🛠️ "Navigating Outages: Your Essential Network Troubleshooting Checklist

Preliminary Assessment:

- ☐ Gather information about the outage and recent changes/events.
- ☐ Check if the issue is localized or widespread.
- ☐ Inform stakeholders and set communication expectations.

Physical Layer Inspection:

- ☐ Inspect cables and connections for damage or disconnection.
- ☐ Power cycle networking devices (routers, switches, modems).

Network Device Verification:

- ☐ Perform ping tests to check connectivity between devices.
- ☐ Check device logs for error messages or anomalies.

Addressing Configuration Issues:

- ☐ Compare current configurations with known working configurations.
- ☐ Consider rolling back recent changes if applicable.

DNS and IP Address Issues:

- ☐ Verify DNS servers and configurations for accuracy.
- ☐ Check for IP address conflicts on the network.

Firewall and Security Considerations:

- ☐ Review firewall rules for any blocking of necessary traffic.
- ☐ Investigate whether Intrusion Prevention Systems (IPS) are causing issues.

ISP Investigation:

- ☐ Contact the ISP to inquire about ongoing issues or maintenance.
- ☐ Test connectivity by bypassing the router and connecting directly to the modem.

Using Network Monitoring Tools:

- ☐ Utilize packet sniffers to analyze network traffic for anomalies.
- ☐ Monitor network performance metrics (bandwidth, latency).

Escalation and Collaboration:

- ☐ Engage relevant support teams for expertise.
- ☐ Contact vendor support if third-party hardware/software is involved.
- ☐ Documentation and Post-Mortem

Analysis:

- ☐ Document the troubleshooting steps, findings, and resolutions.
- ☐ Conduct a post-mortem analysis to identify root causes and preventive measures.

Remember, each step in this checklist provides valuable insights and contributes to a systematic approach to resolving network outages efficiently. Feel free to print out or save this checklist for reference when troubleshooting network issues.