IT 125-41194

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Lab 13.3.12

**Part 1: Troubleshoot the Network**

**Step 1: Test connectivity.**

**Step 2: Investigate issues and record findings.**

| **Device** | **Network**  **Home/Enterprise** | **Issue** | **Remedy** |
| --- | --- | --- | --- |
| *Laptop* | *Home* | *Cant connect to web server* | *blank* |
| *Smart Phone* | Home | *Cant connect to web server* |  |
| Tablet PC | Home | **Cant ping Router** |  |
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|  |  |  |  |
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|  |  |  |  |
|  |  |  |  |

Laptop

A computer screen shot of a browser

AI-generated content may be incorrect.

A computer screen shot of a black screen

AI-generated content may be incorrect.

Laptop cant connect to webserver but can ping router

A screenshot of a computer

AI-generated content may be incorrect.

A screenshot of a computer

AI-generated content may be incorrect.

Smartphone is the same as the laptop

A screenshot of a computer

AI-generated content may be incorrect.

A screenshot of a computer

AI-generated content may be incorrect.

The tablet can not connect to either the router or the web server

A screenshot of a computer

AI-generated content may be incorrect.

Tablet pc was set to static IP –

A screenshot of a computer

AI-generated content may be incorrect.

Static changed to DHCP

A screenshot of a computer program

AI-generated content may be incorrect.

Tablet is now at the same state as the other devices on the home network

A screenshot of a computer

AI-generated content may be incorrect.A computer screen shot of a computer

AI-generated content may be incorrect.

Upon investigation internet type is set to static IP when it should be Automatic DHCP and the static DNS 1 was incorrect it should have ended in .254.

A screen shot of a computer

AI-generated content may be incorrect.

Laptop can now ping webserver

A computer screen shot of a black screen

AI-generated content may be incorrect.

Smartphone can now ping webserver

A screenshot of a computer

AI-generated content may be incorrect.

Tablet can now ping webserver

A screenshot of a computer

AI-generated content may be incorrect.

A screenshot of a computer

AI-generated content may be incorrect.

A screenshot of a computer

AI-generated content may be incorrect.

All devices on the home network can now connect to the web server

Enterprise network

A computer screen shot of a computer program

AI-generated content may be incorrect.

Laptop 2 can neither ping the web server or the WLC-1

A computer screen shot of a computer program

AI-generated content may be incorrect.

Same goes for Laptop 1

A screenshot of a computer

AI-generated content may be incorrect.

A screenshot of a computer

AI-generated content may be incorrect.

Laptop 1 not connected to wireless but the configuration is correct and WLAN10 is showing as a network

A screenshot of a computer

AI-generated content may be incorrect.

A screenshot of a computer

AI-generated content may be incorrect.

Laptop 2 is not connected to wireless and the WLAN20 network does not show up

A screenshot of a computer

AI-generated content may be incorrect.

Vlan 20 was disabled

A screenshot of a computer

AI-generated content may be incorrect.

enabled and saved

A screenshot of a login page

AI-generated content may be incorrect.

Laptop 2 profile was misconfigured as user 20 instead of user2

A screenshot of a computer

AI-generated content may be incorrect.

Vlan 10 was set to WPA2 802.1x when it should be WPA PSK

A screenshot of a computer

AI-generated content may be incorrect.

Fixed

A screenshot of a computer

AI-generated content may be incorrect.

Laptop 1 is now connected

A screen shot of a computer

AI-generated content may be incorrect.

Laptop 1 can now ping the web server

A screenshot of a computer

AI-generated content may be incorrect.

Laptop 1 can connect to the web server as well

A computer screen shot of a computer

AI-generated content may be incorrect.

All configs are correct but laptop 2 can connect to the network