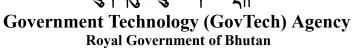


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#### 1. Initial Assessment

- **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.



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#### 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: <u>Incidence-Response-Details</u>

#### 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.