Lab - Remote Technician - Fix a Security Problem (Instructor Version)

**Instructor Note**: Red font color or gray highlights indicate text that appears in the instructor copy only.

1. Introduction

You will gather data from the customer to begin the troubleshooting process. You will document the customer’s problem and the possible solution in the work order.

In the work order below, document the customer’s problem and any resources you used to resolve the issue. Using professionalism, how would you communicate with the client? Create a sample script describing how you are troubleshooting the problem in client-friendly terms.

1. Lab Setup

**Instructor Note**: You must prepare a wireless router for this activity by modifying a MAC address in the MAC address filter table and then saving the incorrect configuration. The instructions for modifying a MAC address in the filter table are below.

* + 1. Ensure that all computers can connect to the wireless router with basic security and with MAC address filtering configured.
    2. Connect an Ethernet cable from an Ethernet port on the wireless router to the computer which manages the router (known as the management computer for the purposes of this lab).
    3. On the management computer, open a web browser and connect to http://192.168.1.1. (or the administration address of your wireless router) and log in. The management interface should display in the browser.
    4. Navigate to the wireless settings to access wireless MAC filter.
    5. Locate in the table the MAC address of the computers you wish to deny access. Remove the MAC address from the filter list for all lab computers. This will prevent the lab computer from connecting to the wireless router.
    6. Save the settings.

# Work Order

| Student Technician Sheet | |
| --- | --- |
| **Company Name:** | Smith Lumber Supply |
| **Contact:** | James Smith |
| **Company Address:** | 1234 S. Main Street |
| **Company Phone:** | 801-555-1212 |

| *Generating a New Ticket* | | | | | |
| --- | --- | --- | --- | --- | --- |
| **Category:** | Security | **Closure Code:** | N/A | **Status:** | Open |
| **Type:** | N/A | **Escalated:** | Yes | **Pending:** | N/A |
| **Item:** | N/A |  | **Pending Until Date:** | | N/A |
| **Business Impacting? (Yes / No)** | | Yes |  | | |
| **Summary** | Customer cannot use laptop wireless connection at work. | | | | |
| **Case ID#:** | 102 | | **Connection Type:** | Wireless | |
| **Priority:** | 2 | | **Environment:** | N/A | |
| **User Platform:** | Windows 10 | |  | | |
| Blank row .No information. | | | | | |
| Blank row. No information. | | | | | |

# Problem Description:

Type your answers here.

Customer’s wireless connection does not work in any location at the work place. The customer can use wireless connection at home and other places.

# Problem Solution:

Type your answers here.

The access point is working correctly. The customer’s network login is working correctly. The customer’s wireless card is operating properly. The configuration of the new wireless router must be verified. The MAC address of the customer’s computer is verified with the command “ipconfig /all”. The MAC address filter has incorrect settings for the customer’s computer. The customer’s MAC address has been added to the MAC address filter list on the wireless router and settings saved. The customer can now connect wirelessly.

# Your Reponse to the Customer

Type your answers here.

Answers will vary. An example is provided below.

Dear James Smith,

Thank you for contacting the support desk.

You are having issues with your wireless connection when you are working in the office. The computer has no issues with wireless connection at home or other places.

While you are in the office, is it possible for you to connect to the network using an Ethernet connection?

The wireless connection on your computer appears to be working correctly. It is possible that your computer is denied access to the wireless network at your workplace. Please verify with your network administrator that your computer is allowed access to the wireless network and your wireless configuration for the workplace network is configured correctly.

If you continue to experience issues with your wireless network, please contact the support team.

# Any Technical Resources Used

Type your answers here.

Answers will vary.

1. Student Customer Sheet

Use the contact information and problem description below to report the following information to a level-two technician:

**Contact Information**

Company Name: Smith Lumber Supply

Contact: James Smith

Company Address: 1234 S. Main Street

Company Phone: 801-555-1212

Category: Security

**Problem Description**

You are unable to use your laptop’s wireless connection while at work. The wireless connection works fine at home and the coffee shop downstairs, but for some reason, it will not connect to the wireless anywhere in the office. Since you are unable to access the wireless connection, you have been using the Ethernet cable connection instead. The cable connection is working fine.

**Note**: After you have given the problem description, use the Additional Information to answer any follow-up questions your lab partner may ask.

**Additional Information**

* Windows 10
* The wireless client can see the wireless network.
* My wireless connection worked yesterday at work.
* I can connect using an Ethernet cable.
* My wireless account is in good standing.
* Wireless connection works for other employees.
* I have not made any changes to my wireless security settings.
* A new wireless router was installed on the network yesterday.

End of Document