

## Lab - Troubleshoot Network Problems

### Introduction

In this lab, you will diagnose the causes of network problems and solve them.

### Recommended Equipment

- Two computers running Windows
- A wireless router
- Two Ethernet cables
- Internet access

### Scenario

You must solve network problems for a customer. You may need to troubleshoot both the router and two computers. Make sure you document and solve the problems, and then document the solutions.

There are several possible errors. Solve one problem at a time until you can successfully establish a connection between the two computers.

To better identify which steps should be done on which computer, the lab will refer to them as computer01, computer02, or both.

### Instructions

#### Step 1: Log on to the computers.

- List the computer name used for computer01 and computer02. Use these names whenever the lab refers to computer01 and computer02.

Computer01 name:

*Type your answers here.*

Computer02 name:

*Type your answers here.*

- Log on to **computer01** and **computer02** with accounts that have administrative privileges.

#### Step 2: Troubleshoot network problems.

Use a command prompt to display IP address information, open the network control panel and review the adapter configuration, and log on to the router and review all of the configuration options to troubleshoot the router or computers for problems. Answer the following questions after each problem is solved.

Questions:

- What problem did you find?

*Type your answers here.*

- What is a possible cause?

*Type your answers here.*

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- c. What steps did you take to determine the problem?

*Type your answers here.*

- d. What is causing the problem?

*Type your answers here.*

- e. List the steps taken to fix the problem.

*Type your answers here.*

- f. If you could verify end-to-end connectivity, you have successfully solved all the networking problems.

Ping from Computer01 to Computer02 successfully?

*Type your answers here.*

Ping from Computer02 to Computer01 successfully?

*Type your answers here.*

Ping from Computer01 to Default Gateway successfully?

*Type your answers here.*

Ping from Computer02 to Default Gateway successfully?

*Type your answers here.*