

6.10 Network Troubleshooting

As you study this section, answer the following questions:

- What is the first thing you should try if the link light is not lit? What should you try next?
- What should you try if all of the computers on the network are having the same problem?
- What kind of problem is likely indicated when you can ping a device by the IP address, but not the host name?
- What additional information is shown when you use the **/all** switch with the **ipconfig** command?
- Two hosts report that they are using the same IP address. What should you do?
- A host has an IP address of 169.254.0.2. What caused this?

In this section, you will learn to:

- Fix a network connection

This section helps you prepare for the following certification exam objectives:

Exam	Objective
TestOut PC Pro	4.3 Troubleshoot networking 4.3.1 Troubleshoot a network connection
CompTIA 220-1101	1.5 Given a scenario, connect and configure accessories and ports of other mobile devices <ul style="list-style-type: none">■ Connection types<ul style="list-style-type: none">■ Wired 2.8 Given a scenario, use appropriate networking tools <ul style="list-style-type: none">■ Crimper■ Cable stripper■ Multimeter■ Tone generator and probe■ Cable tester■ Loopback plug■ Punchdown tool 5.7 Given a scenario, troubleshoot common wired and wireless network problems <ul style="list-style-type: none">■ Common symptoms<ul style="list-style-type: none">■ No connectivity■ APIPA/link local address■ Limited connectivity■ Intermittent connectivity■ IP conflict■ Slow transfer speeds■ Low RF signal

	<ul style="list-style-type: none">■ SSID not found■ Unavailable resources■ Internet■ Local resources■ Shares■ Printers■ Email
CompTIA 220-1002	<p>3.1 Given a scenario, troubleshoot Microsoft Windows OS problems</p> <ul style="list-style-type: none">■ Limited connectivity■ Common solutions<ul style="list-style-type: none">■ Update network settings

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