



**LOMBA KOMPETENSI SISWA
SEKOLAH MENENGAH KEJURUAN
TINGKAT NASIONAL XXVIII 2020**



Module Troubleshooting – Network layout
document.

**IT NETWORK SYSTEMS
ADMINISTRATION**

Module Troubleshooting Scenario

The handwritten answers must be in readable English, of course.

For all handwritten answers, the judgment teams will NOT judge your spelling, grammar or wordings, only the actual cause and solutions.

The complete troubleshooting scenario on the day of competition.

The username and password for accessing the ESXi-host from VMware Workstation will be presented just before the competition starts.

All the other usernames, passwords etc. within the troubleshooting scenario are presented on the day of the competition.

Troubleshooting ticket example

Hi, my name is Roger Jones. We cannot get any access to Internet from any workstation here in the office, either on my own PC (**WIN10-RJ**) or my partner William Svenssons PC (**WIN10-WS**). We have restarted both these computers, but there is still no Internet. When we try to reach www.worldskills.org it answers "Server not Found".

What is the cause of the problem?

"There isn't any forwarders configured in the Microsoft DNS Server and it's the wrong gateway configured in winclt."

Recommended solution to fix this:

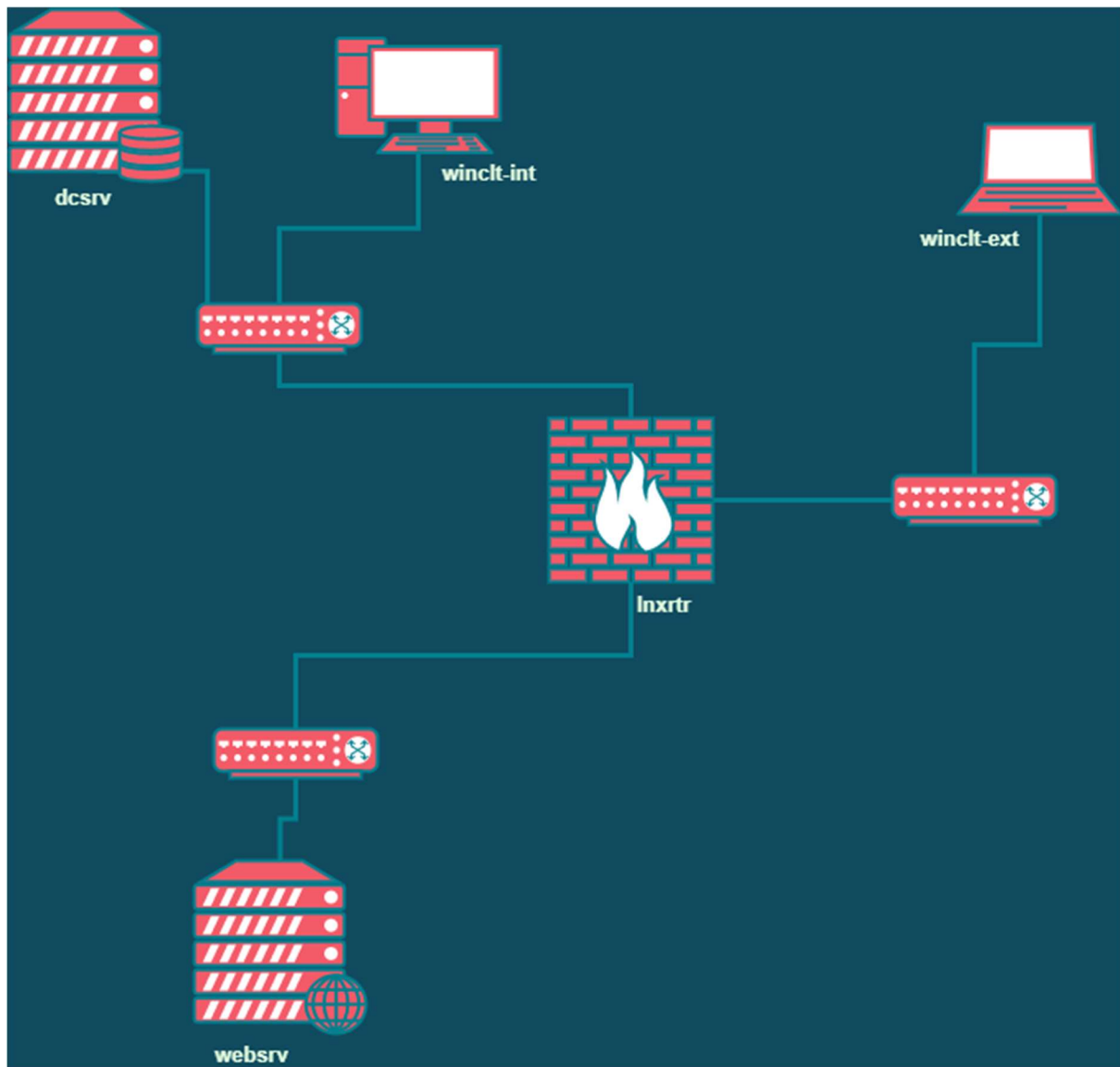
*"Put the forwarders to the Microsoft's DNS Server.
Fix the gateway in winclt"*

This both texts regarding the **cause of the problem** and the **recommended solution to fix the problem**, should be written by the competitor!

Engineer Notes

Welcome to the NSA-ID, you as a new employee will be challenged by your company to solve daily troubleshooting, during work from home, many employees ask help to solve their problems. The complete engineer notes will be sent by your coworker on the next week, prepare yourself and enjoy the work.

Network layout



VMs list

VM name	Address	Operating System	Services
dcsv	172.16.10.10/24	Windows Server 2019	Active Directory, DNS, CA, DHCP, File sharing
winclt-int	dhcp	Windows 10	
winclt-ext	10.23.27.10/25	Windows 10	
lnxrtr	172.16.10.1/24 192.168.1.1/28 10.23.27.1/25	GNU/Linux Debian 10	Firewall, VPN, NAT
websrv	192.168.1.5/28	GNU/Linux Debian 10	Webserver, FTP, Mail server