Windows Network Diagnostics

Issues found

Problem with wireless adapter or access point	Fixed	✅
Reset the wireless adapter	*Completed*	
Investigate router or access point issues	*Not run*	

Issues found

■ **Problem with wireless adapter or access point**　　　　Fixed　　✅

Reset the wireless adapter　　　　　　　　　　*Completed*

ℹ️　Network Diagnostics Log

File Name:　　　　　5CBBB2A7-A136-4DA9-B181-AB05F89FAC5B.Repair.1.etl

Investigate router or access point issues　　　　*Not run*

If you're connected to a hotspot or domain network, contact the network administrator. Otherwise: 1. Unplug or turn off the device. 2. After all the lights on the device are off, wait at least 10 seconds. 3. Turn the device back on or plug it back into the power outlet. To restart a router or access point that has a built-in battery, press and quickly release the Reset button.

Detection details

ℹ️　Diagnostics Information (Network Adapter)

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Details about network adapter diagnosis:

Network adapter Wi-Fi driver information:

    Description . . . . . . . . . . : Qualcomm Atheros AR956x Wireless Network Adapter
    Manufacturer  . . . . . . . . . : Qualcomm Atheros Communications Inc.
    Provider  . . . . . . . . . . . : Microsoft
    Version   . . . . . . . . . . . : 3.0.2.201
    Inf File Name . . . . . . . . . : C:\WINDOWS\INF\athw8x.inf
    Inf File Date . . . . . . . . . : Saturday, September 15, 2018  7:28:15 AM
    Section Name  . . . . . . . . . : ATHR_DEV_OS61_218D1A3B.ndi
    Hardware ID . . . . . . . . . . : pci\ven_168c&dev_0036&subsys_218d1a3b
    Instance Status Flags . . . . . : 0x180200a
    Device Manager Status Code  . . : 0
    IfType  . . . . . . . . . . . . : 71
    Physical Media Type . . . . . . : 9
```

ℹ️　Diagnostics Information (Wireless Connectivity)

```
Details about wireless connectivity diagnosis:

Information for connection being diagnosed
 Interface GUID: 5d5c4064-b8b1-4821-ab9f-18a31cc63ec6
 Interface name: Qualcomm Atheros AR956x Wireless Network Adapter
 Interface type: Native Wi-Fi

Connection incident diagnosed
 Auto Configuration ID: 1
 Connection ID: 1

Connection status summary
 Connection started at: 2019-04-08 11:51:03-320
 Profile match: Success
 Pre-Association: Success
 Association: Success
 Security and Authentication: Success

List of visible access point(s): 9 item(s) total, 9 item(s) displayed
        BSSID            BSS Type PHY     Signal(dB)      Chnl/freq    SSID
```

```
--------------------------------------------------------------------------------
50-09-59-85-44-7D Infra     <unknown>        -66            5          C3-74
8C-15-C7-37-6C-94 Infra     <unknown>        -43            9          puneet
78-32-1B-43-F7-4B Infra     <unknown>        -93            13         Mallika Manocha
74-DA-DA-B0-61-DA Infra     <unknown>        -66            13         Kamlesh
B8-C1-A2-34-0D-CC Infra     <unknown>        -87            2          RONALDO 7
04-95-E6-39-7F-50 Infra     <unknown>        -68            11         USBwifi
D4-40-F0-8A-F3-89 Infra     <unknown>        -83            10         Airtel-B310-F389
10-DA-43-BC-C5-40 Infra     <unknown>        -84            6          NETGEAR39
B8-C1-A2-42-0A-BC Infra     <unknown>        -86            7          Pansom

Connection History

 Information for Auto Configuration ID 1

   List of visible networks: 6 item(s) total, 6 item(s) displayed
   BSS Type PHY    Security Signal(RSSI)      Compatible       SSID
   ------------------------------------------------------------------------
   Infra   <unknown>        Yes              74         Yes           C3-74
   Infra   <unknown>        Yes              100        Yes           puneet
   Infra   <unknown>        Yes              80         Yes           Kamlesh
   Infra   <unknown>        Yes              58         Yes           RONALDO 7
   Infra   <unknown>        Yes              36         Yes           ZIYAD123
   Infra   <unknown>        Yes              26         Yes           Chetan

   List of preferred networks: 5 item(s)
    Profile: malti1
     SSID: malti1
     SSID length: 6
     Connection mode: Infra
     Security: Yes
     Set by group policy: No
     Connect even if network is not broadcasting: No
     Connectable: No
      Reason: 0x00028003
    Profile: TP-LINK_3F2D74
     SSID: TP-LINK_3F2D74
     SSID length: 14
     Connection mode: Infra
     Security: Yes
     Set by group policy: No
     Connect even if network is not broadcasting: No
     Connectable: No
      Reason: 0x00028003
    Profile: Shubhangni First Floor
     SSID: Shubhangni First Floor
     SSID length: 22
     Connection mode: Infra
     Security: Yes
     Set by group policy: No
     Connect even if network is not broadcasting: No
     Connectable: No
      Reason: 0x00028003
    Profile: Redmi Note5 Puneet
     SSID: Redmi Note5 Puneet
     SSID length: 18
     Connection mode: Infra
     Security: Yes
     Set by group policy: No
     Connect even if network is not broadcasting: No
     Connectable: No
      Reason: 0x00028001
    Profile: puneet
     SSID: puneet
     SSID length: 6
     Connection mode: Infra
     Security: Yes
     Set by group policy: No
     Connect even if network is not broadcasting: No
     Connectable: Yes

 Information for Connection ID 1
```

```
 Connection started at: 2019-04-08 11:51:03-320
  Auto Configuration ID: 1
  Profile: puneet
  SSID: puneet
  SSID length: 6
  Connection mode: Infra
  Security: Yes
  Pre-Association and Association
   Connectivity settings provided by hardware manufacturer (IHV): No
   Security settings provided by hardware manufacturer (IHV): No
   Profile matches network requirements: Success
   Pre-association status: Success
   Association status: Success
    Last AP:  8c-15-c7-37-6c-94
  Security and Authentication
   Configured security type: WPA2-PSK
   Configured encryption type: CCMP(AES)
   802.1X protocol: No
   Key exchange initiated: Yes
    Unicast key received: Yes
    Multicast key received: Yes
   Number of security packets received: 0
   Number of security packets sent: 0
   Security attempt status: Success
 Connectivity
   Packet statistics
    Ndis Rx: 27965
    Ndis Tx: 20856
    Unicast decrypt success: 4283
    Multicast decrypt success: 0
    Unicast decrypt failure: 0
    Multicast decrypt failure: 0
    Rx success: 4289
    Rx failure: 14101
    Tx success: 3882
    Tx failure: 0
    Tx retry: 3
    Tx multiple retry: 1
    Tx max lifetime exceeded: 0
    Tx ACK failure: 4686
   Roaming history: 0 item(s)
```

ⓘ Diagnostics Information (Wireless Connectivity)

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Details about wireless connectivity diagnosis:

For complete information about this session see the wireless connectivity information event.

Helper Class: Auto Configuration
 Initialize status: Success

Information for connection being diagnosed
 Interface GUID: 5d5c4064-b8b1-4821-ab9f-18a31cc63ec6
 Interface name: Qualcomm Atheros AR956x Wireless Network Adapter
 Interface type: Native Wi-Fi

Result of diagnosis: There may be problem
```

ⓘ Network Diagnostics Log

File Name: 5CBBB2A7-A136-4DA9-B181-AB05F89FAC5B.Diagnose.0.etl

ⓘ Other Networking Configuration and Logs

File Name: NetworkConfiguration.cab

Collection information

Computer Name: LAPTOP-MIJSEP2T

Windows Version:	10.0
Architecture:	x64
Time:	Monday, April 8, 2019 11:59:13 AM

Publisher details

Windows Network Diagnostics

Detects problems with network connectivity.

Package Version:	4.0
Publisher:	Microsoft Windows