

TECHLOOMIX

Network Troubleshooting Checklist

A practical Layer 1-to-application workflow for connectivity incidents.

1. Scope & Baseline

- Confirm exact symptom and affected users/devices
- Check whether issue is local, VLAN/site-wide, or service-wide
- Ask about recent changes

2. Physical Layer

- Power/link status
- Cable/patch/optic seating and labels
- Interface errors/counters
- For fiber: follow laser safety and cleanliness procedures

3. Addressing

- IP address and subnet mask
- Default gateway
- DHCP lease/status
- Compare with a known-good peer

4. Reachability & Services

- Test local stack, gateway, remote IP, then hostname
- Check DNS resolution separately from IP reachability
- Review VLAN/trunk/SVI/routing state when authorized

5. Closeout

- Validate user/service recovery
- Record evidence and changes
- Escalate with clear scope, timestamps and tests already completed

Educational resource. Adapt procedures to your environment, employer policies, safety rules, current vendor documentation, and authorized scope.