**Homework Chapter 13**

Review Questions:

1. C
2. A
3. B
4. D
5. B
6. B, C
7. C
8. B
9. B
10. A, B
11. B
12. B
13. FALSE
14. TDR
15. B
16. C, D
17. D
18. C
19. B
20. C
21. Case Projects

13-1:

Problem is that user cannot access to email and is unable to print

Gather info:

1) Were you ever able to access to your email and print?

2) If so when does this problem started?

3) Do you know of any recent changes?

4) Have you tried accessing to the internet?

5) Have you tried printing something else?

Consider causes:

A cable has gone bad or is unplugged

There is a wrong network configuration

Devising solution: I would check for unplugged cables and also for any bad cables

Implement solution: Change or connect cables

Test solution: See if she is able to access to her email and print

Document solution: Documenting the cables that were bad (if applicable)

Devise preventive measures: There no preventive measure but to always have extra cables, because is unpredictable when a cable is going to go bad.

13-3:

* Hub to switch upgrade solves collisions
* NIC upgrade gives faster and larger data transfers.

I must verify if my existing hardware is compatible with my upgrades, see if PC support the NIC and if the cables can support the new speeds, also check for network configuration that may be affected.