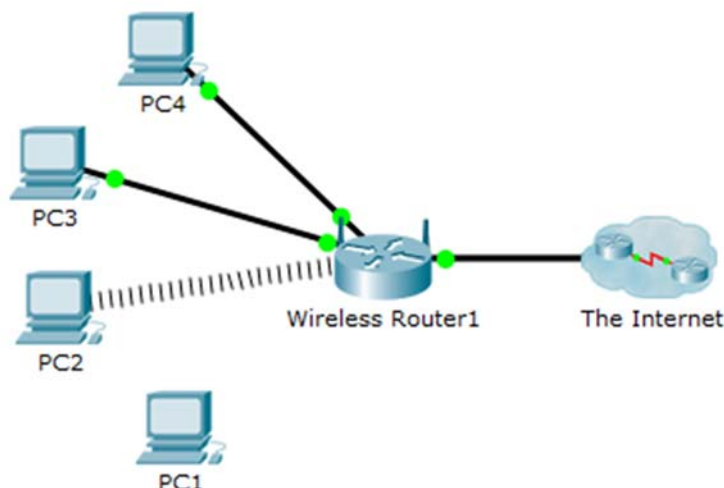


# Packet Tracer – Troubleshooting a Wireless

## Topology



## Objectives

Identify and correct any misconfiguration of a wireless device.

## Background / Scenario

A small business owner learns that a wireless user is unable to access the network. All of the PCs are configured with static IP addressing. Identify and resolve the issue.

### Step 1: Verify connectivity.

Access the **Desktop > Web Browser** of each wireless PC and type **www.cisco.pka** into the URL. Identify any PCs that are not connecting to the web server.

**Note:** All of the devices require time to complete the boot process. Please allow up to one minute before receiving a web response.

Which wireless PCs are unable to connect to the web server? \_\_\_\_\_

### Step 2: Examine the IP configuration of the PCs.

- On the PC that is unable to connect, access the **Command Prompt** from the **Desktop** tab.
- Type the **ipconfig /all** command.
- What IP addressing information is available?

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### Step 3: Examine the Wireless Settings on the Wireless Client.

- On the **Desktop** tab of any PC that is unable to connect. Click **PC Wireless** to access the wireless configurations.
- Click **Connect** tab and record the associated SSID. \_\_\_\_\_

#### Step 4: Examine the Wireless Settings on the Wireless Router.

- a. Access the Wireless Router from the web browser of a wired PC. Use the username **admin** and password **admin** to access the wireless router. What IP address did you use? (Hint: default gateway)  
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- b. On the **Basic Setup** page, examine the **DHCP Server Setting** configuration. Is DHCP enabled? \_\_\_\_\_
- c. Click the **Wireless** tab.
- d. Examine the setup information under the **Wireless** tab. What is the SSID? Does it match the SSID configured on the client?  
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- e. Click the **Wireless Security** submenu.
- f. Examine the security settings. What is the wireless security mode? What is the passphrase?  
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#### Step 5: Make any necessary configuration changes on the Wireless Clients

- a. On the **Desktop** tab of any PC that is unable to connect. Click **PC Wireless** to correct the wireless configurations.
- b. Click **Connect** tab. Select the Academy wireless network and click **Connect**.
- c. Enter the passphrase (Pre-shared Key) recorded from the wireless router. Click **Connect**.
- d. Using the **Web Browser** within the **Desktop** tab connect to **www.cisco.pka** to verify that the configuration changes resolved the problem.
- e. Click the **Check Results** button at the bottom of this instruction window to check your work.