

# Test Project

## *IT Network Systems Administration*

Module D Troubleshooting

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## Module D – Troubleshooting Scenario

### Instructions for the 2-hour Troubleshooting challenge.

1. There will be 10 “Troubleshooting tickets” to solve, each ticket describes a situation from a user perspective.
2. All competitors will receive printed copy of the tickets in English, as well as online copy in the Servicedesk System. Competitors WITH interpreter will receive additional printed copy of tickets in language of their choice.
3. Competitors WITHOUT interpreter will use the helpdesk system to submit their answers in English.
4. Competitors WITH interpreter will use the helpdesk system to submit their answers in his/her preferred language.
5. The competitors have to provide answers regarding **“What are the cause of the problem”** and the **“Recommended solutions to fix this”** for each Troubleshooting ticket.
6. At the end of the competition, the interpreter will be given a maximum of 60 minutes to translate the answers into English, without the presence of his/her competitor and expert.
7. The interpreter will enter the translated answers in the ticket system as the comment or additional reply to the same ticket without modifying the original answers submitted by the competitor.
8. The expert is not allowed to verify the translated answers.
9. The marking team will only assess English answer in the helpdesk system.

Important, please be aware that you are NOT required to physically fix the problem, you only need to “describe” the cause of the problem and the recommended solution to fix it. Every ticket consists of 2 causes may or may not be related. You need to identify these 2 causes to the problem and provide recommended solutions to fix the problem.

The Troubleshooting Scenario will use the same system and layout presented in the forum, this is the system you were able to practice on familiarization day, and access to the Servicedesk system will be the same. The layout is presented on next page.

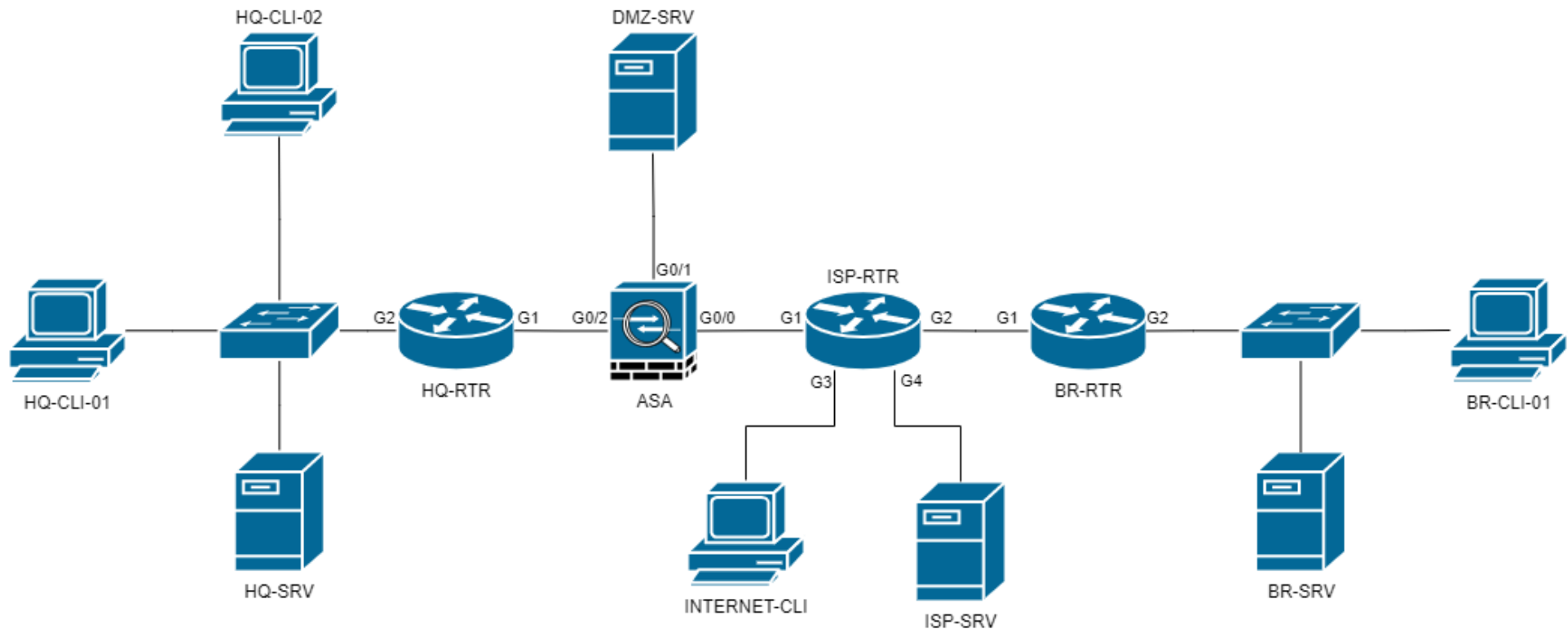
All the VM and network devices’ usernames, passwords and IP addresses etc. within the troubleshooting scenario are presented on page 4. The URL/IP Address and Login Information for accessing the ESXi-host can be found on [Annex A](#) whereas for Service Desk guide, it can be found on [Annex B](#).

For all answers submitted, the judgment teams will NOT judge your spelling, grammar or wordings, only the actual cause and solutions.

# IT Network Systems Administration – WSC2022SE

## Module D Troubleshooting

### Virtual Network Layout



VM name	IP Address	Operating System	Credentials	Services
HQ-SRV	172.25.100.100/22	Win-Srv	WSIAAdministrator: Skills39!	AD DS, DNS, DHCP
HQ-CLI-01	DHCP	Win-Client	User: Password	
HQ-CLI-02	DHCP	Win-Client	User: Password	
HQ-RTR	G1: 172.25.255.254/30 G2: 172.25.103.254/22	IOS	EXEC: Passw0rd root: Passw0rd	Routing, NAT, Site-to-site VPN
DMZ-SRV	172.25.150.1/28	LNx	root :Skills39	Web, PKI
ASA	G0/0: 80.25.10.2/29 G0/1: 172.25.150.14/28 G0/2: 172.25.255.253/30	ASA	EXEC: Skills39 root: Passw0rd	Firewall, Routing, NAT
ISP-SRV	131.107.255.255/13	LNx	root: Skills39	DHCP, DNS, Web
INTERNET-CLI	DHCP	Win-Client	User: Password	
ISP-RTR	G1: 80.25.10.1/29 G2: 180.63.49.1/29 G3: 97.38.21.1/30 G4: 131.111.255.254/13 Various IP-addresses	IOS	EXEC: Passw0rd root: Passw0rd	Routing
BR-SRV	172.26.100.100/23	LNx	root: Skills39	DHCP, DNS, Web, NFS
BR-CLI-01	DHCP	LNx	root: Skills39 localuser: Password	
BR-RTR	G1: 180.63.49.2/29 G2: 172.26.101.254/23	IOS	EXEC: Passw0rd root: Passw0rd	Routing, NAT, Site-to-site VPN

NOTE: Domain users default password is P@ssw0rd

## **Annex A: Login Information**

No	Description	IP Address / URL	User Name	Password
1	VMware ESXi Server	10.22.0.243	root	
2	Helpdesk Software (Service Desk)	http://help.wsc2022.se	2 Charater Country Code in lower case	

## Annex B: Servicedesk Guide

Setp 1: Access the Service Desk Internet Browser and go to <http://help.wsc2022.se>.

Step 2: Click <Options, and change to Local Authentication, enter username and password provided and click Login.

Step 3: After you've login, click on "Request" to view the 10 Tickets.

Step 4: Click on any ticket to view the issue and provide your answer.

Step 5: Click on Reply and provide your answers for the two questions.

Step 6: Click Send when you are ready.