To know the IP Address of you PC/Laptop

1. Press Windows+R key to go to Run
2. Type cmd press enter
3. Type ipconfig /all and press enter

   In the output

   IP Address should be   172.31.*.*
   Subnet Mask should be   255.255.*.0
   Default Gateway should be   172.31.*.*
   DNS Server should be   172.31.1.6
                          Or   172.31.1.8

   Note: - * can have any value between 0 and 255

Steps To check the internet connectivity

1. Press Windows+R key to go to Run
2. Type cmd and press enter
3. Type ping 172.31.1.6 and press enter
4. If the output is

   Pinging 172.31.1.6 with 32 bytes of data:
   Reply from 172.31.1.6: bytes=32 time<1ms TTL=63
   Reply from 172.31.1.6: bytes=32 time<1ms TTL=63
   Reply from 172.31.1.6: bytes=32 time<1ms TTL=63
   Reply from 172.31.1.6: bytes=32 time<1ms TTL=63

   Ping statistics for 172.31.1.6:
     Packets: Sent = 12, Received = 12, Lost = 0 (0% loss),
   Approximate round trip times in milli-seconds:
     Minimum = 0ms, Maximum = 0ms, Average = 0ms

   Then

   Your LAN/WiFi is working, the problem is in internet explorer/browser

   Else If the output is

   Pinging 172.31.1.6 with 32 bytes of data:
   General failure.
   General failure.
   General failure.

General failure.
Ping statistics for 172.31.1.6:
 Packets: Sent = 11, Received = 0, Lost = 11 (100% loss),

Then, it means you LAN cable is not connected to your PC/Laptop or you are not connected to WiFi.

To solve this problem connect the LAN cable to PC/Laptop or connect to WiFi.

Else If the output is
Pinging 172.31.1.6 with 32 bytes of data:
Destination host unreachable
Destination host unreachable
Destination host unreachable
Destination host unreachable
Ping statistics for 172.31.1.6:
 Packets: Sent = 11, Received = 0, Lost = 11 (100% loss)

Then, It means that any networking device is not working between your pc and network server room.

Steps to Release/Renew the IP Address of your Laptop/PC

1. Press Window+R Key to go to run.
2. Type cmd and press enter.
3. To release IP Address type ipconfig /release and press enter
4. To renew IP Address type ipconfig /renew and press enter.

Note:- Do not fix your IP address or DNS as it may work for a segment but not in other segment of LAN. Please put this on dhcp for IP Address and DNS

If the problem still persists then register internet connectivity complaint through respective Heads/Warden/Caretaker.