

# 12.11 Lab: Troubleshoot Wireless Network Problems

Candidate: COMPTIA COMPTIA ()

Time Spent: 00:13

Score: 0%

## Task Summary

## Required Actions

---

X On Exec-Lap, slide the wireless switch to ON and connect to the CorpNet wireless network [Show Details](#)

---

## Explanation

Complete this lab as follows:

1. Check to see if the ITAdmin computer can connect to the wireless network.
  - a. Under IT Administration, select **ITAdmin**.
  - b. In the Notification Area, select the *globe icon*, then the arrow next to the wireless icon to view the available networks.
  - c. Select the **CorpNet** wireless network.
  - d. Select **Connect**.
  - e. 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 Exec-Laptop laptop in the Executive Office.
2. Troubleshoot and fix the wireless networking on Exec-Laptop.
  - a. From the top left, select **Floor 1 Overview** to switch to Exec-Laptop.
  - b. Under Executive Office, select **Exec-Laptop**.
  - c. In the Notification Area, select the *globe icon*. Note that the Wi-Fi icon is not blue, meaning it is turned off. 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 **Executive Office** to switch to the devices found in the executive office.
  - e. On the front of the Exec-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. On the laptop monitor, select **Click to view Windows 11**.

- 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.