

Simulation Transcript

Remotely connect to the customer's computer

1. Jovi has shared the code, which is **795797720332**, with you in the chat. In the **Connect to another computer** section, type the code in the **Access code** field. Then, press **Enter**.
2. Now, the **Connect** button is active. Go ahead and select **Connect**.

Connecting to Jovi's computer

You'll see a **Connecting** screen while the remote connection software informs Jovi that you want to connect. You can ask Jovi to confirm your connection.

Select **X** to close this window and continue.

3. Once you're connected, you'll see Jovi's desktop. To start investigating, select the **+** icon in the top toolbar to open a new tab in the Chrome browser.
4. When the new tab opens in the browser, you want to navigate to the router's settings. Go up to the address bar and type in the following URL: "**https://192.168.1.1**". Then, press **Enter**.
5. To confirm your theory of the issue, you'll need to find the dynamic host configuration protocol (DHCP) server settings. First, you want to select the **LAN** tab to get to the local area network (LAN) settings.
6. Now that you're in the LAN settings, go ahead and open the DHCP settings. Select the **DHCP Server** tab to view the settings.
7. When you see the DHCP settings, you can find the router's settings to confirm your theory about the issue. Select the **Next arrow** to continue.
8. Examine the **IP Pool Starting Address** and the **IP Pool Ending Address** fields. Write down both these numbers because you'll need to use them as you troubleshoot further. Select the **Next arrow** to continue.

You successfully connected remotely to start investigating on the customer's computer. You navigated to the router settings and identified two DHCP settings that will help your troubleshooting. You're on to something!