HOW TO CONFIRM INTERNET/WiFi CONNECTIVITY FOR THE LAST THREE DAYS –

HOW TO PRINT OUT A CONNECTIVITY REPORT YOU CAN GENERATE FROM YOUR COMPUTER!

SOMETHING TO SHOW THE INTERNET SERVICE PROVIDER (ISP) TO 'PROVE' THERE HAVE BEEN CONNECTION ISSUES WITH *THEIR* SERVICE…

Are you getting the run-around from your internet service provider (ISP) regarding your complaint about intermittent connectivity of their system to your home? ("*not their problem*!" reply from the ISP)– after you already checked:

- all connections are ok,
- rebooted and checked the modem and router (Wi-Fi) and all ok,
- checked have power,
- internet *outage report* available from the ISP in your area indicates no outages in your area, and
- you had the ISP *ping* your modem (ISP sends a test signal to your home to confirm connectivity) to confirm the current connection –

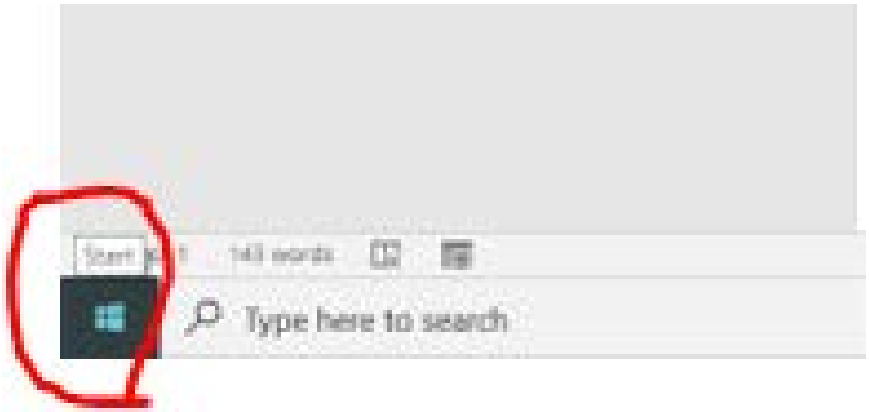
but still intermittent service!

Get the facts when/why your internet/modem-router is up or down (at least for the past 3 days) by you generating a hard copy paper connectivity report through Microsoft Windows (I don't have Apple so have not researched that product) that will show second by second connectivity status of your internet/Wi-Fi for the last three days.

Here is how to generate the report (…an additional excellent reference is found at https://www.howtogeek.com/367100/how-to-generate-a-wifi-history-or-wlan-report-in-windows-10/...

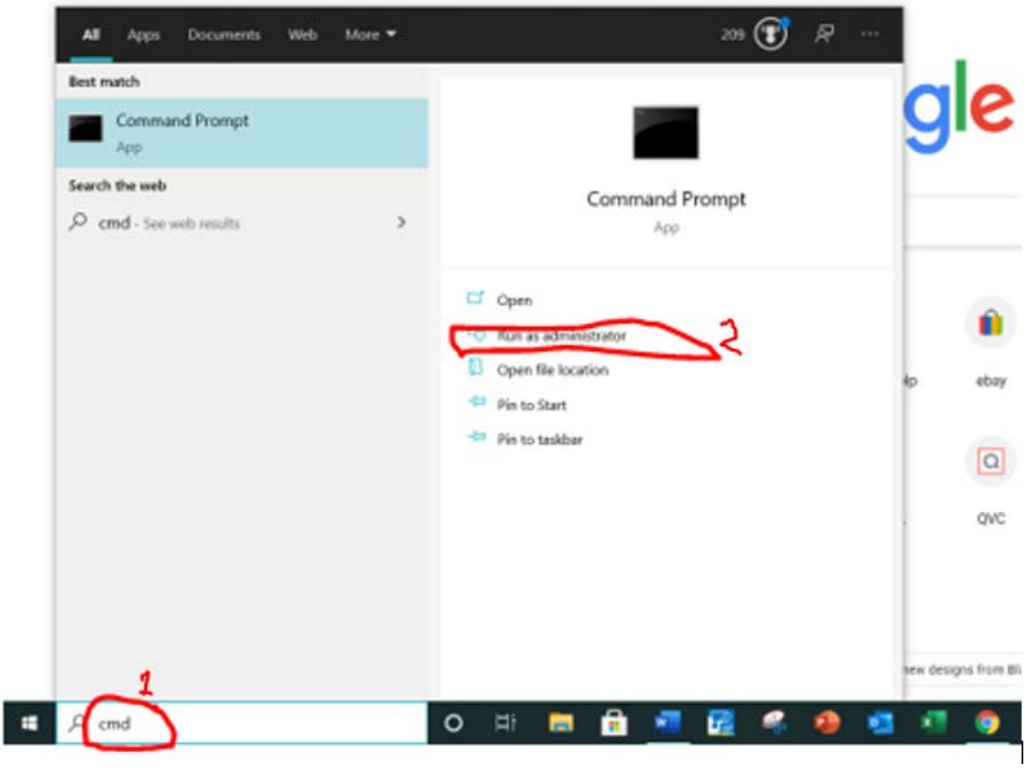
Step 1

Open your browser window (I use Google) and confirm the lower left hand corner of the screen Windows Start icon is active and ok (should always be there).



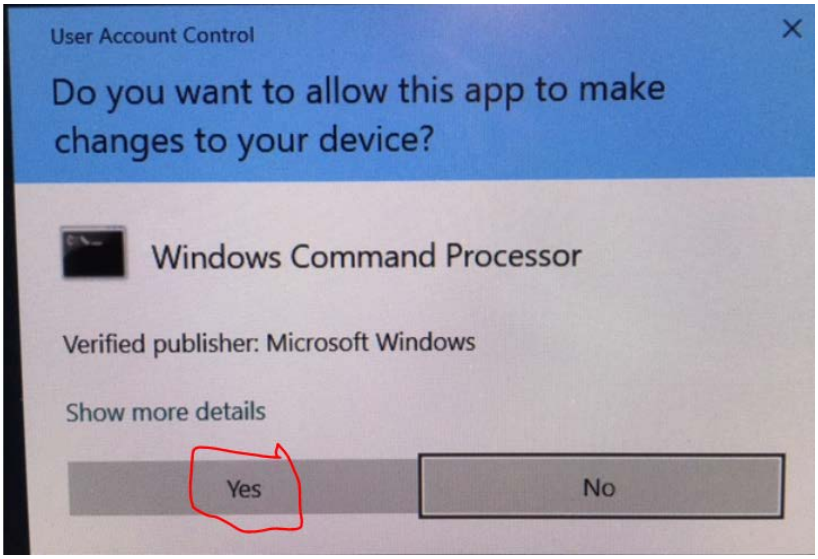
Step 2

Type in "*cmd*" (step 1) (which stands for *command*) in the search area next to the Windows Start icon and select "*Run as administrator*" (step 2) in the upper right list…



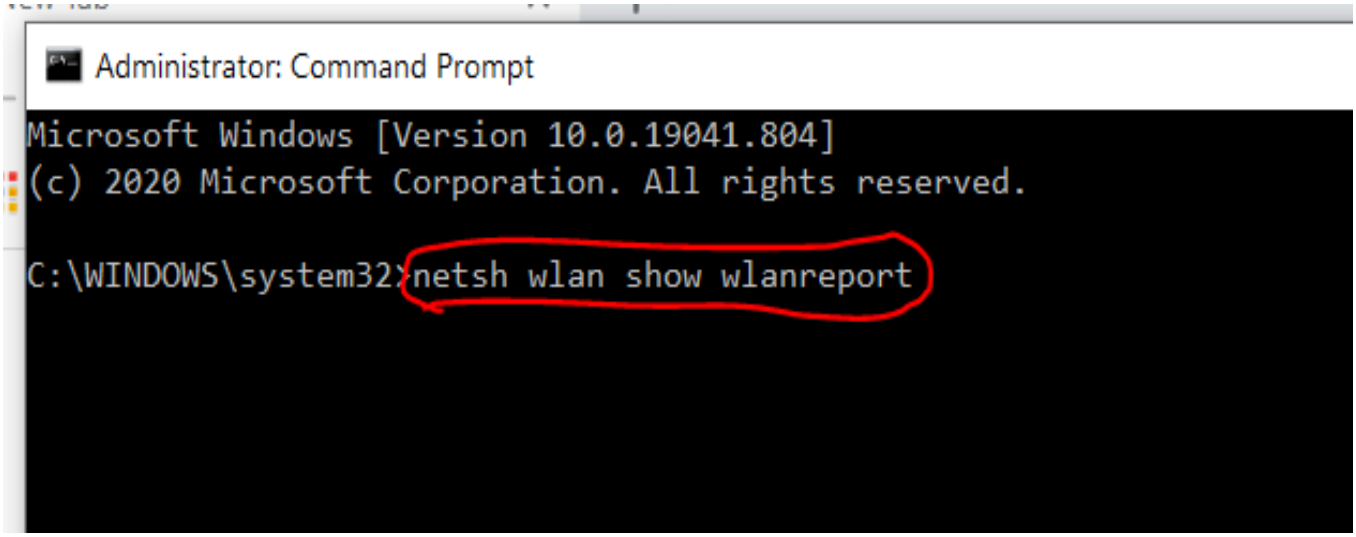
Step 3

A *Windows Command Processor* screen will pop up, then select **Yes**. Allows the connectivity report to be generated and your access to the report.



Step 4

Type in the following in the prompt screen: "*netsh wlan show wlanreport*" [1] and strike enter.

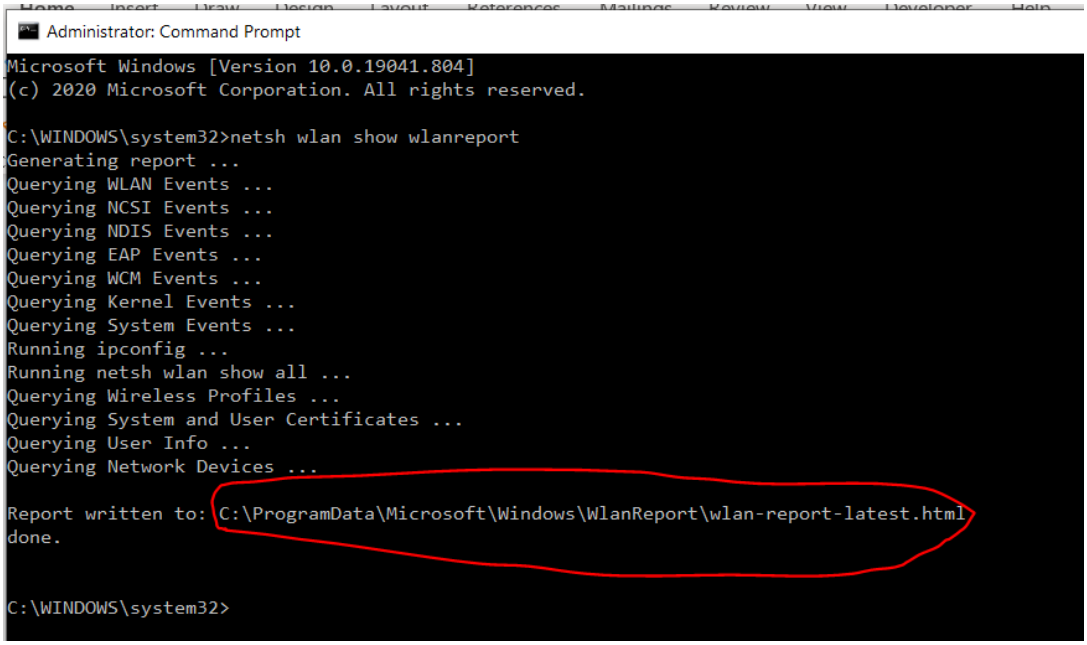


[1] Probably more than you wanted to know… This computer coding means the following:

- *netsh* means
  - a command-line scripting utility that means when you translate this GeekSpeak into English,
  - a command to your computer that allows you to display something on your PC screen or modify the network configuration of a computer that is currently running;
- *wlan* means (what is to be displayed)…
  - both your **Wi-Fi** (**wireless** fidelity) or **WLAN** (**wireless** local area network) — they both refer to a **wireless** network that can transfer data at high speeds,
  - and in English *wlan* is the Wi-Fi or router wireless system within your home that connects and communicates with your computer, iphone and electronic gadgets like security system or thermostat (*internet of things* or *IOT*) to your modem which connects to the internet and your Internet Service Provider (ISP), through which you get your emails, download/upload information or play games, listen to music, internet search or all the other neat things we do through the Web (like change our thermostats or check our security cameras on our mobile phones).
    - Some more GeekSpeak:
      - the Web or **World Wide Web** (**WWW**), is a world wide electronic information system where documents and other *web* resources are identified by *Uniform Resource Locators* – a unique address like your home address (*URL*s, such as https://example.com/), which may be interlinked by hypertext, and are accessible over the Internet.
- *show* is
  - truly English and not GeekSpeak and means just that, show a report on your computer screen and/or store in your computer's memory;
- *wlanreport* means
  - the past three days report that shows the Wi-Fi/router and internet connectivity status (when it is on and when it is off) over the three day period.
  - Thus the netsh command is instructing the computer to provide a report that shows the last three days connectivity of your Wi-Fi/Router and modem.

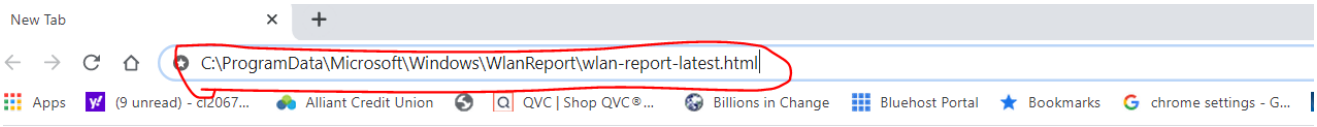
Step 5

Your computer screen (example below) will generate some diagnostics but more important show a link or location in your computer where the internet/Wi-Fi connectivity report is located (circled in red) …



Step 6

Copy and paste the file path of the report into the address bar of your web browser (in this example Google).

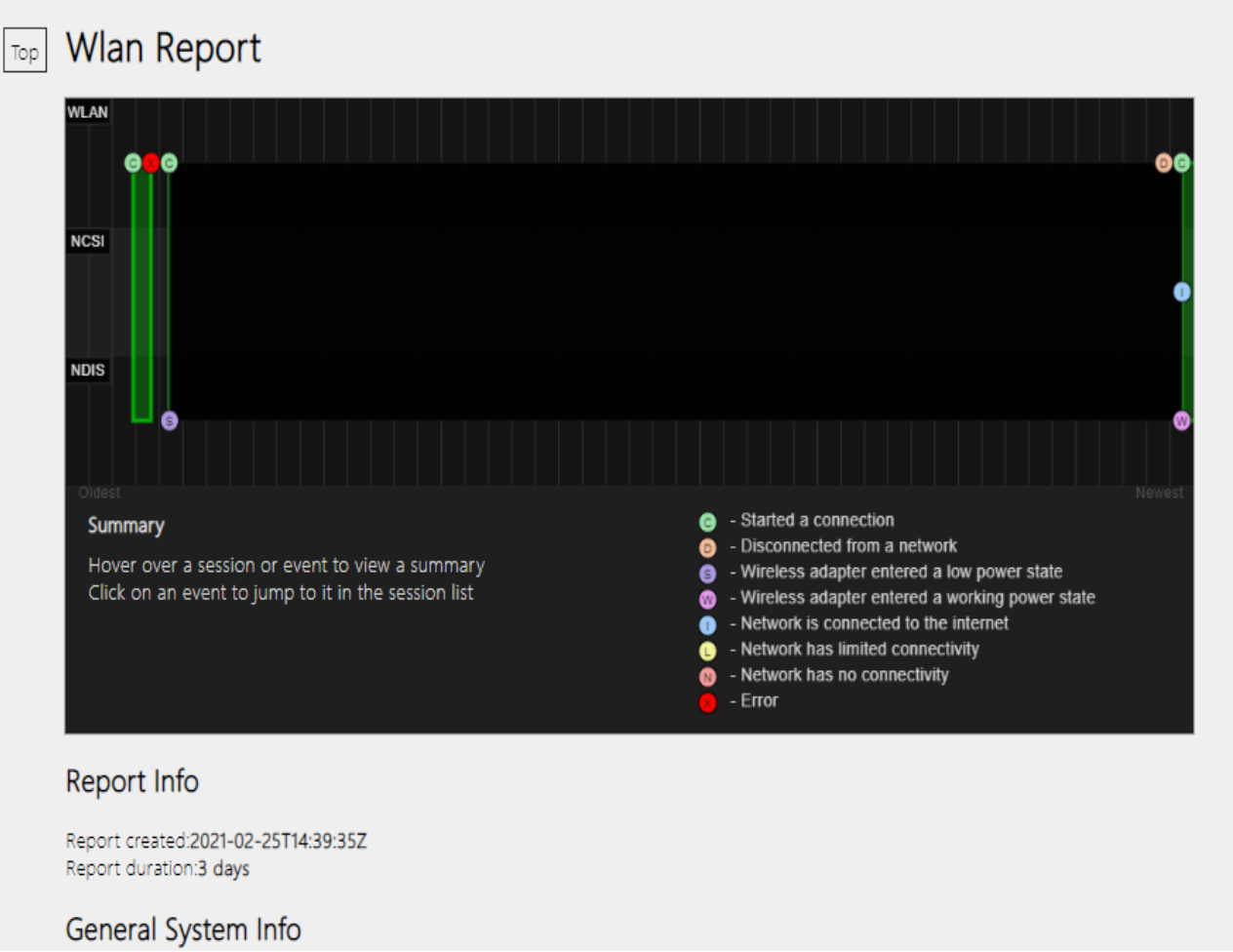


Hit enter and a wlan report will pop up that will provide in detail the past three days of internet and Wi-Fi connectivity. This report can be used to confirm whether the Wi-Fi and internet has been interrupted, what times and how long and date and why. An immensely powerful tool to confirm connectivity.

From this report you can assess whether intermittent connectivity is your problem or the internet service provider problem.

If the report shows quite a bit of stops and starts with your system, yet everything else checks out, it is something to share with the internet service provider for them to address. *The proof*…

In an example, a report issued on February 25, 2021, at 2:39:35 p.m., shows connectivity for the previous 3 days.



In the example portion of the connectivity report, there was reported a failure of connectivity (the internet / Wi-Fi was down) on February 23, 2021 at 1:44:42 p.m. – to the second (which actually happened), then the internet reconnected a minute later. In this example the Modem automatically rebooted on its own (an ISP issue? unless of course the homeowner rebooted the modem on their own) and then came back online (and the Wi-Fi or router working again).

Disconnect Reason:The driver disconnected while associating.

EventId	Time	Message
8000	2021-02-23T13:44:42	[+]WLAN AutoConfig service started a connection to a wireless network.
11000	2021-02-23T13:44:42	[+]Wireless network association started.
8002	2021-02-23T13:44:42	[+]WLAN AutoConfig service failed to connect to a wireless network.

EventId	Time	Message
1015	2021-02-23T13:44:42	[+]Interface Token Applied
1015	2021-02-23T13:45:42	[+]Interface Token Applied

Interface:Intel(R) Dual Band Wireless-AC 3165
Interface GUID: 4fc089d5-8eb2-4499-bbc2-931b7b837c92
Connection Mode:Automatic connection with a profile
Profile:OxfordNew
SSID:OxfordNew
BSS Type:Infrastructure
Session Duration: 42 hours 19 minutes 44 seconds
Disconnect Reason:The network is disconnected due to a temporary-disconnect request.

EventId	Time	Message
8000	2021-02-23T13:45:42	[+]WLAN AutoConfig service started a connection to a wireless network.
11000	2021-02-23T13:45:42	[+]Wireless network association started.
11001	2021-02-23T13:45:46	[+]Wireless network association succeeded.
11010	2021-02-23T13:45:46	[+]Wireless security started.
11005	2021-02-23T13:45:46	[+]Wireless security succeeded.

Top

Summary

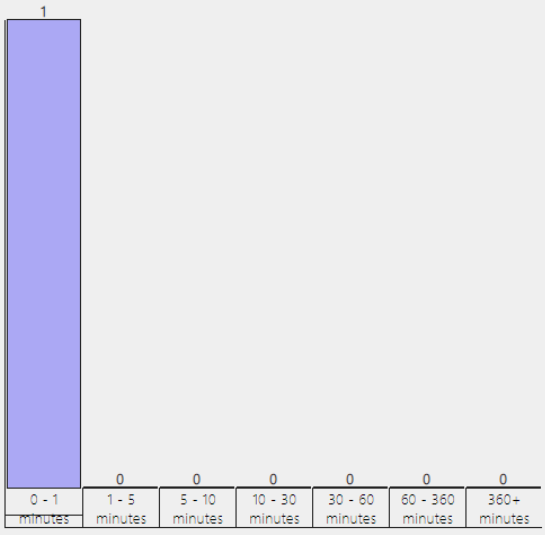
Session Success/Failures

Status	Count
Successes	0
Failures	0
Warnings	1

Disconnect Reasons

Reason	Count
The network is disconnected due to a temporary-disconnect request.	1

Session Durations



There is a large volume of technical and non-technical information in the report that the above *howtogeek* website can provide additional explanatory guidance as required.