

## 15.8.3 Optional 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 300N 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.

### Step 1

List the computer name used for computer one and computer two. Use these names whenever the lab refers to computer one and computer two.

Computer one name:

Computer two name:

Complete the following from computer one.

Log on to the computer with the Administrator account.

Click **Start > Network**.

Do you see computer two?

If you answered yes, double-click computer two.

Did the connection open?

Students start by troubleshooting the router or computers for problems. Answer the questions after each problem is solved.

Do you see computer two?

If you answered yes, double-click computer two.

Did the connection open?

If you answered yes, what is the name of the shared folder?

Open the text file in the shared folder. What does the hidden message say?

If you opened and recorded the message from the shared folder, you have successfully solved all networking problems. Hand the lab into your instructor.

If you could not open the connection to computer two, continue troubleshooting the problem.

### **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.