

Windows Network Diagnostics

Issues found

Problem with wireless adapter or access point

Reset the wireless adapter

Investigate router or access point issues

Fixed

Completed

Not run



Issues found

Problem with wireless adapter or access point

Fixed

Reset the wireless adapter

Completed

Network Diagnostics Log

File Name: [D0DFD42F-36E2-49F9-AFBA-6E647EFC6F94.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

Diagnostics Information (Network Adapter)

Details about network adapter diagnosis:

Network adapter Wi-Fi driver information:

```
Description . . . . . : Qualcomm Atheros QCA61x4A Wireless Network Adapter
Manufacturer . . . . . : Qualcomm Atheros Communications Inc.
Provider . . . . . : Qualcomm Atheros Communications Inc.
Version . . . . . : 12.0.0.448
Inf File Name . . . . . : C:\WINDOWS\INF\oem4.inf
Inf File Date . . . . . : Thursday, November 9, 2017 11:32:36 AM
Section Name . . . . . : ATHR_DEV_OS63_988x_AC_NFA344A.ndi
Hardware ID . . . . . : pci\ven_168c&dev_003e&subsys_080711ad&rev_32
Instance Status Flags . . . . . : 0x180200a
Device Manager Status Code . . . . . : 0
IfType . . . . . : 71
Physical Media Type . . . . . : 9
```

Diagnostics Information (Network Adapter)

Details about network adapter diagnosis:

Network adapter Bluetooth Network Connection driver information:

```
Description . . . . . : Bluetooth Device (Personal Area Network)
Manufacturer . . . . . : Microsoft
Provider . . . . . : Microsoft
Version . . . . . : 10.0.17134.1
Inf File Name . . . . . : C:\WINDOWS\INF\bthpan.inf
Inf File Date . . . . . : Wednesday, April 11, 2018 11:33:51 PM
Section Name . . . . . : BthPan.Install
Hardware ID . . . . . : bth\ms_bthpan
Instance Status Flags . . . . . : 0x180200a
```

```
Device Manager Status Code . . : 0
IfType . . . . . : 6
Physical Media Type . . . . . : 10
```

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
Initialize status: Success
```

Information for connection being diagnosed

Result of diagnosis: No problem found

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
Initialize status: Success
```

Information for connection being diagnosed

Result of diagnosis: No problem found

Diagnostics Information (Wireless Connectivity)

Details about wireless connectivity diagnosis:

```
Information for connection being diagnosed
Interface GUID: d2281c5c-1bcb-416b-9e6f-a6bf1d0e9a94
Interface name: Qualcomm Atheros QCA61x4A Wireless Network Adapter
Interface type: Native Wi-Fi
```

```
Connection incident diagnosed
Auto Configuration ID: 4
```

List of visible access point(s): 0 item(s) total, 0 item(s) displayed

Connection History

Information for Auto Configuration ID 4

List of visible networks: 0 item(s) total, 0 item(s) displayed

```
List of preferred networks: 9 item(s)
Profile: The_Good_Place
SSID: The_Good_Place
SSID length: 14
Connection mode: Infra
Security: Yes
Set by group policy: No
Connect even if network is not broadcasting: No
```

Connectable: No
 Reason: 0x00028002
 Profile: ORBI06
 SSID: ORBI06
 SSID length: 6
 Connection mode: Infra
 Security: Yes
 Set by group policy: No
 Connect even if network is not broadcasting: No
 Connectable: No
 Reason: 0x00028001
 Profile: TheGoodPlace2
 SSID: TheGoodPlace2
 SSID length: 13
 Connection mode: Infra
 Security: Yes
 Set by group policy: No
 Connect even if network is not broadcasting: No
 Connectable: No
 Reason: 0x00028002
 Profile: Slingbox2ghz
 SSID: Slingbox2ghz
 SSID length: 12
 Connection mode: Infra
 Security: Yes
 Set by group policy: No
 Connect even if network is not broadcasting: No
 Connectable: No
 Reason: 0x00028002
 Profile: TheGoodPlace5
 SSID: TheGoodPlace5
 SSID length: 13
 Connection mode: Infra
 Security: Yes
 Set by group policy: No
 Connect even if network is not broadcasting: No
 Connectable: No
 Reason: 0x00028002
 Profile: Messiah_Guest
 SSID: Messiah_Guest
 SSID length: 13
 Connection mode: Infra
 Security: No
 Set by group policy: No
 Connect even if network is not broadcasting: No
 Connectable: No
 Reason: 0x00028001
 Profile: Slingbox5ghz
 SSID: Slingbox5ghz
 SSID length: 12
 Connection mode: Infra
 Security: Yes
 Set by group policy: No
 Connect even if network is not broadcasting: No
 Connectable: No
 Reason: 0x00028002
 Profile: Messiah_guest
 SSID: Messiah_guest
 SSID length: 13
 Connection mode: Infra
 Security: Yes
 Set by group policy: No
 Connect even if network is not broadcasting: No
 Connectable: No
 Reason: 0x00028002

Profile: HP-Print-75-ENVY 4500 series
 SSID: HP-Print-75-ENVY 4500 series
 SSID length: 28
 Connection mode: Infra
 Security: No
 Set by group policy: No
 Connect even if network is not broadcasting: No
 Connectable: No
 Reason: 0x00028001

Information for Auto Configuration ID 3

List of visible networks: 1 item(s) total, 1 item(s) displayed

BSS Type	PHY	Security	Signal (RSSI)	Compatible	SSID
Infra	<unknown>	Yes	100	Yes	The_Good_Place

List of preferred networks: 9 item(s)

Profile: The_Good_Place
 SSID: The_Good_Place
 SSID length: 14
 Connection mode: Infra
 Security: Yes
 Set by group policy: No
 Connect even if network is not broadcasting: No
 Connectable: Yes

Profile: ORBI06
 SSID: ORBI06
 SSID length: 6
 Connection mode: Infra
 Security: Yes
 Set by group policy: No
 Connect even if network is not broadcasting: No
 Connectable: No
 Reason: 0x00028001

Profile: TheGoodPlace2
 SSID: TheGoodPlace2
 SSID length: 13
 Connection mode: Infra
 Security: Yes
 Set by group policy: No
 Connect even if network is not broadcasting: No
 Connectable: No
 Reason: 0x00028002

Profile: Slingbox2ghz
 SSID: Slingbox2ghz
 SSID length: 12
 Connection mode: Infra
 Security: Yes
 Set by group policy: No
 Connect even if network is not broadcasting: No
 Connectable: No
 Reason: 0x00028002

Profile: TheGoodPlace5
 SSID: TheGoodPlace5
 SSID length: 13
 Connection mode: Infra
 Security: Yes
 Set by group policy: No
 Connect even if network is not broadcasting: No
 Connectable: No
 Reason: 0x00028002

Profile: Messiah_Guest
 SSID: Messiah_Guest
 SSID length: 13

Connection mode: Infra
 Security: No
 Set by group policy: No
 Connect even if network is not broadcasting: No
 Connectable: No
 Reason: 0x00028001
 Profile: Slingbox5ghz
 SSID: Slingbox5ghz
 SSID length: 12
 Connection mode: Infra
 Security: Yes
 Set by group policy: No
 Connect even if network is not broadcasting: No
 Connectable: No
 Reason: 0x00028002
 Profile: Messiah_guest
 SSID: Messiah_guest
 SSID length: 13
 Connection mode: Infra
 Security: Yes
 Set by group policy: No
 Connect even if network is not broadcasting: No
 Connectable: No
 Reason: 0x00028002
 Profile: HP-Print-75-ENVY 4500 series
 SSID: HP-Print-75-ENVY 4500 series
 SSID length: 28
 Connection mode: Infra
 Security: No
 Set by group policy: No
 Connect even if network is not broadcasting: No
 Connectable: No
 Reason: 0x00028001

Information for Connection ID 5
 Connection started at: 2018-12-14 16:59:27-716
 Auto Configuration ID: 3
 Profile: The_Good_Place
 SSID: The_Good_Place
 SSID length: 14
 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: Fail 0x00038002
 Association reason code: 0x00000002

Information for Auto Configuration ID 2
 List of visible networks: 1 item(s) total, 1 item(s) displayed

BSS Type	PHY	Security	Signal(RSSI)	Compatible	SSID
Infra	<unknown>	Yes	100	Yes	The_Good_Place

 List of preferred networks: 9 item(s)
 Profile: The_Good_Place
 SSID: The_Good_Place
 SSID length: 14
 Connection mode: Infra
 Security: Yes
 Set by group policy: No
 Connect even if network is not broadcasting: No

```

Connectable: Yes
Profile: ORBI06
SSID: ORBI06
SSID length: 6
Connection mode: Infra
Security: Yes
Set by group policy: No
Connect even if network is not broadcasting: No
Connectable: No
Reason: 0x00028001
Profile: TheGoodPlace2
SSID: TheGoodPlace2
SSID length: 13
Connection mode: Infra
Security: Yes
Set by group policy: No
Connect even if network is not broadcasting: No
Connectable: No
Reason: 0x00028003
Profile: Slingbox2ghz
SSID: Slingbox2ghz
SSID length: 12
Connection mode: Infra
Security: Yes
Set by group policy: No
Connect even if network is not broadcasting: No
Connectable: No
Reason: 0x00028003
Profile: TheGoodPlace5
SSID: TheGoodPlace5
SSID length: 13
Connection mode: Infra
Security: Yes
Set by group policy: No
Connect even if network is not broadcasting: No
Connectable: No
Reason: 0x00028003
Profile: Messiah_Guest
SSID: Messiah_Guest
SSID length: 13
Connection mode: Infra
Security: No
Set by group policy: No
Connect even if network is not broadcasting: No
Connectable: No
Reason: 0x00028001
Profile: Slingbox5ghz
SSID: Slingbox5ghz
SSID length: 12
Connection mode: Infra
Security: Yes
Set by group policy: No
Connect even if network is not broadcasting: No
Connectable: No
Reason: 0x00028003
Profile: Messiah_guest
SSID: Messiah_guest
SSID length: 13
Connection mode: Infra
Security: Yes
Set by group policy: No
Connect even if network is not broadcasting: No
Connectable: No
Reason: 0x00028003
Profile: HP-Print-75-ENVY 4500 series

```

SSID: HP-Print-75-ENVY 4500 series
 SSID length: 28
 Connection mode: Infra
 Security: No
 Set by group policy: No
 Connect even if network is not broadcasting: No
 Connectable: No
 Reason: 0x00028001

Information for Connection ID 4
 Connection star

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 Wi-Fi MSM
 Initialize status: Success

Information for connection being diagnosed
 Interface GUID: d2281c5c-1bcb-416b-9e6f-a6bfd0e9a94
 Interface name: Qualcomm Atheros QCA61x4A Wireless Network Adapter
 Interface type: Native Wi-Fi
 Profile: Discovery connection
 SSID: (Unnamed Network)
 SSID length: 0
 Connection mode: <unknown>
 Security: No
 Connect even if network is not broadcasting: No

Result of diagnosis: No problem found

Network Diagnostics Log

File Name: [D0DFD42F-36E2-49F9-AFBA-6E647EFC6F94.Diagnose.0.etl](#)

Other Networking Configuration and Logs

File Name: [NetworkConfiguration.cab](#)

Collection information

Computer Name: LAPTOP-4ML0JQFH
 Windows Version: 10.0
 Architecture: x64
 Time: Friday, December 14, 2018 5:07:23 PM

Publisher details

Windows Network Diagnostics

Detects problems with network connectivity.

Package Version: 4.0
 Publisher: Microsoft Windows