Introduction

There are many ways to “reset” network settings on a Windows machine. Below are just a few things you can try to reset settings related to network services. If one method does not fix your problem, try another as there may be multiple things prohibiting your use of the internet.

*NOTE: some commands through Command Prompt will require it to run the application as an administrator. You can do this by right clicking the application and selecting Run as administrator.
A. Basic Troubleshooting

Most of the time, resetting network settings just happen to be an Occam’s Razor-type situations. Below are some suggestions on what to check before undergoing the more technical steps.

1) If you are connected with an Ethernet cable, try unplugging and re-plugging it.
2) If you are connected wirelessly, try leaving your current Wi-Fi network and re-joining it.
3) Have you registered your devices? ResNet requires each device to be registered in order to access the network.
4) Make sure your network adapters are enabled. This document shows you how to check for that below.
5) Try rebooting your computer
6) Do you have viruses prohibiting your use of the internet? Try running a virus scan with an application like Malwarebytes or AVAST Antivirus.
7) If you connect to a router make sure that it is connected to the wall jack.
8) Routers need to be registered with ResNet in order to use them.
9) If you are using an Ethernet cable, make sure that that cable is not faulty by testing your connection with another wall jack.
A. Renewing an IP Address

Step 1: Open up Command Prompt. You can find this by going to Start then typing cmd into the search box. Under Programs, there should be an application named cmd.exe. Left click this to open up Command Prompt. Right click this to select Run as administrator.*

Step 2: Inside the Command Prompt window, type the following command:

```
ipconfig –release

OR

ipconfig /release
```

And hit Enter. This command will get rid of your current IP address, which is like a “passport” that allows you into the web.

Step 3: Inside the Command Prompt window, type the following command:

```
ipconfig –renew

OR

ipconfig /renew
```

And hit Enter. This command will ask your ISP for another IP address.

Step 4: Open a web browser to see if renewing an IP address resolved your issue
B. Re-enabling the Network Adapters

Step 1: Open up **Network and Sharing Center**. You can find this by going to **Start** then typing **Network and Sharing Center** into the search box. It should be the only thing that pops up. Click it to open it up.

![Image of Network and Sharing Center]

Step 2: In the left window pane click **Change adapter settings**.

![Image of Change adapter settings]
Step 3: You will see all of your network adapters here which include the Ethernet and Wireless adapters. Depending on what you are trying to fix, choose the appropriate adapter. Usually, Local Area Connection is your Ethernet adapter and Wireless Network Connection is your Wi-Fi adapter. Although, these might be named differently, however, the default names are Local Area Connection and Wireless Network Connection.

![Network adapters](image)

Step 4: Disable the adapter that is having issues with internet connectivity.

Step 5: Re-enable the adapter by double clicking it. You can also re-enable it by right clicking on the adapter icon and selecting Enable.

Step 6: Once the adapters have been re-enabled, try opening a web browser to see if your issue has been resolved.
C. Flushing the DNS Cache

Step 1: Open up **Command Prompt**. You can find this by going to **Start** then typing **cmd** into the search box. Under **Programs**, there should be an application named **cmd.exe**. Left click this to open up Command Prompt. Right click this to select Run as administrator.*

Step 2: Inside the Command Prompt window, type the following command:

```
  ipconfig –flushdns
  OR
  ipconfig /flushdns
```

And hit Enter. This command resets your DNS resolver. Basically, what DNS does is record names of websites to their IP addresses. By removing the record that has all the names, the computer can re-establish connections to websites by having to ask for their IP address again.

D. Resetting TCP/IP stack

Step 1: Open up **Command Prompt**. You can find this by going to **Start** then typing **cmd** into the search box. Under **Programs**, there should be an application named **cmd.exe**. Left click this to open up Command Prompt. Right click this to select Run as administrator.*

Step 2: Inside the Command Prompt window, type the following command:

```
  netsh int ip reset
```

And hit Enter. This command will reset what’s called the TCP/IP stack, which is what your computer uses to communicate between your device and incoming data. After you hit Enter, some text will appear and may look similar to the image below.
Step 3: Inside Command Prompt, type the following command:

```
netsh int ip set address name="Local Area Connection" dhcp

OR FOR WIRELESS
netsh int ip set address name="Wireless Network Connection" dhcp
```

And hit Enter. This command will enable DHCP to run through the specified adapter.

NOTE: If your adapters are NOT named the same as the above, simply replace the string of text between the quotation marks in the command with the EXACT name as your adapter’s e.g. I have an adapter named Generic Adapter, therefore, the command I will type is:

```
netsh int ip set address name="Generic Adapter" dhcp
```