

## Problems with Internet Connection

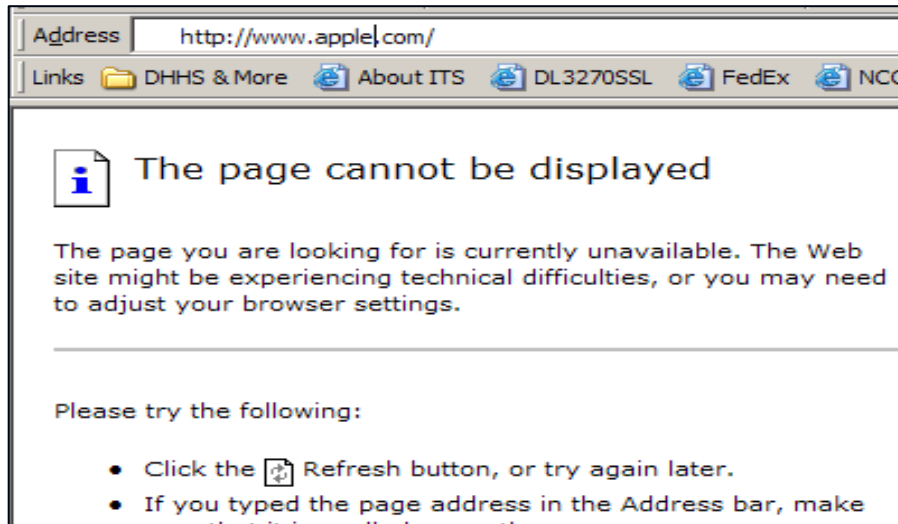
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### Internet Connection

Internet connection troubles are most commonly caused by local network problems or Internet service provider (ISP) problems.

The most common error messages or symptoms are usually:

- Page cannot be displayed
- Cannot find server
- Network is unavailable
- Nothing happens – the progress bar doesn't move and the page doesn't display



To find out if there is a local Internet connection problem:

- Ask others in the office, building, or area if they are also experiencing a problem connecting to the Internet.
- Type in a web address not normally used, such as [www.apple.com](http://www.apple.com) or [www.msn.com](http://www.msn.com).
  - ▶ If a message displays the page cannot be found, or the server is not responding, that means there is a local PC (personal computer), Internet or network problem, and the user should contact local IT support for assistance.

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