

How to troubleshoot your Internet Connection: Quick Help Guide

This will work with **Windows Vista, 7, 8, 8.1 & 10.**

Follow these instructions but **DO NOT** start your browser as it just wastes time at this point.

You must **first** open the Command Prompt in **administrator** mode. All testing will be done in the **Admin Command Prompt** (DOS Mode).

NOTE: DO NOT close this window until you have a connection (to a website) with your browser!

Win Vista & 7

Open>All Programs>Accessories and right click the **command prompt** and left click **run as administrator**

Win 8, 8.1 & 10

Right Click lower left hand corner and select **“Command Prompt (Admin)”**

(It is very **important that you run in administrator mode**). After each of the following commands use the **enter** key.

Do this first! Clear the screen using the following commands: “type” **CD** (**enter**) (This is CD plus Backslash, this just moves you back to the “root” directory and is called **Change Directory**) http://en.wikipedia.org/wiki/Root_directory
“Type” **CLS** (**enter**) (this clears your screen) and will leave you at **C:\>**



Now type **Ipconfig** (this will show your **IP address** and **Gateway** from your router) you should get something like **192.168.0.1** for your **Gateway** and possibly **192.168.0.101** for your IP address or similar (IPv4). If you get **169.xxx.xxx.xxx** then you do **NOT** have an IP address from your router but are just using the Microsoft built in TEST IP. If you have the 169 address you will need to **release** and **renew** your IP address using the following commands at the Command Prompt: **ipconfig /release** then type **ipconfig** again and you should have all 0's, next type **ipconfig /renew** and you should get a valid IP address from your router. **NOTE: you can only release and renew in administrator mode and by using the up and down arrow keys you will not have to retype these commands.** (This uses the doskey program): <http://en.wikipedia.org/wiki/Doskey> and is actually part of windows.

Now we are ready to test our connections, for this we will use the Windows Ping command. **PING** is a command that is used on computer networks to verify connections to routers, printers, computers or other devices. This will ping the device **4 times** and you should get **4 replies**. <http://en.wikipedia.org/wiki/Ping>

Ping 127.0.0.1 (this tests that your hardware and software are working properly) also known as the loopback address.

Ping 192.168.0.1 (or your **default Gateway** which was obtained by using the **ipconfig** command)

Ping your (outside) **WAN IP** address (from your modem/router settings for Ipv4 or here: <http://ip-check.info/?lang=en>)

Ping your ISP's Primary DNS (Domain Name Server) if you know it.

Ping CenturyLink.net or your ISP to see if the name “resolves” to an IP address; you should get 4 replies.

Ping 206.190.36.45 (this is yahoo.com)

Ping yahoo.com (this proves you can get beyond your ISP and onto the WWW)

If any of these fails that will point to the problem area/ISP.

At the **Command Prompt** Type “Exit” or click the red X.

Start your browser now and you should be online if the above did not fail.

Notes: If you can't get a valid IP address check that your Ethernet cable is plugged in, your router is powered up and you have a light on your Ethernet card on the back of your computer or your Wi-Fi is connected, you may have to use a cable to connect to the router. If you are plugged into Port 1 of your router, then that light should also be on.

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