboot the PC.

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