Packet Tracer - Use the ping Command

# Objectives

Use the **ping** command to identify an incorrect configuration on a PC.

# Background / Scenario

A small business owner learns that some users are unable to access a website. All PCs are configured with static IP addressing. Use the **ping** command to identify the issue.

# Instructions

## Verify connectivity.

Access the **Desktop** tab > **Web Browser** of each PC and enter the URL **www.cisco.pka**. Identify any PCs that are not connecting to the web server.

**Note**: All the devices require time to complete the boot process. Please allow up to one minute before receiving a web response.

### Question:

Which PCs are unable to connect to the web server?

PC2

## Ping the web server from PC with connectivity issues.

* + 1. On the PC, access the **Command Prompt** from the **Desktop** tab.
    2. At the prompt, enter **ping www.cisco.pka**.

### Question:

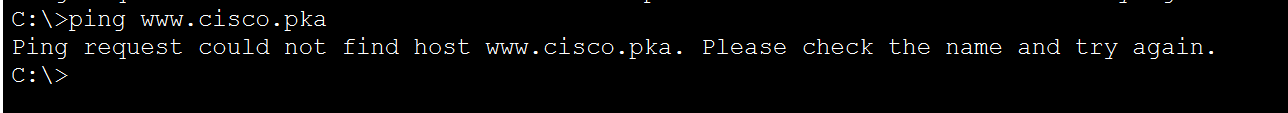
Did the ping return a reply? What is the IP address displayed in the reply, if any?

## Ping the web server from correctly configured PCs.

* + 1. On the PC, access the **Command Prompt** from the **Desktop** tab.
    2. At the prompt, enter **ping www.cisco.pka**.

### Question:

Did the **ping** return a reply? What is the IP address returned, if any?



## Ping the IP address of the web server from PCs with connectivity issues.

* + 1. On the PC, access the **Command Prompt** from the **Desktop** tab.
    2. Attempt to reach the IP address of the web server with the **ping** command.

Did the **ping** return a reply? If so, then the PC can reach the web server via IP address, but not domain name. This could indicate a problem with the DNS server configuration on the PC.

Calendar

Description automatically generated with low confidence

## Compare the DNS server information on the PCs.

* + 1. Access the **Command Prompt** of the PCs without any issues.
    2. Using the command **ipconfig /all**, examine the DNS server configuration on the PCs without any issues.
    3. Access the **Command Prompt** of the PCs with connectivity issues.
    4. Using the command **ipconfig /all**, examine the DNS server configuration on the PCs with misconfigurations. Do the two configurations match?

Different

* + 1. Make any necessary configuration changes on the PCs.
    2. Navigate to the **Desktop** tab of the PCs with issues, make any necessary configuration changes in **IP Configuration**.
    3. Using the **Web Browser** within the **Desktop** tab, connect to **www.cisco.pka** to verify that the configuration changes resolved the problem.

# Answer Key

## Verify connectivity.

Which PCs are unable to connect to the web server?

PC2

## Ping the web server from PC with connectivity issues.

Did the ping return a reply? What is the IP address displayed in the reply, if any?

There was no reply. No IP address was displayed in the message.

## Ping the web server from correctly configured PCs.

Did the **ping** return a reply? What is the IP address returned, if any?

Reply was returned with 192.15.2.10 as the IP address for www.cisco.pka.

## Ping the IP address of the web server from PCs with connectivity issues.

## Compare the DNS server information on the PCs.

## Make any necessary configuration changes on the PCs.

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