

## Problem Overview

- **Problem Title:** Comp-A can't ping with Comp-B
  - **Date/Time Reported:** July 2025
  - **Device Name:** Comp-A, Comp-B
  - **Device Type/OS:** computer/Win11
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## Problem Details

- **Symptoms:**
    - **Comp-A** cant ping communicate (ping) **Comp-B**: request timed out
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## Troubleshooting & Solution

- **Troubleshooting Actions:**
  1. **tracert** to Comp-A [192.168.0.100]
  2. Check **Net-B-Router** router
- **Key Findings/Error Codes:**

```
Tracing route to 192.168.0.100 over a maximum of 30 hops
  1    2 ms    *        3 ms    CR1000B.mynetworksettings.com [192.168.1.1]
  2    5 ms    3 ms    3 ms    192.168.1.175
  3    *        *        *        Request timed out.
  4    *        *        *        Request timed out.
  5    *        *        *        Request timed out.
  6    *        *        *        Request timed out.
  7    *        *        *        Request timed out.
  8    *        *        *        Request timed out.
  9    *        *        *        Request timed out.
  9    *        *        *        Request timed out.
```

1. The ping packet leaves the **Core-Router** router and it reaches the **Net-B-Router** router through WAN IP 192.168.1.175
  2. The asterisks onwards means the packet stops there (checked TP-Link Firewall)
- **Date/Time Resolved:** July 2025
  - **Resolved By:** daysean Mensah
  - **Solution Implemented:**
    1. Logged into Net-B-Router router > Firewall> Access Control > created a rule that allows ICMP from WAN in

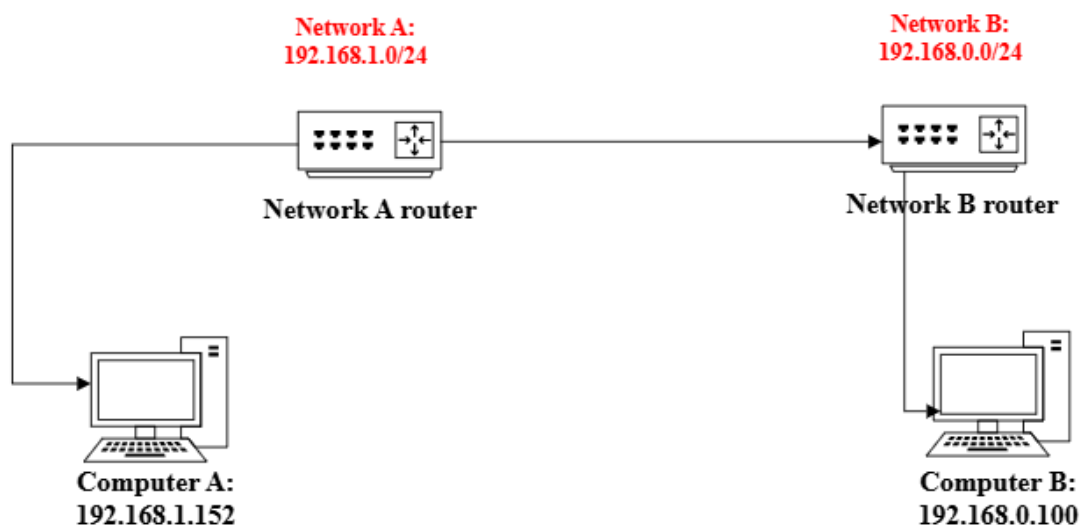
Name:	vroute	(1-50 characters)
Policy:	Allow	▼
Service Type:	ICMP_ALL	▼
IP Type:	<input checked="" type="radio"/> IPv4 <input type="radio"/> IPv6	
Direction:	[WAN] IN	▼
Source:	IPGROUP_ANY	▼ <span>Select Location</span>
Destination:	IPGROUP_ANY	▼
Effective Time:	Any	▼
States:	New, Established, Related	▼
ID:		(Optional)

2.

- **Verification:** I successfully pinged **Comp-A**

## Notes

- **Lessons Learned/Preventative Measures:** use tracert to troubleshoot shoot & check firewall
- I allowed ICMP from WAN to LAN to prove that the ping packet can get to Network B (not a good idea to allow ICMP from WAN to LAN security reasons: Denial of Service: ping flood etc)



## Key

Network-A = 192.168.1.1/24

Abbreviation [Net-A]

**Network-B = 192.168.0.1/24**  
**Verizon Router = 192.168.1.1**  
**TP-Link ER605 = 192.168.0.1**  
**Computer-A = 192.168.1.152**  
**Computer-B = 192.168.0.100**

**Abbreviation [Net-B]**  
**Net-A-Router**  
**Net-B-Router**  
**Abbreviation [Comp-A]**  
**Abbreviation [Comp-B]**