

Internet Troubleshooting at FCC

1. This should solve 90 percent of the problems:
 - a) Unplug power to the "Intellnet Guest Gate" located in the office - a "white box."
 - b) Wait 90 seconds - use a stopwatch to make sure it's 90 seconds.
 - c) Power-up the Guest Gate.
2. If number 1 doesn't solve the problem, do this:
 - a) Power-down (unplug) the Dell SonicWall Firewall
 - b) Power-down the Intellnet Guest Gate
 - c) Power-down ALL of the routers (Guest Access Points)
(classroom closet, east of organ pipes, bottom of A/V cabinet)

Power-up devices in the following order:

- a) Dell SonicWall Firewall (wait one minute for it to boot)
 - b) Intellnet Guest Gate
 - c) All routers/access points
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3. Important for end users do this:
 - a) Completely close the Internet Browser on their device
 - b) Allow the hardware re-boot process to happen
 - c) Exercise the FCC login page
 - d) Re-open internet browser

If users leave the browser open, their device will still see the obsolete connection.

26Apr2017