



Internet Related

I can't get onto the internet and/or my e-mail is not working properly. Is this a computer problem or a internet service problem?

This will require a few checks be made before we can determine where the problem is located. Please follow the following steps to help isolate the problem.

1. Verify that your network modem is connected and powered up. Take notice of any lights on the front of the modem. If there are no lights, or the internet status lights are not the way they should be, give us a call.
2. Try printing to any network printer, or access any network storage devices. If you can print or get to network storage, your internal network is working fine.
3. Try accessing a large, common website such as MSN or Google. If these are set as your home page, try a different site so that you are not loading the page from cache storage.

If you can print or access files, and your modem lights are all lit the way they should be, then it may be necessary to restart your network. Do the following in the order listed below:

1. Turn OFF all computers, printers, network storage drives and all other equipment attached to the network.
2. Turn OFF or unplug the router/switch equipment located in the server room.
3. Turn OFF or unplug the modem.
4. Wait about 2 to 3 minutes.
5. Turn ON or plug in the MODEM only.
6. Wait about 1 minutes. Watch the lights on the front of the modem. Verify the lights are indicating a connection to the Internet.
7. Turn ON or plug in the router/switch equipment.
8. Wait about 1 minute.
9. Verify the lights on the router/switch are indicating a connection to the modem.
10. Turn ON computers, printers, network storage devices and all other equipment attached to the network.
11. Wait a few minutes after the computer as booted up to try accessing the internet. It sometimes takes a bit of time to resolve addresses for the computer.

If after completing the above tasks, you still have no internet connectivity, please give us a call.