



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



**TEST PROJECT**

**IT NETWORK SYSTEMS  
ADMINISTRATION**

**LKS2020\_ Packet Tracer Troubleshooting**

## Module Packet Tracer Troubleshooting Scenario

There will be 5 “Trouble tickets” to solve, each ticket describes a situation from a user perspective. The trouble tickets will be presented in paperform, just like the example on the next page. You have to write your answers regarding “What is the cause of the problem” and the “Recommended solution to fix this” for each Trouble ticket.

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

### 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](http://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 LNXDMZ.”

#### **Recommended solution to fix this:**

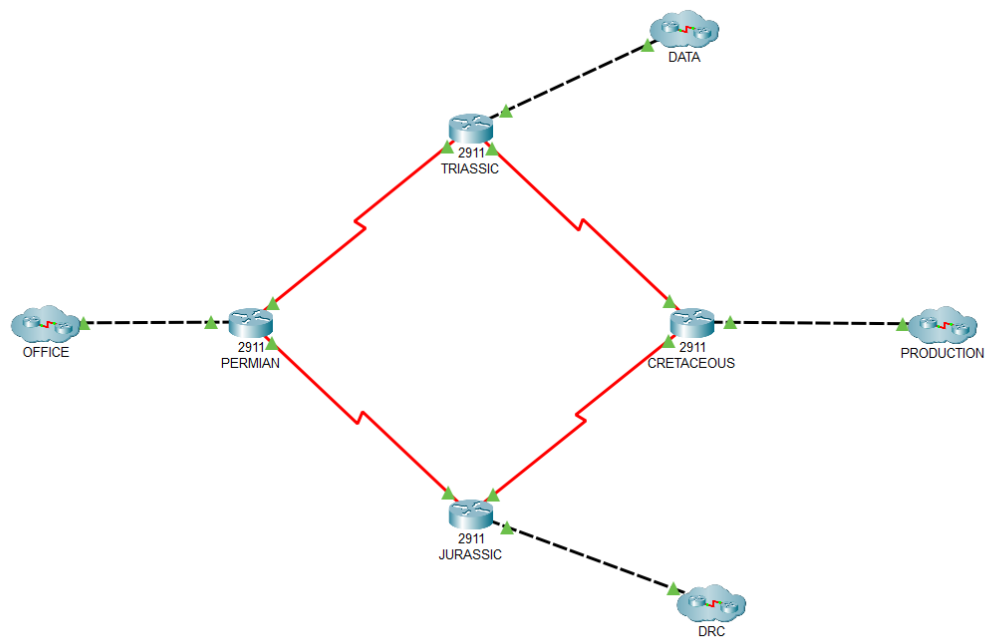
“Put the forwarders to the Microsoft’s DNS Server to IP 19.19.19.19. Fix the gateway in LNXDMZ to IP 10.20.2.2.”

## Engineering Notes

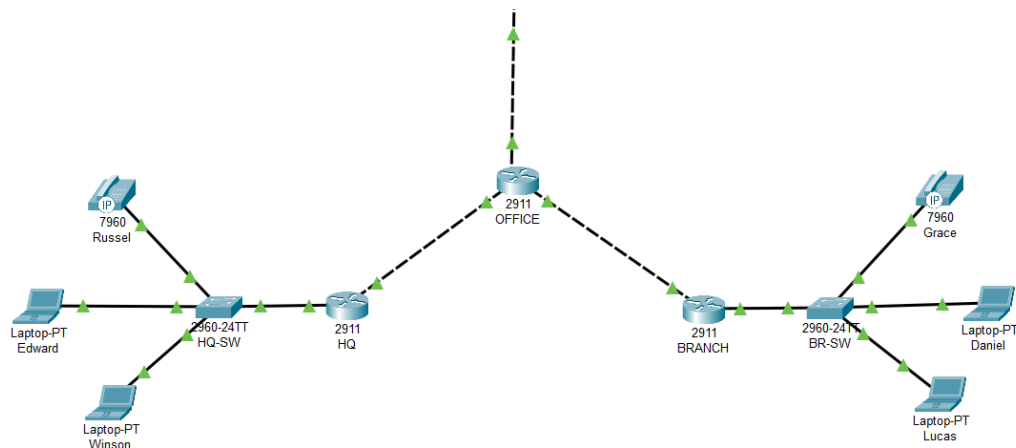
Hi, welcome to NSA-ID, NSA-ID building new infrastructure to expand the reach of its business processes. By utilizing various technologies from Cisco such as Routing, Switching, site to site VPN, Voice over IP, and Firewall. However, building this infrastructure requires more network engineers, and you are a new network engineer at NSA-ID. Your first task is to fix some problems on the existing network from a user perspective.

## Network Diagram

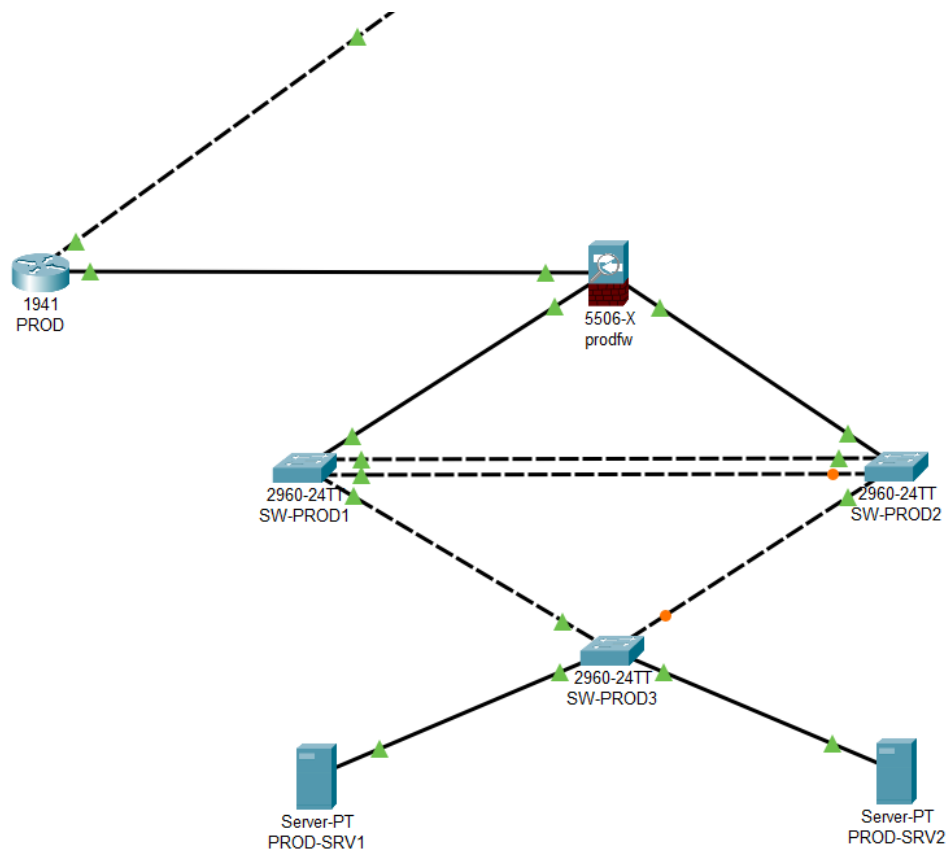
- Core Network



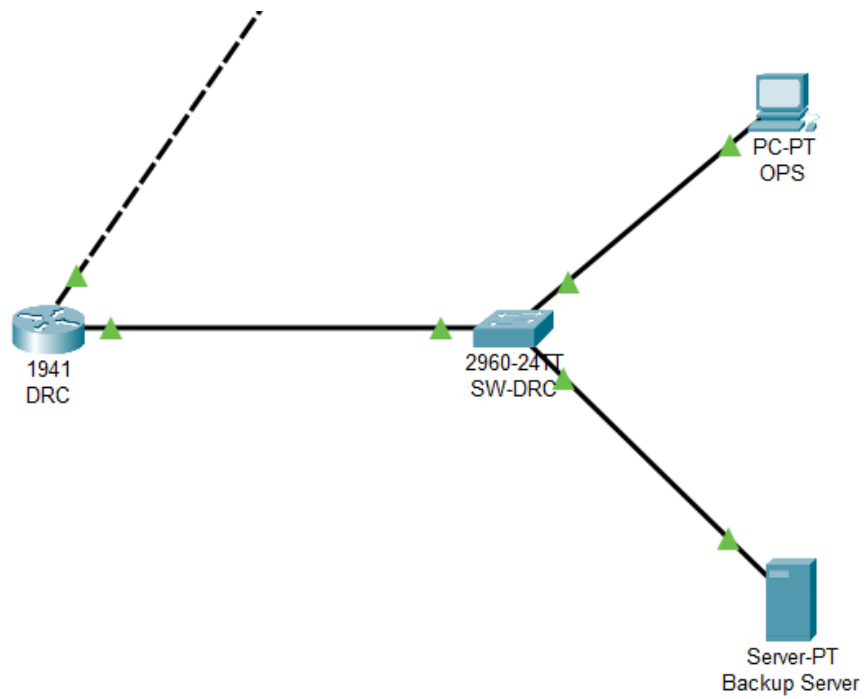
- Office Cluster



- Production Cluster



- DRC Cluster



- Data Cluster

