

## IT Essentials 5.0

### 12.2.1.4 Lab - Fix an Operating System Problem

#### Introduction

Print and complete this lab.

In this lab, you will troubleshoot and fix a computer that does not connect to the network.

#### Recommended Equipment

- A computer running Windows
- Linksys E2500 wireless router
- Ethernet patch cable

#### Scenario

The computer will not connect to the Internet, network shares, or network printers.

#### Step 1

Open a command line and use command line tools to determine the ip address, subnet mask, and default gateway of the computer.

#### Step 2

Use Windows tools to determine the status of the Ethernet NIC.

#### Step 3

Repair the Ethernet connection by restoring the computer.

#### Step 4

What steps did you perform to fix the network?