Packet Tracer - Use the ping Command

Objectives

Use the **ping** command to identify an incorrect configuration on a PC.

Background / Scenario

A small business owner learns that some users are unable to access a website. All PCs are configured with static IP addressing. Use the **ping** command to identify the issue.

Instructions

Part 1: Verify connectivity.

Access the **Desktop** tab > **Web Browser** of each PC and enter the URL **www.cisco.pka.** Identify any PCs that are not connecting to the web server.

Note: All the devices require time to complete the boot process. Please allow up to one minute before receiving a web response.

Which PCs are unable to connect to the web server?

Answer Area

PC2
Hide Answer

Part 2: Ping the web server from PC with connectivity issues.

1. On the PC, access the **Command Prompt** from the **Desktop** tab.
2. At the prompt, enter **ping www.cisco.pka**.

Did the ping return a reply? What is the IP address displayed in the reply, if any?

Answer Area

Reply was returned with 192.15.2.10 as the IP address for www.cisco.pka.
Hide Answer

Part 3: Ping the web server from correctly configured PCs.

1. On the PC, access the **Command Prompt** from the **Desktop** tab.
2. At the prompt, enter **ping www.cisco.pka**.

Did the **ping** return a reply? What is the IP address returned, if any?

Answer Area

Answers will vary. The default gateway is 192.168.1.1 in this example. For a home network using a wireless router, the default gateway address can be the same IP address as the wireless router.

Hide Answer

Part 4: Ping the IP address of the web server from PCs with connectivity issues.

1. On the PC, access the **Command Prompt** from the **Desktop** tab.
2. Attempt to reach the IP address of the web server with the **ping** command.

Did the ping return a reply? If so, then the PC can reach the web server via IP address, but not domain name. This could indicate a problem with the DNS server configuration on the PC.

Part 5: Compare the DNS server information on the PCs.

1. Access the **Command Prompt** of the PCs without any issues.
2. Using the command **ipconfig /all**, examine the DNS server configuration on the PCs without any issues.
3. Access the **Command Prompt** of the PCs with connectivity issues.
4. Using the command **ipconfig /all**, examine the DNS server configuration on the PCs with misconfigurations. Do the two configurations match?

Part 6: Make any necessary configuration changes on the PCs.

1. Navigate to the **Desktop** tab of the PCs with issues, make any necessary configuration changes in **IP Configuration.**
2. Using the **Web Browser** within the **Desktop** tab, connect to **www.cisco.pka** to verify that the configuration changes resolved the problem.