Troubleshooting Network Connections

If your network connection appears to have problems, there are several steps you can take to narrow down the possible points of failure. These troubleshooting techniques will either solve the problem or make your call to OTS quicker and more efficient.

Check the Internet Browser

If you're attempting to access a website but are unable to load it, the website you're requesting could be down. Try the Towson webpage at http://www.towson.edu. If the Towson page loads, then try another outside site; it may be that the original site is, in fact, down. If the Towson website fails to load, reboot your computer and try the website again. You can also try using a different Internet browser, e.g. Google, Safari, Firefox, IE, Edge, etc.

Check Email

If you still can't connect, try opening your email. If your email application connects, but you cannot browse any websites, you will need additional help. Contact OTS at 410-704-5151, or open a service request at http://techhelp.towson.edu/.

If neither your email nor your Web browser connects correctly, then it's likely that your computer has no active network connection.

Check the Physical Connection

- You can check the physical connection by first finding the Ethernet cable that connects your computer to the network.
- The cable has ends resembling those of a phone cord, but with larger connectors.
- It will connect to the back of your computer at a jack near two small lights, and will run to the port on the wall of your office. The cable should snap into place. If you can pull the cable out without pressing on the release tab, replace the cable.

Check the Lights on the Back of the Computer (Windows computers only)

- See if any of the lights on the back of the computer are lit.
- The lights are located next to the location where the Ethernet cable plugs in
- One might be a solid light while the other is blinking
- If nothing is lit, disconnect the cable from the back of the computer, then reconnect it (making sure you hear a small click when the cable is reinserted).
- Disconnect and reconnect the cable at the port or VOIP phone end as well.
- If the lights weren't lit, but now are, try restarting your computer and see if you now have a network connection.

If the lights still aren't lit, or if none of these troubleshooting techniques work, contact OTS at 410-704-5151, or open a service request at http://techhelp.towson.edu/. Please have the following information available when you call:

- The operating system your machine is running (i.e., Windows 7, Windows 10, MacOS)
- The make and model of your computer (i.e., Dell OptiPlex 7040, Dell Latitude E5480, iMac)
- Your building and room information, along with your port location or number

If you're uncertain how to find your computer's info listed below, see How to find Computer Name, Operating System and TU Tag (PDF).