**A+ Core 1 (1101)**

**Solution to Applied Lab 14 : Troubleshoot a Network Scenario #3**

**Step 1:** Open the lab. Wait for a moment for the “PC” VM to boot. It will either boot after a moment, or a pop screen will pop up saying, “Connection issues?” If the latter happens, click on the “Retry Connection” button.

Graphical user interface

Description automatically generated with medium confidence

**Step 2:** Run tests on the PC and Laptop to see if you can:

* Navigate to <http://neverssl.com> in Firefox
* Ping the router (192.168.1.1) in the terminal.

You should get no response to the website request, and a good response to the Ping command. The successful ping indicates that the connection to the default gateway is solid, but the failed web search (duplicated by pinging the website) shows that the WAN is probably not configured properly.

Graphical user interface, text, application

Description automatically generated

Graphical user interface

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**Step 3:** Open the router interface (<http://192.168.1.1>) and click on “Network” and “Interfaces” in the menu on the left. Notice that the WAN connection is set up with a static address on eth2. The OPT connection where the ISP’s DHCP client resides is on the eth0 connection.

We need to correctly reset the port on the OPT from eth2 to eth0. We also need to change the protocol on the WAN interface to DHCP Client and enable to use of DHCP.

**Step 4:** Click on the Edit button for the OPT interface. On the General Settings tab, change the Device to eth0. Save the changes.

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Graphical user interface, application

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**Step 5:** Click on the Edit button for the WAN interface. On the General Settings tab, change the protocol from Static Address to DHCP Client. On the DHCP Server tab, uncheck the “Disable DHCP for this interface.” Save the changes. Save and Apply the settings on the main interface page.

Graphical user interface, application

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A screenshot of a computer

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**Step 6:** Open Firefox and search for <http://neverssl.com> on both the PC and the Laptop. When the website is returned on both devices, click on the “Score” button in the right panel. This should return a message saying, “Website accessible – Task complete.” Move on to answer the questions on the next page.

Graphical user interface, application

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Graphical user interface, text, application

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**Step 7:** Answer the questions.

* Our router should obtain an IP address via DHCP from the ISP (an upstream DHCP server). We could reach the router (gateway) from our LAN, so the problem wasn’t there.
* It doesn’t matter whether we get our Internet service via cable, DSL, satellite, or cellular. We still need to have an IP address from the ISP.
* We would normally document what the problem was, what we did to fix it, and what the resolution was. In this lab, we have no way to do that.

Graphical user interface, text, application, email

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**Step 8:** Submit the lab for a grade on the final page of the assessment.