# Troubleshooting a Network Issue

**Customer scenario**

**Your role is a cloud support engineer at Amazon Web Services (AWS). During your shift, a consulting company has a networking issue within their AWS infrastructure. The following is the email and an attachment of their architecture.**

**Hello, Cloud Support!**
**When I create an Apache server through the command line, I cannot ping it. I also get an error when I enter the IP address in the browser. Can you please help figure out what is blocking my connection?**
**Thanks!**
**Ana**
**Contractor**