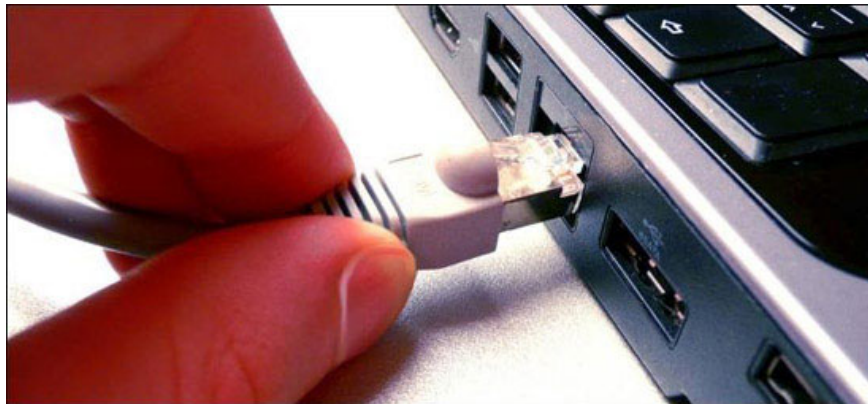


## Some troubleshooting tips for internet connection

The Internet has long been an indispensable part of everyone, so Internet connection failures are really a disaster. Sometimes these problems do not originate from service providers, but from your own computer or connection or modem.

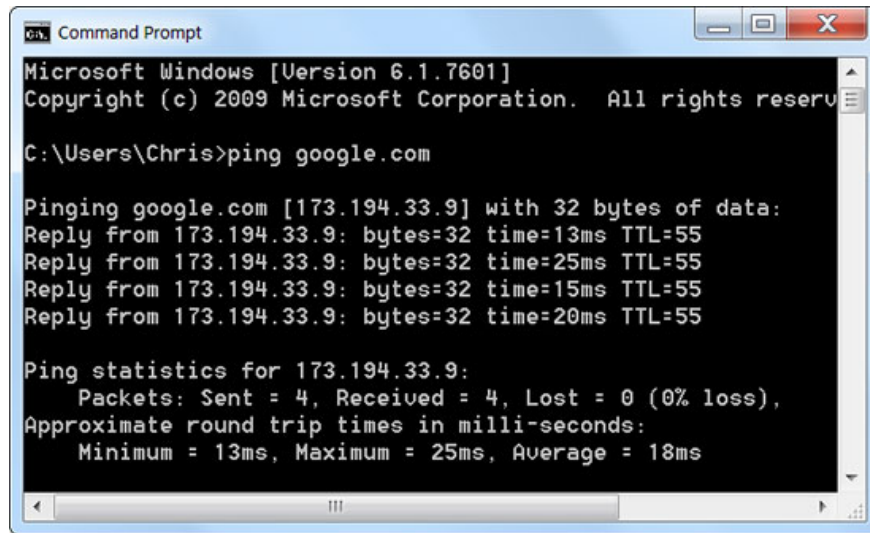
The Internet has long been an indispensable part of everyone, so Internet connection failures are really a disaster. Sometimes these problems do not originate from service providers, but from your own computer or connection or modem.

Therefore, this article will cover a few reasons and how to basically fix internet connection problems.



### **Ping command**

A simple way to see if your internet is active, and to be able to access certain websites is the Ping command. From the Start menu, type Command Prompt, in the Command Prompt window enter the Ping Google.com command or Ping Genk.vn. This command sends data packets to the server of that site and receives the response. If you see the display of feedback signals at the same time, that means your internet network is working normally and can access that website.



```
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\Chris>ping google.com

Pinging google.com [173.194.33.9] with 32 bytes of data:
Reply from 173.194.33.9: bytes=32 time=13ms TTL=55
Reply from 173.194.33.9: bytes=32 time=25ms TTL=55
Reply from 173.194.33.9: bytes=32 time=15ms TTL=55
Reply from 173.194.33.9: bytes=32 time=20ms TTL=55

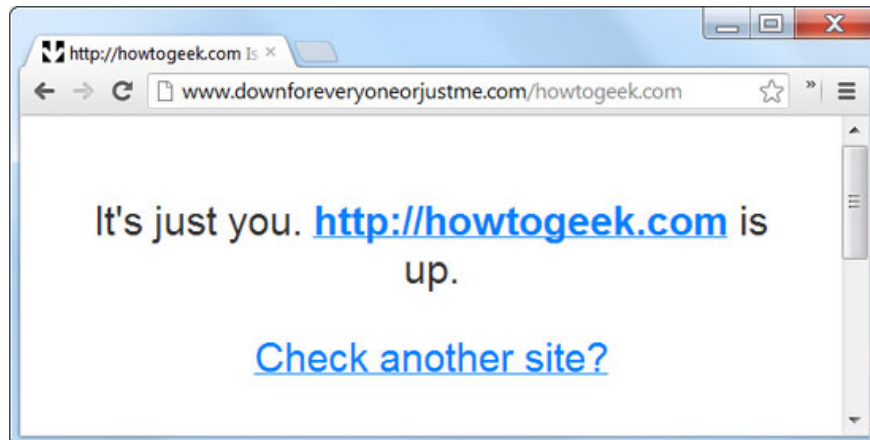
Ping statistics for 173.194.33.9:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 13ms, Maximum = 25ms, Average = 18ms
```

If you do not receive a response from a website, you cannot access the site. If this is the same for other websites, then your internet has experienced problems. If the latency is high, you can still go to that site, but the page loading speed will be very long.

There are some websites that never respond to the Ping command, such as the Ping command microsoft.com will not give feedback, although you can still access the site.

## Cannot connect to a specific website

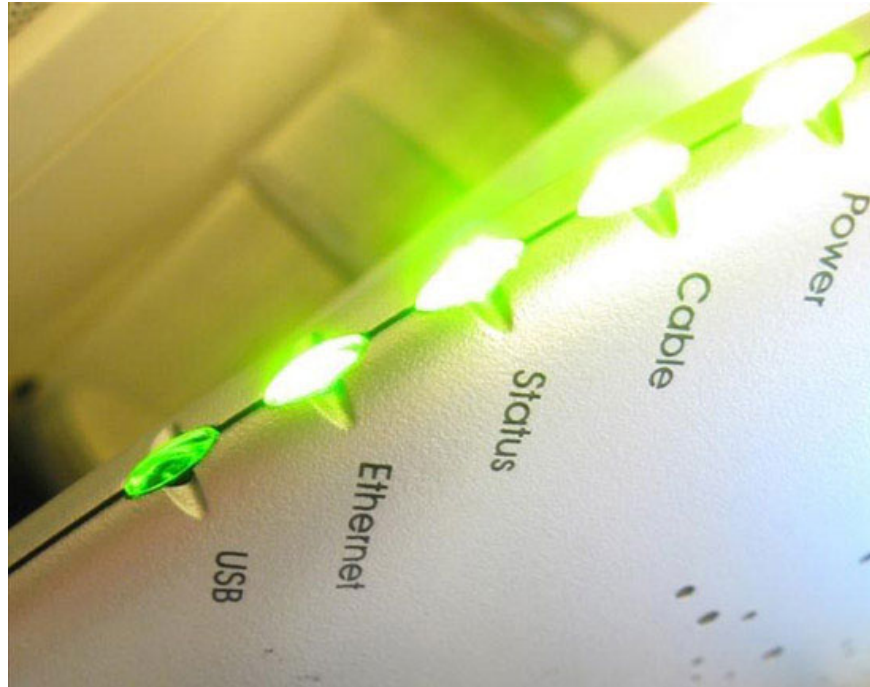
If you are unable to access a website, while still being able to ping that site, the problem may be on the site's system but it may also be for you. To test this, you can use some web-based tools such as Down For Everyone Or Just For Me or CheckSite, these tools help check if the site is not working for everyone, or only with you.



If the results for that site do not work for everyone, the problem belongs to the site's system. If the results suggest that the site just doesn't work for you, the problem lies with you. Once you know the problem lies in your background, check the modem and connection wires again, or try out the basic remedies discussed in this article.

## Modem and Router problems

If you cannot access any website, the problem may be due to Modem and Router devices. Modem is a device that communicates with an internet service provider, while the Router is a device that helps share connections with multiple computers or Wi-Fi transmitters. Usually the router will have multiple ports, many devices are modems and routers.



If you have internet problems, the first thing to observe is the signal lights on the Modem and Router, the corresponding lights will show the power (Power), connect to the computer (Lan), connect to the home. Service provider (Link) and active data (Data). You can observe which lights are not working to know the problem you are having. If the Data light does not flash continuously, you are experiencing network problems and the service provider may be the cause.

However, you can try to turn it off and then turn on Modem again, because sometimes some errors can easily be overcome by restarting like the computer. You can also hard reset by finding and clicking this button on the modem, but then you will have to manually reconfigure the router page on your computer. Sometimes the problem is at the Router, and to test you can try connecting it directly to the modem via the router.

## Encountered a problem with a computer

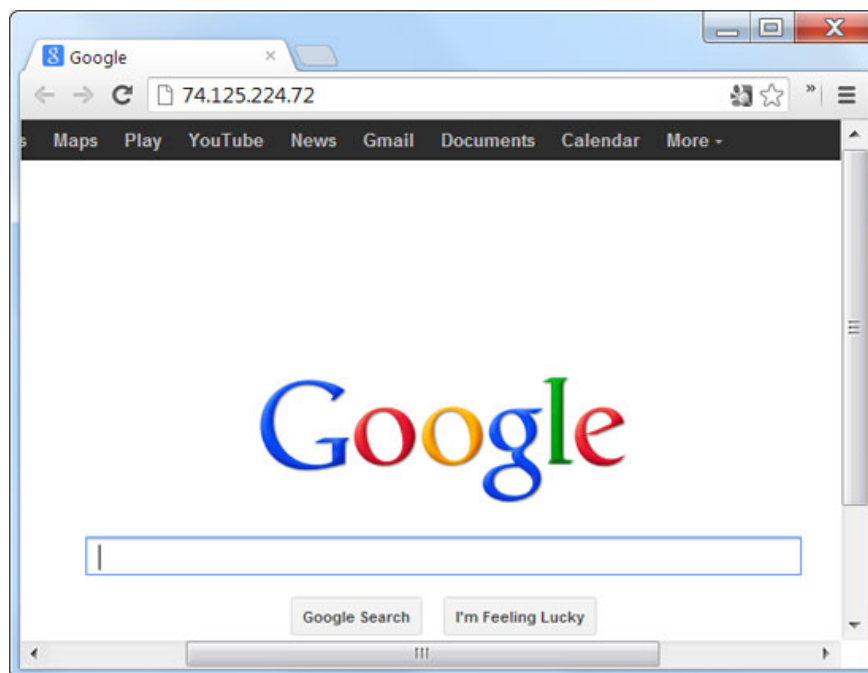
If your internet is shared by many computers, only one computer cannot access the network, possibly due to a software error on that computer. Sometimes a virus or some malware can make your device unable to connect to the internet, so effective measures are to scan for viruses.



It is also possible that some browsers have errors, so try all browsers on your computer. A faulty network card driver is also a cause for your computer to lose its network. In addition to the above reasons, DNS is also a possible cause for your computer to be unable to connect to the internet.

## **DNS error**

When you try to access the Google.com site, your computer will connect to the DNS server and request the IP address of the Google.com page. Therefore, you can directly access the IP address without going through DNS, by typing the web site's direct IP address into the browser. To see the IP address of a website, you can go to Start> Command Prompt, enter the Ping command for that site, and its IP address will show below.



If that doesn't work, you should use a third-party DNS server, like OpenDNS. You can try using Google's DNS quite popular now is 8.8.8.8 - 8.8.4.4, you can use DNS Changer software to change instead of going to TCP / IP. Changing DNS also allows you to access blocked websites.



If you have tried the above and still cannot access the internet, you should probably call your service provider for the technician to fix it. However, turning off the modem is a simple but most effective way for many people.

You finished reading the article "**Some troubleshooting tips for internet connection**" edited by the [TipsMake](#) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.