



RAMA UNIVERSITY

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FACULTY OF ENGINEERING & TECHNOLOGY

BCA-302 Computer Networks

Lecture-38

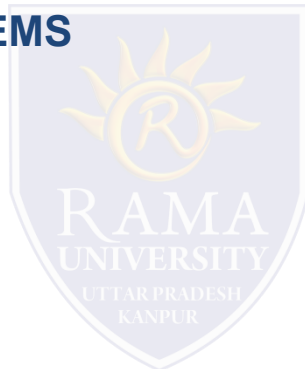
Mr. Dilip Kumar J Saini

Assistant Professor

Computer Science & Engineering

OUTLINE

- **RADIO PROBLEMS WITH A WIRELESS NETWORK**
- **ASSOCIATION AND AUTHENTICATION ISSUES**
- **ISR ROUTER TO THE ISP PROBLEMS**
- **DOCUMENTATION**
- **USING THE HELPDESK**



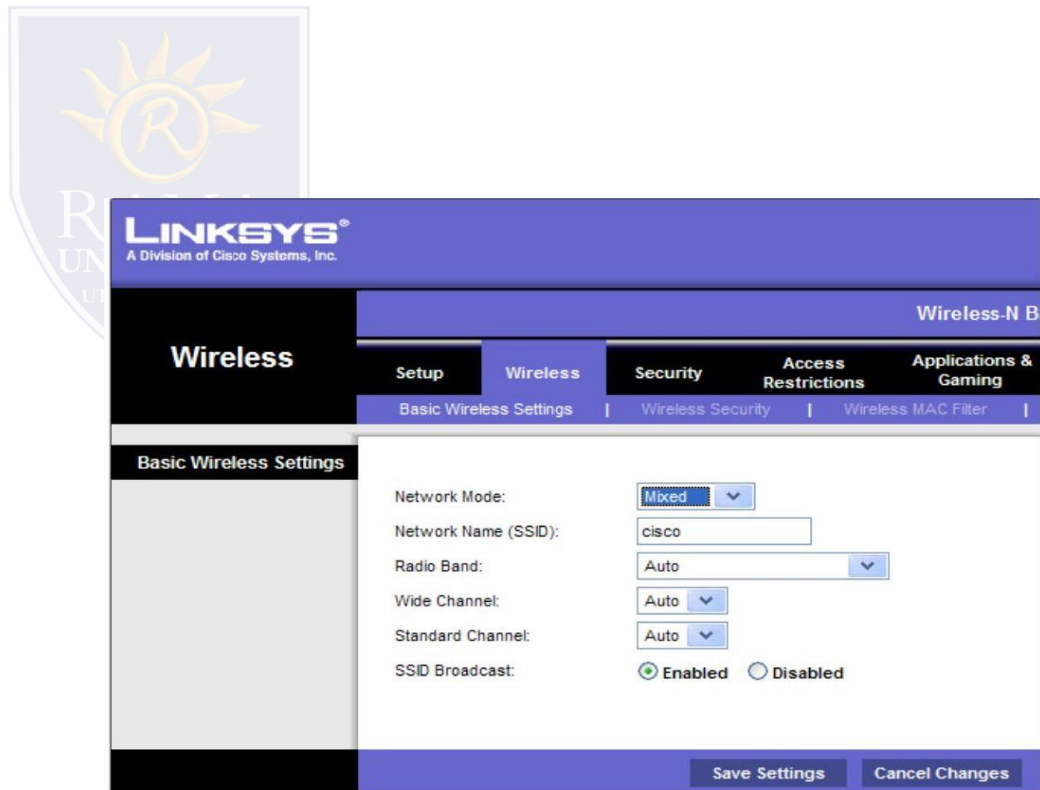
RADIO PROBLEMS WITH A WIRELESS NETWORK

What if . . .

- the wireless client is unable to connect to the access point

Possible fixes:

- check wireless standards being used
- check channels
- check signal strength
- may be too far away from AP
- check for outside interference
- check available bandwidth
- too many clients on one channel



ASSOCIATION AND AUTHENTICATION ISSUES

SSID

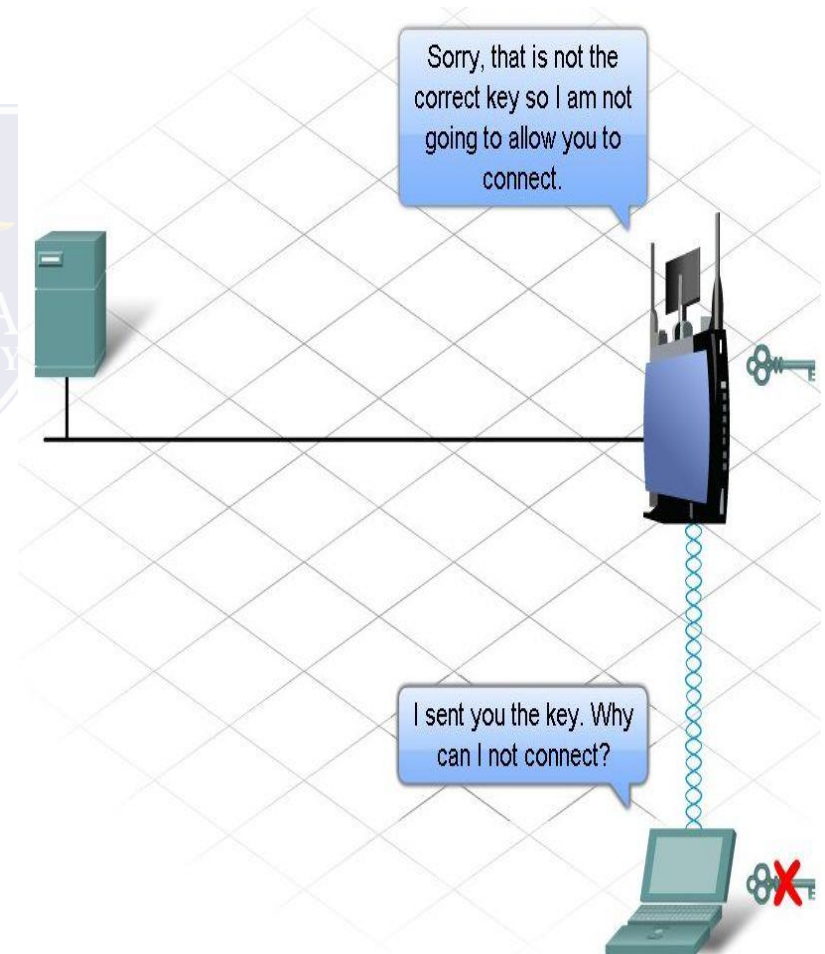
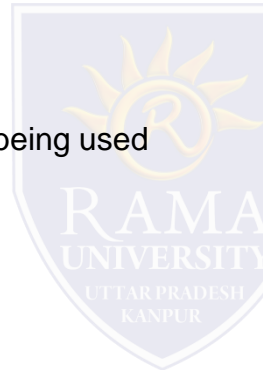
- make sure client is configured with the correct SSID

Check Authentication

- open (by default)
- might have be changed
- check to make sure the correct key is being used

Encryption

- key needed by the client



ISR ROUTER TO THE ISP PROBLEMS

Wired and Wireless devices can connect to each other, but not the Internet . . . Why??

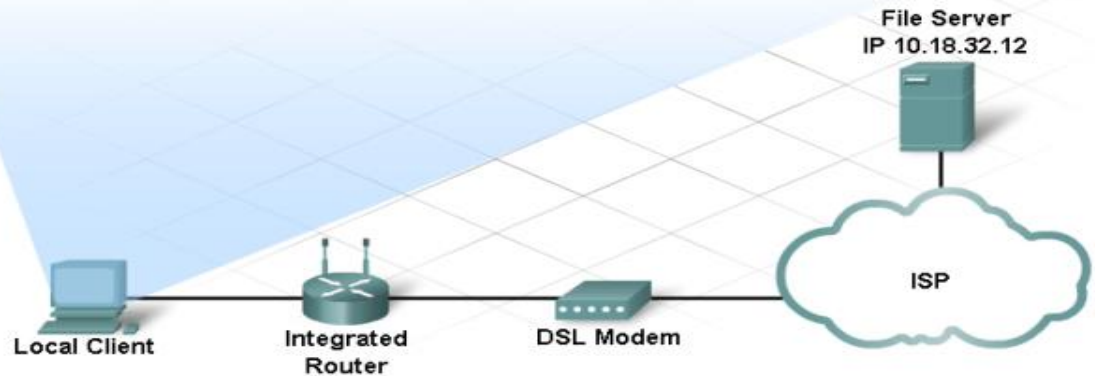
Maybe a connection between the access point and the ISP

- check out the router status page
- check physical connections (including indicator lights)
- verify passwords
- maybe that the Internet site is just down



```
C:\>ping 10.18.32.12
Pinging 10.18.32.12 with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 10.18.32.12:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
```



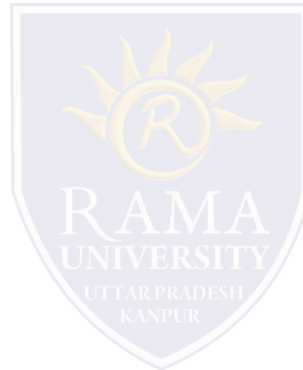
DOCUMENTATION

- **Set a performance baseline**

do this just after the network is installed and running efficiently

- **When documenting a problem, include the following**

- initial problem
- steps taken
- result of the steps
- determined cause of problem
- how the problem was resolved
- preventive measures taken



USING THE HELPDESK

Provides assistance for the end user to help fix a problem

- via email
- via live chat
- via phone
- Use of remote access
- help desk takes control of your machine

Inform the help desk of the following:

- symptoms
- who had the problem
- when it happened
- steps taken
- results of steps taken



Helpdesk: Good Afternoon Ms. Smith, Thank you for calling the help desk. My name is Pat. How may I be of assistance?

Customer: I cannot connect to the Cisco web site.

Helpdesk: In order to help you I will have to gather some additional information.

Multiple Choice Question

MUTIPLE CHOICE QUESTIONS:

Sr no	Question	Option A	Option B	OptionC	OptionD
1	Frame Relay is cheaper than other _____	LANs	WANs	MANs	Multipoint Networks
2	Frame Relay networks offer an option called _____	Voice Over For Relay	Voice Over Fine Relay	Voice On Frame Relay	Voice Over Frame Relay
3	There are _____ total features of Frame Relay.	Five	Seven	Nine	Ten
4	Frame relay provides error detection at the _____	physical layer	data link layer	network layer	transport layer
5	piece of icon or image on a web page associated with another webpage is called _____	url	hyperlink	plugin	extension

REFERENCES

- <http://www.engppt.com/2009/12/networking-fourzan-ppt-slides.html>

