



Computer Networking Virtual Learning

# Network Security - 16.2 - Troubleshooting Methodology

April 22, 2020



Lesson: 4/22/2020

## Objective/Learning Target:

- Understand why it is important to be efficient at troubleshooting



# Focus Questions

- Why is it important to follow a troubleshooting methodology?
- When faced with a problem, why shouldn't you start trying fixes immediately?
- What is escalation? When should it be performed?
- After the problem is fixed, what else must you do to finish troubleshooting?
- What is the difference between ping and traceroute?
- What Linux command is similar to ipconfig?
- When would you use nslookup or dig?



# Learning Tasks

- Navigate to TestOut.com & log on using your credentials
- Navigate to Network Pro Chapter 16 - Network Optimization, Section 2 - Troubleshooting Methodology
- Review Vocabulary words for 16.2 before starting into Section
- Read Fact Sheets located in sections 16.2.2, 16.2.4
- Watch videos located in sections 16.2.1. 16.2.3
- Answer/Review Practice Questions located in section 16.2.5



# Time Breakdown

Videos = 16 Minutes

Fact Sheets = 10 minutes

Practice Questions = 10 minutes

**Total Time = 36 minutes**

Reference: [TestOut Network Pro Lesson Plan Document](#)