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?

Type your answers here.

## 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?

Type your answers here.

## 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?

Type your answers here.

## 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.

## 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?

## Make any necessary configuration changes on the PCs.

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

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