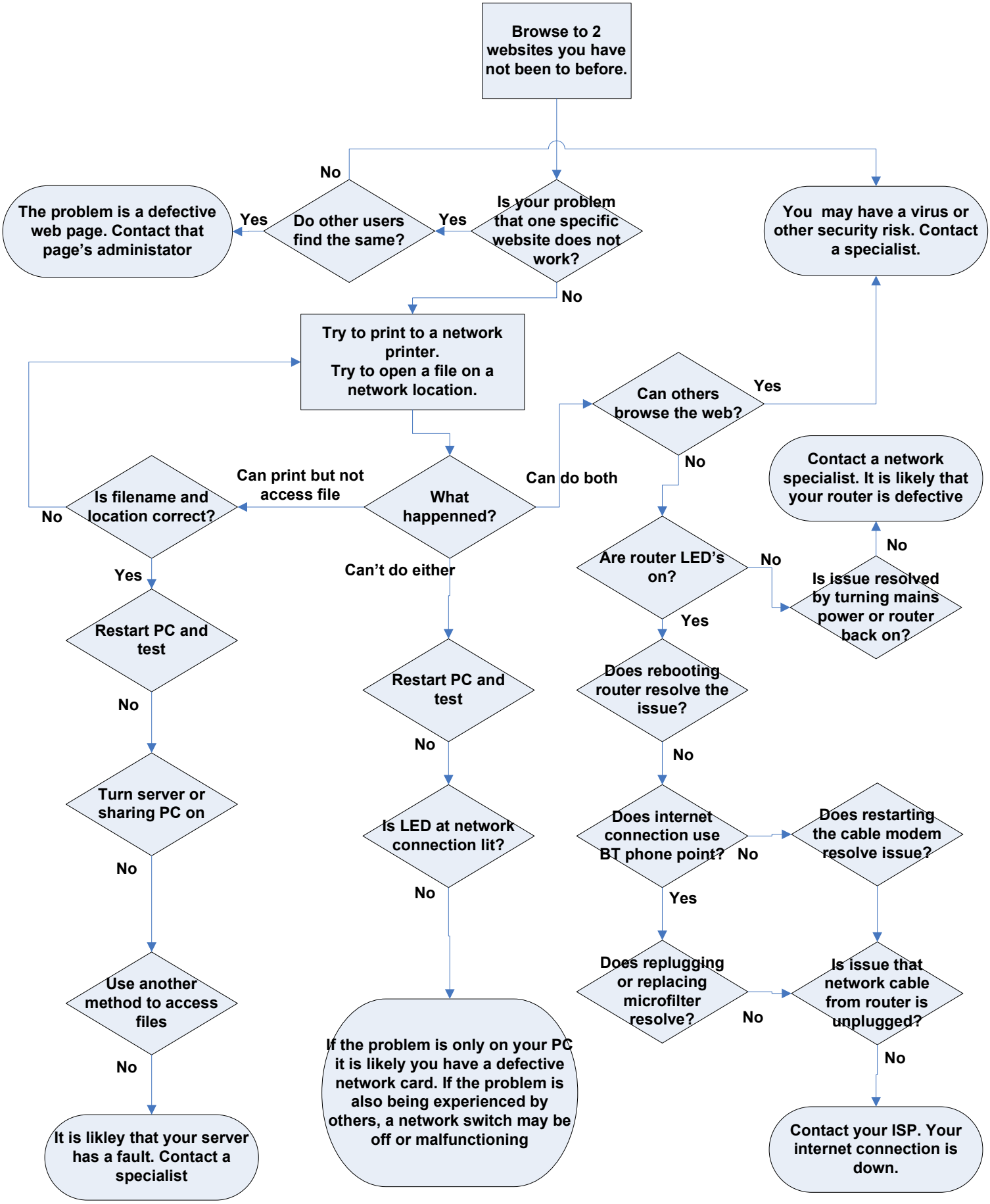
Browse to 2 websites you have not been to before.
Is your problem that one specific website does not work?
Yes
Do other users find the same?
Yes
The problem is a defective web page. Contact that page's administator
No
You may have a virus or other security risk. Contact a specialist.
No
Try to print to a network printer.
Try to open a file on a network location.
What happenned?
Can print but not access file
Is filename and location correct?
No
Yes
Restart PC and test
No
Turn server or sharing PC on
No
Use another method to access files
No
It is likley that your server has a fault. Contact a specialist
Can do both
Can't do either
Restart PC and test
No
Is LED at network connection lit?
No
If the problem is only on your PC it is likely you have a defective network card. If the problem is also being experienced by others, a network switch may be off or malfunctioning
Can others browse the web?
Yes
No
Are router LED's on?
No
Is issue resolved by turning mains power or router back on?
No
Contact a network specialist. It is likely that your router is defective
Yes
Does rebooting router resolve the issue?
No
Does internet connection use BT phone point?
No
Does restarting the cable modem resolve issue?
Yes
Does replugging or replacing microfilter resolve?
No
Is issue that network cable from router is unplugged?
No
Contact your ISP. Your internet connection is down.