

PROBLEM: The internet is not accessible on a workstation

NO  
Has this PC ever accessed the internet before and is the network cable plugged in?

You need to make sure the network cable is plugged in and that the appropriate TCP/IP settings have been defined for local IP Address, Gateway (Router) and DNS

YES  
At the same point in time, can you access the internet from other computers?

Local Workstation Problem

NO  
From a computer that CAN normally access the internet, try to PING the router. 10.xx.xx.1 - does it reply?

Network/WAN or Router Problem

NO  
Check the power on the router. Check it's connected to the hub / switch and that both connection lights are active. Switch it off and on and wait 10 minutes. Check the hubs / switches on your LAN. Are things like OASIS working? Consider your location. How does your PC's connection get back to the router?

NO  
Is there a light on where the network cable plugs into the PC and on the hub/switch port?

There is usually a light at the port where the network lead joins the PC. Another light should be on the hub where the port connects. Try a different port & patch lead - ones you know work

YES

NO  
Are the TCP/IP settings defined correctly on the PC - Local Address / Gateway / DNS?

Verify the TCP/IP settings. There should be a unique local address for each computer, while all other IP settings - i.e. Gateway/Router and DNS addresses must be the same on all computers

YES

NO  
Is the PAC file auto-proxy correctly defined in the browser? Check the spelling!

Every workstation must have the school's auto-proxy defined in the internet browser's (I.E. or Netscape) options or preferences screen. eg. <http://pac.schools.nsw.edu.au/schools/schoolid.pac>

YES

NO  
Ping the router's IP address - 10.xx.xxx.1 - do you get a reply?

If other computers can access the internet, the problem is with that computer or its network connection. Possibly a faulty network card. Try a different port or replace the patch leads

YES

If you can ping the router then the problem is in your browser. Verify the PAC file setting. Check the spelling! Try access the site <http://detwww.det.nsw.edu.au> If you can, but can't get to other sites, it's a PAC setting problem

YES  
You are sure that the problem is definitely occurring on ALL computers?

NO  
You need to take some time and verify whether all PCs are affected or whether it's only some. Perhaps the problem is with a particular switch or hub on the network that the PC is connected to.

YES

NO  
Wait ten minutes and then try access the internet again. Does it now work?

The problem lies beyond your school with the Internet Service Provider. You should call the Helpdesk to report it. The Helpdesk number is: 1800-338-483

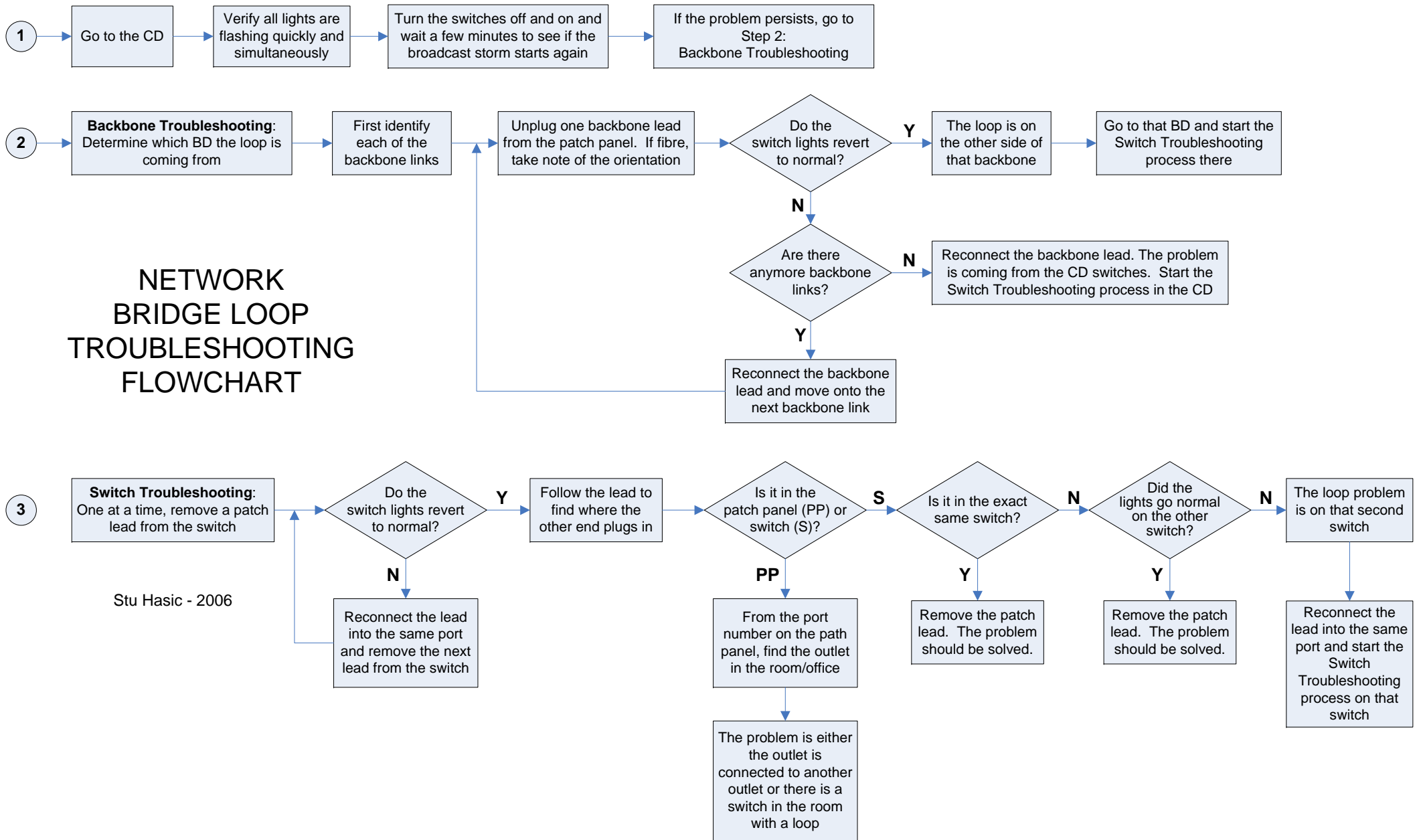
YES

It was probably a period of downtime that was totally out of your control. But it's fixed now, so surf away!

# SCHOOL INTERNET ACCESS TROUBLESHOOTING FLOWCHART v2.0

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# NETWORK BRIDGE LOOP TROUBLESHOOTING FLOWCHART



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