Troubleshooting Wired Network Connection Issues

Issue

If you are trying to use a wired network connection on campus, but are not able to access network and internet resources, try the advice below to enable or restore your connection.

First things to try

- Disconnect and reconnect the network cable at each end to be sure it is firmly connected
- Restart the device and try again
- Try another network cable
- Try another network jack
- Try another computer in the same jack

Troubleshooting and information collection

If the steps above do not resolve the issue, you can take the following steps to check specific issues and collect details. ITS Service Desk staff can help with these steps.

1. Confirm that the network cable is firmly connected at both ends
2. Confirm that computer is registered in NetReg for this location/space
   - If just registered now, wait a few minutes and reboot the computer
   - If registered, but for different building, re-register for the current location
3. Check to determine if port is activated or not and if it is disabled
   - Does a nearby jack work?
   - Does another computer work in this jack?
   - Does re-seating the network cable or testing with another cable help?
   - If all work in another jack and none in this one, suspect faulty jack.
4. Check for outages in the area by ITS Systems Status and Scheduled Maintenance page
   - Are other people/devices in the area affected?
5. If the above do not allow successful connection, record details and submit a report via the ITS Service Desk.
   a. User and device:
      i. NetID
      ii. Current IP address, if any
      iii. Wired MAC address
      iv. Device brand and model
      v. Device operating system with version
   b. Location:
      i. Building/Floor/Room #: Jack #
      ii. Date/time failure noticed
      iii. When was the last successful connection made? At this location?
      iv. Are there any known issues with the location? (e.g. furniture, physical damage to jack)

Advanced troubleshooting steps

We have some advanced troubleshooting steps to attempt, but typically do not suggest these without support.

Need more help? Contact the ITS Service Desk.