Organization Name:	GovTech Agency, Thimphu: Bhutan
Document Name:	Level I Troubleshooting Guideline
Document No:	GovTech/GovNets-01/(02)/2023-24
Version:	1.0
Effective Date:	**Jan 1, 2024**

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1. Initial Assessment

- **Identify the issue:** Ask the user to describe the issue clearly. Is it a connection problem, slow speeds, or other network related issue?
- **Gather Information**:
    1. User's device type (PC, laptop, smartphone, etc.)
    2. Operating system and version
    3. Network type (Wi-Fi, Ethernet, etc.)
    4. Any error messages received.

2. Basic Check

- **Check Physical Connections:**
    1. Ensure all cables are securely connected.
    2. Verify that any power for modems, switches, AP, routers and other devices are turned on.

- **Wi-Fi connection:**
    1. Confirm that Wi-Fi is enabled on the device.
    2. Check if the device is connected to the correct Wi-Fi network.

3. Authentication and User Access Check

- **Verify User Authentication**:
    1. Ensure that the user is correctly logged in with authorized credentials.
- **Check Network Permissions**:
    1. Confirm that the user has the necessary permissions to access the network and services.

4. Network Status

- **Ping Test:**
    1. Open Command Prompt (Windows) or Terminal (Mac/Linux).
    2. Type ping 8.8.8.8 (Google's DNS) and press Enter.
    3. If there is a response, the internet connection is likely okay. If not, continue troubleshooting.
- **Check Network Status:**
    1. On Windows: Go to Settings > Network & Internet > Status.
    2. On Mac: Go to System Preferences > Network. Check the connection status.

5. Restart Device

- **Restart User Device**:
    1. Ask the user to restart their computer or device.
- **Restart Network Equipment:**
    1. If accessible, power cycle the modem and router:
- Unplug the power, wait 10 seconds, and plug it back in.

6. Review Network Setting

- IP Configuration:
    1. On Windows, open Command Prompt and type **ipconfig.** Check if the IP address is in the correct range (usually starts with 10.0.x.x for agencies and 172.16.0.0 for RH, Airports and TWAN).
    2. On Mac, open Terminal and type **ifconfig** to check the IP address.
- DNS Settings:
    1. Ensure the device uses automatic DNS settings unless specified for specific or special use cases.

7. Check for Service Outages

- Use a mobile device to check for any reported outages in the area.
- Contact GovNETs (DrukREN and GovNet) NOC Teams.

8. Findings

- Record any error messages, user feedback, and steps taken during troubleshooting for escalation if needed.
- Use this document to log the issues: Incidence-Response-Details

9. Escalation

- If the issue persists after completing these steps, escalate the problem to Level 2 support (Technical teams) with detailed notes.

10. Conclusion

- This guideline provides a structured approach for initial troubleshooting of network issues. Always ensure that you maintain clear communication with the user and document any findings for further support.