

Network Troubleshooting

Wired (Ethernet) Troubleshooting

Try the following troubleshooting steps in this order:

1. Turn the computer off and on again.
2. Replace the network cable(s). Cat-6 is the best option. Cat-5e is acceptable. Cat-5 (without the "e") and lower should not be used.
3. Test network connectivity with a different network wall port. It is possible that the infrastructure cabling or wall port is faulty.
4. Try a USB network adapter. It is possible that built-in network adapter is faulty.

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Wireless (WiFi) Troubleshooting

General

1. Turn it off and on again. First try disabling/re-enabling WiFi, then restart entire system.
2. Remove WiFi network from list of those remembered (forget), then when reconnecting it will be treated as a new network.
3. Install all current OS updates (Windows or Mac).
4. Disable competing WiFi broadcasts
 - a. Printers
 - b. Personal routers and access points
 - c. Mobile phone tethering

Windows

1. Update WiFi drivers from the manufacturer's support site. Reinstall even not newer than the installed version.
2. Update system BIOS (also from manufacturer's site).

Mac OS

1. Create network location
 - a. System Preferences > Network
 - b. Location Dropdown > Edit Locations.
 - c. Add new location by clicking '+'
 - d. Call it "MBU"
 - e. Switch to that location by making sure the location drop-down says "MBU".
 - f. Remove network devices from the list at the left of the dialog that are not needed for connection at MBU.
 - g. Be sure to "Apply" the changes to the dialog.
2. <http://support.apple.com/kb/TS1398>

Related articles

- [Network Troubleshooting](#)
- [Technology General Troubleshooting](#)