IT Essentials 5.0

12.3.1.6 Lab - Troubleshooting Network Problems in Windows 7

Introduction

Print and complete this lab.

In this lab, the instructor will introduce various network problems. The student will diagnose the causes and solve the problems.

Recommended Equipment

The following equipment is required for this exercise:
- Two computers running Windows 7
- Linksys E2500 wireless router
- Two Ethernet cables
- Internet access

Scenario

You must solve network problems for a customer. You may need to troubleshoot both the router and two computers. Make sure you document and solve the problems, and then document the solutions.

There are several possible errors. Solve one problem at a time until you can successfully establish a connection between the two computers.

To better identify which steps should be done on a computer, the lab will refer to them as computer01, computer02, or both.

Step 1

List the computer name used for computer01 and computer02. Use these names whenever the lab refers to computer01 and computer01.

Computer01 name:

Computer02 name:

Complete the following from computer01.

Log on to the computer with the Administrator account.

Click **Start > Network**.

Do you see computer02?

If you answered yes, double-click computer 02.

Did the connection open?

Students start by troubleshooting the computer for problems. Answer the following questions after each problem is solved. The instructor may inform you of the number of troubleshooting problems to complete.

Problem 1

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 2

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 3

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 4

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 5

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 6

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 7

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 8

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 9

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 10

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 11

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.