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Table of Contents

1. Initial Assessment	3
2. Basic Check	3
3. Authentication and User Access Check	3
4. Network Status	3
5. Restart Device	4
6. Review Network Setting	4
7. Check for Service Outages	4
8. Findings	4
9. Escalation	4
10. Conclusion	5

Level I Troubleshooting Guideline, GovNets Division, GovTech Agency



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.