



1. Art studio aux art class laptop computer
2. Never used on the Internet, except to occasionally send an email message (irrelevant, re this problem)
3. Primary office computer (less affected than 4 and 5)
4. Primary art studio computer (second most problematical machine)
5. Family room; used only during winter months (most problematical machine)
6. Family room; used only for YouTube, Netflix, and movie viewing (less affected than 4 and 5)

20150924 Problem — Internet intermittently (randomly) drops out on one machine or another for no apparent reason.

1. Affects all machines; although some seemingly more than others.
 - a. Machine can usually recover Internet service by rebooting (restarting)
 - b. Alternatively, by right-clicking *network connections* and selecting *repair* on XP machines, or *Disconnect/Connect* on the Windows 7 (wireless) machine
 - c. When lost on the laptop, the wireless connections box indicates that signal strength is excellent (5 bars) and Internet service is available
 - d. Resetting Gateway and switches usually does not fix the problem
2. Networking (machine to machine) is never affected on machines when Internet access is lost
3. Problem was apparently first noticed about two weeks ago, then becoming progressively more frequent
 - a. Nothing knowingly added or changed prior to that time or since, except ...
 - b. ATT changed UVerse plan, supposedly increasing Internet speed
 - c. Machine 6 was converted from Windows 7 to Windows 10
4. Present setup had worked without problems since last service (lightning strike) about 18-months ago.