**3-3 Project One Stepping Stone: Network Troubleshooting Practice**

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CYB-310-13414-M01 Network Defense

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17 September 2024

1. **Network Deficiencies**
   1. Issue One: Only users in the Sales and Customer Service departments need access to the Customer Data folder on the CS FTP server. The Human Resources department users should not have access.
      1. A screenshot of a computer

         Description automatically generatedIdentify the **configuration error** causing the issue by providing appropriate screenshot(s).
      2. Troubleshoot the issue and provide screenshots of a **resolution**.

A screenshot of a computer

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* + 1. Explain your **approach to troubleshooting** the issue and justify your resolution.

First I looked at the permissions on the file and noticed that everyone had access to it. On the administrators, HR had access so I changed the permission to not allow the access by changing the ACLs to the group to not allow anyone from the 192.168.30.0/24 network.

* 1. Issue Two: Three of the four workstations in the Human Resources department cannot ping the Cloud IP address due to an IP address or switch misconfiguration. Find and correct the misconfigurations.
     1. Identify the configuration error causing the issue by providing appropriate screenshot(s).

A screenshot of a computer

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A computer screen shot of a black screen

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A computer screen shot of a black screen

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A screenshot of a computer

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* + 1. Troubleshoot the issue and provide screenshots of a resolution.

A screenshot of a computer

Description automatically generated

* + 1. Explain your approach to troubleshooting the issue and justify your resolution.

I had to change some default gateways to the correct gateway, from there I pinged but still could not access the cloud. I had to fix the firewall rules to allow WAN connections and let everything through.