



PENNEY TECHNOLOGY SOLUTIONS

“DIY” GUIDE FOR FIXING
NETWORK PROBLEMS

Have you ever ran into a situation where your computer just won't work and you didn't know why? It's irritating when that happens to your home computer BUT it's troublesome and potentially disastrous if it happens to your business network.



Every day our network experts work hard to help our clients with numerous technology related issues.

Based on our vast experience, we've come up with some of the most common mistakes that you can solve in the first 3 minutes of most incidents.

Therefore, saving you a lot of time and money. If you're still unable to resolve your issue, reach us for some assistance.

1. WIRELESS NETWORK SHOWS SIGNAL BUT WON'T CONNECT

If you encounter this problem: Try putting your computer right next to the wireless router and see if it connects. If it does, then this suggests that there's a problem with the system hardware.

A network card can occasionally receive a strong signal but won't transmit as effectively. Updating the network card's drivers might solve this problem but it's also possible that you'll need to replace the hardware entirely.

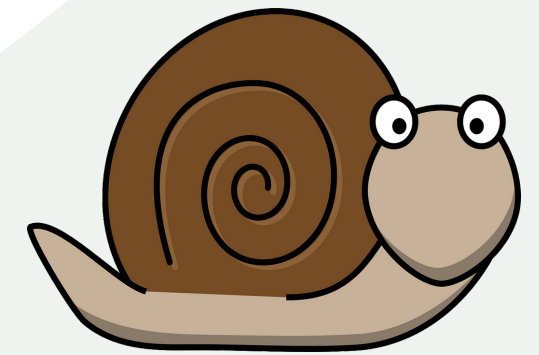
2 . N E T W O R K O U T A G E S A N D I N A C C E S S I B L E F I L E S

This problem tends to be most common on older systems. Particularly when they use Windows NT but the issue does exist in other Windows systems too. If you've recently upgraded to a new service pack or received another large system update, you're more at risk of this happening. You can bypass this problem by disabling WINS/NetBT name resolution unless it's required by a specific program. You could also rename a computer or domain to resolve possible naming issues.

3 . I P C O N F L I C T S

In this case, your network might be blocking one of the devices that prevents access to protected files. It can cause network lag not only for the conflicting devices but for all connected machines. You can avoid this problem by re-configuring your DHCP setup to ensure that static IP addresses are excluded from the pool. This will re-configure IP addresses appropriately, which will resolve the conflict and in return, lead to all machines on the network getting proper access.

4 . S L O W A P P L I C A T I O N R E S P O N S E



Enforcing proper network use may be a good way of keeping your bandwidth use in control.

Application response time can be slow if plenty of your employees are also using the network. You may not have the amount of bandwidth you need to operate your business. In this case, you should look into upgrading your network to properly fit your expanding business needs.

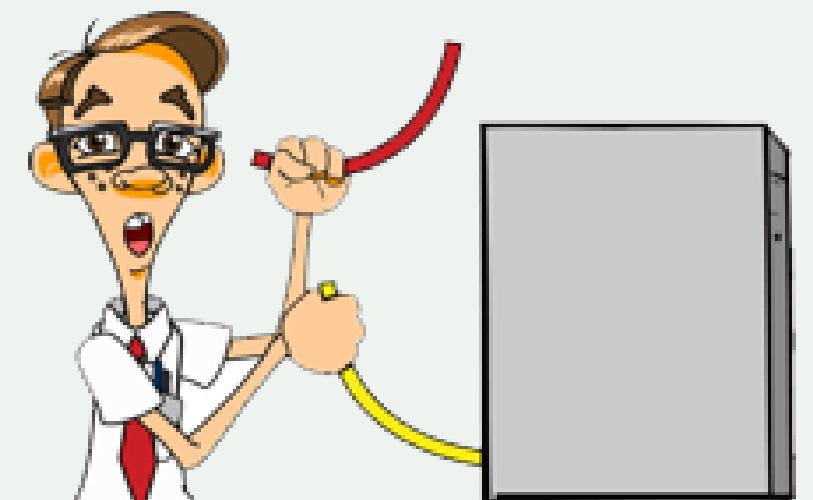
5 . P O O R V O I P Q U A L I T Y

The most common issue with business VoIP is a network stutter. This can be resolved by installing jitter buffers, which caches VoIP packets and allows them to be accessed during the communication in order to ensure a smooth stream. Jitter buffers can be customized to fit the needs of your network and are rather easy plus inexpensive to install. Another way to prevent this issue is a new playback codec with a packet loss concealment feature. Packet loss is the other major cause of stuttering audio and video. Keeping your codecs and drivers up to date helps a lot too.

6 . C A B L E P R O B L E M

Cables that connect different parts of a network can be cut or shorted. A short can happen when the wire conductor comes in contact with another conductive surface, changing the path of the signal.

Cable testers can be used to test for many types of cable problems such as: Cut cable, incorrect cable connections, Cable shorts, Interference level, Connector Problem.



7 . C O N N E C T E D W I T H L I M I T E D A C C E S S

A technical glitch in Windows can cause this error message to appear when making certain types of wireless connections. This is why Microsoft provided a fix for it in a service pack update for Windows Vista systems.

Though, you might still find this error in other versions of Windows too. It can also occur on a home network for other reasons, which might require you to reset your router or connect & disconnect from the network.

These are some general problems organizations face on a daily basis. Understanding these issues is half the battle.

With more than 25 years of experience, Penney Computer Consulting is a respected name when it comes to IT related topics, trainings and support.

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