

# Network Socket failure report



fax to: 0228 / 286 272 53

Failure report Studnet Bonn v2.0 Stand: 01.12.14

## Contact Information

Surname: \_\_\_\_\_ Street: \_\_\_\_\_  
Prenome: \_\_\_\_\_ House number: \_\_\_\_\_  
Phone number: \_\_\_\_\_ Room number: \_\_\_\_\_  
(Available Mo-Fr between 08:00 and 17:00 o'clock. A technician will coordinate onsite support via telephone.) Number on network socket: \_\_\_\_\_  
Problem existing since: \_\_\_\_\_

**Notice:** It is necessary to answer all the following questions. To reduce the risk of expense and ensure a fast and proper resolution of your inquiry, please answer all the following question carefully. The network service of the provider ends at the network socket in your room. Failure reports that are sent in for a working network socket (for example due to a broken connected computer, wrong settings or broken network cable) will be charged according to time and effort. Prior sending this failure report, we highly recommend sending an email to the Support-Team, call the telephone computer or the personal Hotline.

With the following signature you acknowledge to have read and understand the above notice.

Date, Signature: \_\_\_\_\_

Questions concerning the problem (mark your answer)	Yes	No	?
The connected network cable is valid (Cat5e or better, RJ45-Sockets, 1:1, no Cross-Connect or ISDN cable).			
The network cable was replaced and the problem still exists.			
My computer/laptop works fine at a network socket of a neighbour.			
The computer/laptop from my neighbour works fine on my network socket.			
My neighbours have the same problem like me.			
I have called the telephone hotline (see below) and run a diagnostic on my network socket.			
The telephone computer says that my network socket is locked and I cannot unlock it.			
It is the first time I want to use the network socket and it does not work.			
I was able to use the network socket until the problem occurred (see date above).			
It is possible to visit the website (see below), when connected to the faulty network socket.			
The network configuration on my computer is valid, as described on the website.			
The network socket on the wall looks damaged.			
The problem exists all the time.			
I have send the output of „ipconfig /all“ to the email support, before sending this failure report, to reduce the risk of expense.			
Additional information:			

## Information about the computer

Operating System: \_\_\_\_\_ MAC-Address: \_\_\_\_\_ : \_\_\_\_\_ : \_\_\_\_\_ : \_\_\_\_\_ : \_\_\_\_\_  
Internet Browser: \_\_\_\_\_ IP-Address: \_\_\_\_\_ . \_\_\_\_\_ . \_\_\_\_\_ . \_\_\_\_\_  
(Start – Search – insert cmd – run „ipconfig /all“; see website for support (see below))

**Website:** <http://www.stw-bonn.de>  
**Hotline (24x7):** 0228 / 286 272 52  
**Email-Support:** [netadmin@stw-bonn.de](mailto:netadmin@stw-bonn.de)

The telephone computer is available 24x7. An operator is available on Mondays and Thursdays between 1pm and 2pm by calling the same phone number.