



Windows Network Diagnostics

Issues found

<p>"WiFi" doesn't have a valid IP configuration</p> <p>Investigate router or broadband modem issues</p> <p>Reset the "WiFi" adapter</p>	<p>Not fixed</p> <p><i>Failed</i></p> <p><i>Completed</i></p>	
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Issues found

- "WiFi" doesn't have a valid IP configuration**
Not fixed 

- Investigate router or broadband modem issues** *Failed*

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


- Reset the "WiFi" adapter** *Completed*

This can sometimes resolve an intermittent problem.

 Network Diagnostics Log

File Name: [98158CDF-16D7-48C5-B543-0BB0D1BC69C8.Repair.1.etl](#)

Detection details


 Diagnostics Information (Network Adapter)

Details about network adapter diagnosis:

Network adapter WiFi driver information:

```

Description . . . . . : Intel(R) Wireless-AC 9260 160MHz
Manufacturer . . . . . : Intel Corporation
Provider . . . . . : Microsoft
Version . . . . . : 20.50.0.5
Inf File Name . . . . . : C:\windows\INF\netwtw06.inf
Inf File Date . . . . . : 15 September 2018 07:28:15
Section Name . . . . . : Install_MPCIEX_GENM22_9260_AC_2x2_HMC_WINT_64_AC
Hardware ID . . . . . : pci\ven_8086&dev_2526&subsys_00148086
Instance Status Flags . . . . . : 0x180200a
Device Manager Status Code . . : 0
IfType . . . . . : 71
Physical Media Type . . . . . : 9
    
```

 Diagnostics Information (Wireless Connectivity)

Details about wireless connectivity diagnosis:

```

Information for connection being diagnosed
Interface GUID: f8ef2383-5096-4727-bbe2-b7dbccc54f69
Interface name: Intel(R) Wireless-AC 9260 160MHz
Interface type: Native WiFi
    
```

Connection incident diagnosed

```

Auto Configuration ID: 1
Connection ID: 1
    
```

Connection status summary

```

Connection started at: 2020-01-19 14:18:00-442
Profile match: Success
Pre-Association: Success
Association: Success
Security and Authentication: Success
    
```

List of visible access point(s): 19 item(s) total, 19 item(s) displayed

BSSID	BSS Type	PHY	Signal (dB)	Chnl/freq	SSID
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AA-9A-93-42-34-29	Infra	<unknown>	-68	5220000	BTWifi-X
AA-9A-93-42-34-28	Infra	<unknown>	-68	5220000	BTWifi-with-FON
9A-1E-19-BE-C9-A8	Infra	<unknown>	-57	5220000	BTWifi-with-FON
A8-9A-93-42-33-2B	Infra	<unknown>	-68	5220000	BTHub6-XF6Q
98-1E-19-BE-C8-AB	Infra	<unknown>	-55	5220000	BTHub6-W9QG
9A-1E-19-BE-C9-A9	Infra	<unknown>	-56	5220000	BTWifi-X
04-D4-C4-51-8F-FC	Infra	<unknown>	-36	5180000	BMJCE
9A-1E-19-BE-CA-AB	Infra	<unknown>	-61	11	BTWifi-with-FON
9E-32-CE-C7-B0-77	Infra	<unknown>	-50	11	DIRECT-gv77-TS8200series
04-D4-C4-51-8F-F8	Infra	<unknown>	-53	11	BMJCE2.4
98-1E-19-BE-C8-AA	Infra	<unknown>	-61	11	BTHub6-W9QG
42-C7-29-1F-19-A9	Infra	<unknown>	-77	6	BTWifi-with-FON
40-C7-29-1F-17-A8	Infra	<unknown>	-75	6	BTHub6-S7R2
70-50-AF-03-CC-09	Infra	<unknown>	-74	6	SKYFA6D6
48-3C-0C-90-52-44	Infra	<unknown>	-49	6	TALKTALK90523B
A8-9A-93-42-33-2A	Infra	<unknown>	-74	1	BTHub6-XF6Q
AA-9A-93-42-35-2B	Infra	<unknown>	-75	1	BTWifi-with-FON
48-3C-0C-90-52-48	Infra	<unknown>	-59	5200000	TALKTALK90523B
E0-51-63-8D-28-E7	Infra	<unknown>	-87	6	EE-fbmbde

Connection History

Information for Auto Configuration ID 1

List of visible networks: 11 item(s) total, 11 item(s) displayed

BSS Type	PHY	Security	Signal (RSSI)	Compatible	SSID
Infra	<unknown>	Yes	85	Yes	BTWifi-X
Infra	<unknown>	No	84	Yes	BTWifi-with-FON
Infra	<unknown>	Yes	72	Yes	BTHub6-XF6Q
Infra	<unknown>	Yes	85	Yes	BTHub6-W9QG
Infra	<unknown>	Yes	99	Yes	BMJCE
Infra	<unknown>	Yes	88	Yes	DIRECT-gv77-TS8200series
Infra	<unknown>	Yes	86	Yes	BMJCE2.4
Infra	<unknown>	Yes	53	Yes	BTHub6-S7R2
Infra	<unknown>	Yes	57	Yes	SKYFA6D6
Infra	<unknown>	Yes	88	Yes	TALKTALK90523B
Infra	<unknown>	Yes	22	Yes	EE-fbmbde

List of preferred networks: 5 item(s)

- Profile: BMJCE2.4
 - SSID: BMJCE2.4
 - SSID length: 8
 - Connection mode: Infra
 - Security: Yes
 - Set by group policy: No
 - Connect even if network is not broadcasting: No
 - Connectable: No
 - Reason: 0x00028001
- Profile: BMJCE
 - SSID: BMJCE
 - SSID length: 5
 - Connection mode: Infra
 - Security: Yes
 - Set by group policy: No
 - Connect even if network is not broadcasting: No
 - Connectable: Yes
- Profile: BTWifi-with-FON
 - SSID: BTWifi-with-FON
 - SSID length: 15
 - Connection mode: Infra
 - Security: No
 - Set by group policy: No
 - Connect even if network is not broadcasting: No
 - Connectable: No
 - Reason: 0x00028001
- Profile: bmjce-tpl
 - SSID: bmjce-tpl
 - SSID length: 9
 - Connection mode: Infra
 - Security: Yes
 - Set by group policy: No
 - Connect even if network is not broadcasting: No
 - Connectable: No
 - Reason: 0x00028003
- Profile: BMJCE-5G

SSID: BMJCE-5G
 SSID length: 8
 Connection mode: Infra
 Security: Yes
 Set by group policy: No
 Connect even if network is not broadcasting: No
 Connectable: No
 Reason: 0x00028003

Information for Connection ID 1
 Connection started at: 2020-01-19 14:18:00-442
 Auto Configuration ID: 1
 Profile: BMJCE
 SSID: BMJCE
 SSID length: 5
 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: 04-d4-c4-51-8f-fc
 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: 100
 Ndis Tx: 57
 Unicast decrypt success: 41
 Multicast decrypt success: 0
 Unicast decrypt failure: 0
 Multicast decrypt failure: 0
 Rx success: 48
 Rx failure: 0
 Tx success: 0
 Tx failure: 0
 Tx retry: 0
 Tx multiple retry: 0
 Tx max lifetime exceeded: 0
 Tx ACK failure: 0
 Roaming history: 0 item(s)

Diagnostics Information (Wireless Connectivity)

Details about wireless connectivity diagnosis:

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

Helper Class: Auto Configuration
 Initialise status: Success

Information for connection being diagnosed
 Interface GUID: f8ef2383-5096-4727-bbe2-b7dbccc54f69
 Interface name: Intel(R) Wireless-AC 9260 160MHz
 Interface type: Native WiFi

Result of diagnosis: There may be problem

Diagnostics Information (Wireless Network Adapter)

Details about wireless network adapter diagnosis:

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

Helper Class: Native WiFi MSM
Initialise status: Success

Information for connection being diagnosed
Interface GUID: f8ef2383-5096-4727-bbe2-b7dbccc54f69
Interface name: Intel(R) Wireless-AC 9260 160MHz
Interface type: Native WiFi
Profile: BMJCE
SSID: BMJCE
SSID length: 5
Connection mode: Infra
Security: Yes
Connect even if network is not broadcasting: No

Result of diagnosis: There may be problem

Network Diagnostics Log

File Name: [98158CDF-16D7-48C5-B543-0BB0D1BC69C8.Diagnose.0.etl](#)

Other Networking Configuration and Logs

File Name: [NetworkConfiguration.cab](#)

Collection information

Computer Name: DESKTOP-L5IQEDH
Windows Version: 10.0
Architecture: x64
Time: 19 January 2020 14:18:48

Publisher details

Windows Network Diagnostics

Detects problems with network connectivity.

Package Version: 4.0
Publisher: Microsoft Windows