

Advanced Problems and Solutions using Network Tools

Identify the Problem	Probable Causes	Possible Solutions
A device on one network cannot ping a device on another network	There is a broken link between the two networks.	Use tracert to locate which link is down and fix the broken link.
A device on one network cannot ping a device on another network	Internet Control Message Protocol (ICMP) is blocked at the router.	Configure the router to allow ICMP echo requests and echo replies.
A device on one network cannot ping a device on another network	ICMP is blocked at the Windows firewall.	Configure Windows firewall to allow ICMP echo requests and echo replies
The computer cannot Telnet into a remote computer.	The remote computer has not been configured to accept Telnet connections.	Configure the remote computer to accept Telnet connections
The computer cannot Telnet into a remote computer.	Telnet services are not started on the remote computer.	Start the Telnet service on the remote computer.
The nslookup command reports "Can't find server name for address {ip-address}: timed out", where ip-address can be any IP address.	The DNS server is not responding.	Resolve connectivity issues to the DNS server and/or restart the DNS server.
The nslookup command reports "Can't find server name for address {ip-address}: timed out", where ip-address can be any IP address.	The DNS records are incorrect.	Configure the DNS server with the correct records.
The ipconfig /release or ipconfig /renew command results in the following message: "No operation can be performed on the adapter while the media is disconnected."	The network cable is unplugged.	Reconnect the network cable.
The ipconfig /release or ipconfig /renew command results in the following message: "No operation can be performed on the adapter while the media is disconnected."	The computer has been configured with a static IP address.	Reconfigure the NIC to obtain IP addressing automatically.
The ipconfig /release or ipconfig /renew command results in the following message: "The operation failed as no adapter is in the state permissible for this operation."	The computer has been configured with a static IP address.	Reconfigure the NIC to obtain IP addressing automatically.