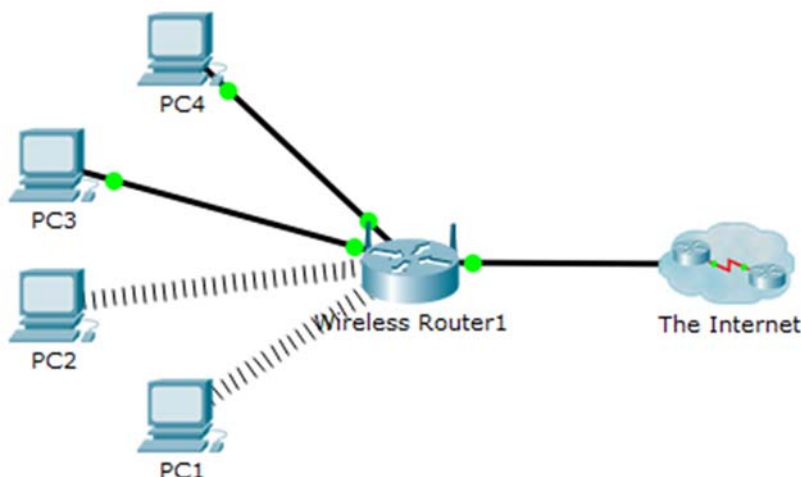# Packet Tracer – Using the Ping Command

Topology

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.

Step 1: 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 of the devices require time to complete the boot process. Please allow up to one minute before receiving a web response.

Which PCs are unable to connect to the web server? _____

Step 2: Ping the web server from PC2.

a.   On PC2, access the **Command Prompt** from the **Desktop** tab.

b.   Type **ping www.cisco.pka**.

Did the ping return a reply? What is the IP address displayed in the reply, if any?

_____

Step 3: Ping the web server from PC1.

a.   On PC1, access the **Command Prompt** from the **Desktop** tab.

b.   Type **ping www.cisco.pka**.

c.   Did the **ping** return a reply? What is the IP address returned, if any?

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Step 4: Ping the IP address of the web server from PC2.

    a.   On PC2, access the **Command Prompt** from the **Desktop** tab.

    b.   Attempt to reach the IP address of the web server with the command **ping 192.15.2.10**.

    c.   Did the **ping** return a reply? If so, then PC2 is able to reach the web server via IP address, but not domain name. This could indicate a problem with the DNS server configuration on PC2.

Step 5: Compare the DNS server information on PC2 with other PCs on the local network.

    a.   Access the **Command Prompt** of PC1.

    b.   Using the command **ipconfig /all**, examine the DNS server configuration on PC1.

    c.   Access the **Command Prompt** of PC2.

    d.   Using the command **ipconfig /all**, examine the DNS server configuration on PC2. Do the two configurations match?

Step 6: Make any necessary configuration changes on PC2.

    a.   Navigate to the **Desktop** tab of PC2, make any necessary configuration changes in **IP Configuration**.

    b.   Using the **Web Browser** within the **Desktop** tab, connect to **www.cisco.pka** to verify that the configuration changes resolved the problem.

    c.   Click the **Check Results** button at the bottom of this instruction window to check your work.