

Case study: network troubleshooting

[Business](#)



The following are four troubleshooting scenarios that represent typical networking problems. Read each one carefully. For each question or activity that follows, write a 150-word response. Place your responses into a Microsoft Word document, including the title of each scenario.

Part 1: Troubleshooting a Connection Problem Chris works for a large corporation that has several branch offices in the city. Operating as a certified computer support technician, he must roam among the ranch offices, solving computer and network problems as they arise.

Chris receives a call that a remote office is having network problems. When he arrives at the remote office, he is told that the network is down. This office consists of seven computers connected to a router, which is connected to a cable modem.

Answer the following question: What are the first three things Chris should check? The three things I think Chris should check is the computers, wireless router, and modem. Since there are 7 computers that are all connected to a router and modem and no network connectivity to either one sounds like or maybe an issue with the router or modem.

Making sure that all cables are securely in place and AC power cords are plugged in, if not connectivity try rebooting the router and modem. Unplug the router first, and then unplug the modem. Count down to 10, then plug the modem back in and then the router.

Give them both times to boot up and connect by watching the activity lights. Then try connecting to the Internet again on your computer. At this point all

the lights should be on and he will have connectivity to the amputees. If this does not resolve the issue I recommend Chris to connect one of the computers directly to modem to eliminate the router.

Reboot the modem again and try to get online, if it doesn't connect then it is within the router.

He must then troubleshoot the router. With the routers user manual handy he should begin troubleshooting the router. If all fails with troubleshooting, he should consider replacing the router or modem. Part 2: Troubleshooting Internet Access Chris solves the problem In the remote office and returns to the corporate office. Upon Chris's return, a coworker named Brian cannot access the Internet. He tells Chris that the connection was working fine before lunch.

Omelet ten Tolling actively Reorder ten octagons In ten appropriate sequence Tort fixing the problem. Then, provide a brief one-sentence description of the purpose of each action: Reboot the user's PC. Power down the DSL or cable modem box. Check whether other computers on the network have a similar problem. Release and renew the PC's IP address.

Power down the router. Power up the router. Power up the DSL or cable modem box. Part 3: Network Drive Mapping Jennifer is using her new laptop computer for the first time and asks you for help.

She cannot connect to her local file server.

She is accustomed to seeing the file server as Drive K in Window" Explorer. The file server is named File_Server, and the shared folder is named Shared
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Files. Answer the following question: What menu in Window Explorer do you use to access the Map Network Drive window? What entry should appear in the folder drop-down list in this window? Without using a mapped network drive, what can Jennifer enter into the Run dialog box to access this folder?

Part 4: Port Filtering and Forwarding Mary tells you she is participating in a demo of third-party video conferencing software the company is considering for purchase. The vendor's technical support staff needs you to open port 3090 on Mary's computer so they can access it from the Internet. Even though opening a computer's port is a security risk, it must only be open for 1 day.

Complete the following activity: List the steps you would use to open port 3090 on Mary's Windows 78 computer. Explain each step in one brief sentence.