

Lab Report

Performance

Your Score: 0 of 1 (0%)

Elapsed Time: 6 minutes 20 seconds

Task Summary

Actions you were required to perform:

- ✖ In the Networking Closet, remove the switch's power cable from a non-critical load (Bank 2) outlet over to an empty critical load (Bank 1) outlet

Explanation

Complete this lab as follows:

1. In the Executive Office, complete the following:
 - a. Begin troubleshooting by verifying the connectivity problem between the workstation and all other workstations in the network (pinging to all other workstations in the network fails).
 - b. Check the Network and Sharing Center or the status lights on the NIC. The diagram in the Network and Sharing Center shows the network connection as disconnected from any network. The link and status lights on the NIC also show it is disconnected.
 - c. Brainstorm possible causes for a disconnected status. Some possibilities include the following:
 - Bad NIC
 - Faulty cable
 - Unplugged cable
 - Switch or hub port either turned off or faulty
 - d. Look for common errors or solutions that you can test quickly. Confirm that the network cable is connected to the NIC and the wall plate. (Both ends of the cable are connected correctly.)
2. In the Support Office, complete the following:
 - a. Repeat the same troubleshooting steps you took in the Executive Office to duplicate results and discover the scope of the problem.

With matching information from each office's workstation, the scope of the problem is shared between these two workstations and is likely shared with other workstations. Because the scope of the problem includes two offices, you should look for common errors or solutions that you can test quickly.
3. In the Networking Closet, complete the following:
 1. Check the **switch** to ensure that it is powered on. The system light for the device indicates that it is powered off. Since the workstations in the Support Office and the Executive Office could not ping in the network, you can conclude that the device is turned off.
 2. Above the rack, select **Back** to switch to the back view of the rack.
 3. Check the power cable of the switch to ensure that it is plugged into the UPS. The switch is plugged into the UPS, but it is not plugged into the critical load section.
 4. Move the **power cable** from the non-critical load (Bank 2) outlet to an empty critical load (Bank 1) outlet.
 5. Above the rack, select **Front** to switch to the front view of the rack.
 6. Observe the power light and activity lights for all ports on the switch. The lights are all on and active (except for the wireless access point, as it is still connected to the non-critical load [Bank 2] on the UPS).
4. In the Executive Office or the Support Office, complete the following:
 - a. Check the Network and Sharing Center or the status lights on the NIC. The diagram in the Network and Sharing Center shows a connection to the network and internet. The lights on the NIC also show that it is functioning normally.
 - b. Ping each **workstation** in the network. Each ping attempt now succeeds.