From your personal device (NOT the VM), laptop, tablet, etc. Click on Start-

Run-cmd, to open a Command Prompt

Programs (1)

cmd.exe

See more results

cmd   Shut down ▶

Type "Ping viewportal.lakelandcollege.edu" press enter

Take and save a screenshot (ex: Word, Insert – screen shot)


```
Administrator: Command Prompt

C:\WINDOWS\system32>ping viewportal.lakelandcollege.edu

Pinging viewportal.lakelandcollege.edu [10.1.2.104] with 32 bytes of data:
Reply from 10.1.2.104: bytes=32 time<1ms TTL=128
Reply from 10.1.2.104: bytes=32 time<1ms TTL=128
Reply from 10.1.2.104: bytes=32 time<1ms TTL=128
Reply from 10.1.2.104: bytes=32 time<1ms TTL=128

Ping statistics for 10.1.2.104:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

Type "tracert viewportal.lakelandcollege.edu" press enter

Take and save a screenshot

```
Administrator: Command Prompt

C:\WINDOWS\system32>tracert viewportal.lakelandcollege.edu
```

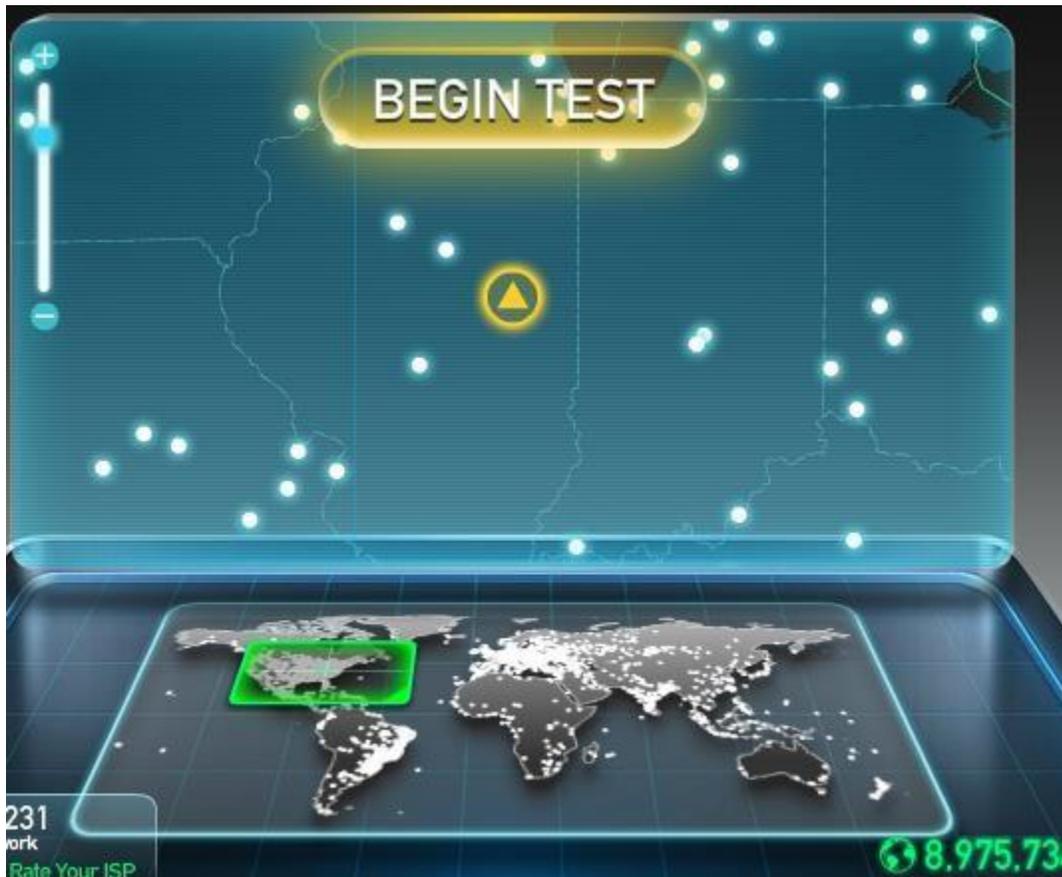Type "ping google.com" press enter

Take and save a screenshot

Type "tracert google.com" press enter

Take and save a screenshot

This will allow us to compare the results.

On your personal device, laptop, tablet, etc.

Visit www.speedtest.net and click "Begin Test"

Take and save a screenshot of the results.

Also, if the network speed is slow. Please disconnect, turn off any device that is not being used to conserve bandwidth for homework utilization.

These troubleshooting steps will help us better understand the issues you may be experiencing at home.

Email screenshots to compope@lakelandcollege.edu