

7.4 Lab: Troubleshoot a Network Issue

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Time Spent: 07:05

Score: 100%



Task Summary

Required Actions

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- ✓ Connect the laptop in Office 2 to the CorpNet wireless network
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Explanation

Complete this lab as follows:

1. Open the company's help desk ticketing system, **Issue Trax**.
 - a. From the taskbar, select **Start**.
 - b. Select **All apps**.
 - c. Select **Issue Trax**.
 - d. Maximize the window for better viewing.
 - e. Select and read ticket #25.
2. Check to see if the ITAdmin computer can connect to the wireless network.
 - a. In the Notification Area of the ITAdmin computer, select the **network icon**, then the arrow next to the wireless icon to view the available networks.
 - b. Select the **CorpNet** wireless network.
 - c. Select **Connect**.
 - d. The ITAdmin computer is now connected to the CorpNet wireless network. Because this computer can connect to the wireless network, the problem may be limited to only the laptop in Office 2.
3. Troubleshoot and fix the wireless networking on Exec-Laptop.
 - a. From the top left, select **Floor 1 Overview**.
 - b. Under Office 2, select **Office2-Lap**.
 - c. In the Notification Area, select the **globe icon**. Note that there is no option to connect to Wi-Fi. Possible causes for this include:
 - The wireless network interface card is not turned on (the wireless switch on the exterior of the laptop is in the OFF position). Since no wireless networks are shown in the list, you must take additional steps.
 - The wireless network's SSID is not broadcasting. However, from Step 1, you know that the wireless access point is broadcasting the SSID.
 - The wireless access point is not powered on. However, from Step 1, you know that the wireless access point is powered on.
 - d. From the top left, select **Office 2** to switch to the hardware view.

- e. On the front of the laptop, check to see if the **switch** for the wireless network interface card is in the On position.
Notice that it is in the OFF position instead.
 - f. Slide the wireless switch to the **On** position to turn the wireless network interface card on.
 - g. Select the laptop monitor to view the operating system.
 - h. In the Notification Area, select the **wireless network icon** to view the available networks, then the arrow next to the wireless icon to view the available networks.
The CorpNet wireless network is now displayed in the list of available networks.
 - i. Select the **CorpNet** wireless network.
 - j. Select **Connect**.
Since the laptop has previously been connected to the CorpNet wireless network, it connects without needing to re-enter the security key.
4. Resolve the ticket.
- a. Go back to the ITAdmin computer in the IT Administration Office.
 - b. Type a polite and professional comment explaining what you did in the New Comment field, then click the **plus icon**.
 - c. At the top of the screen, set the ticket to **Closed**.