



Step 6 – General Troubleshooting



Slide 3: Need to Shutdown or Restart

Slide 4-12: No apparent Internet Connectivity

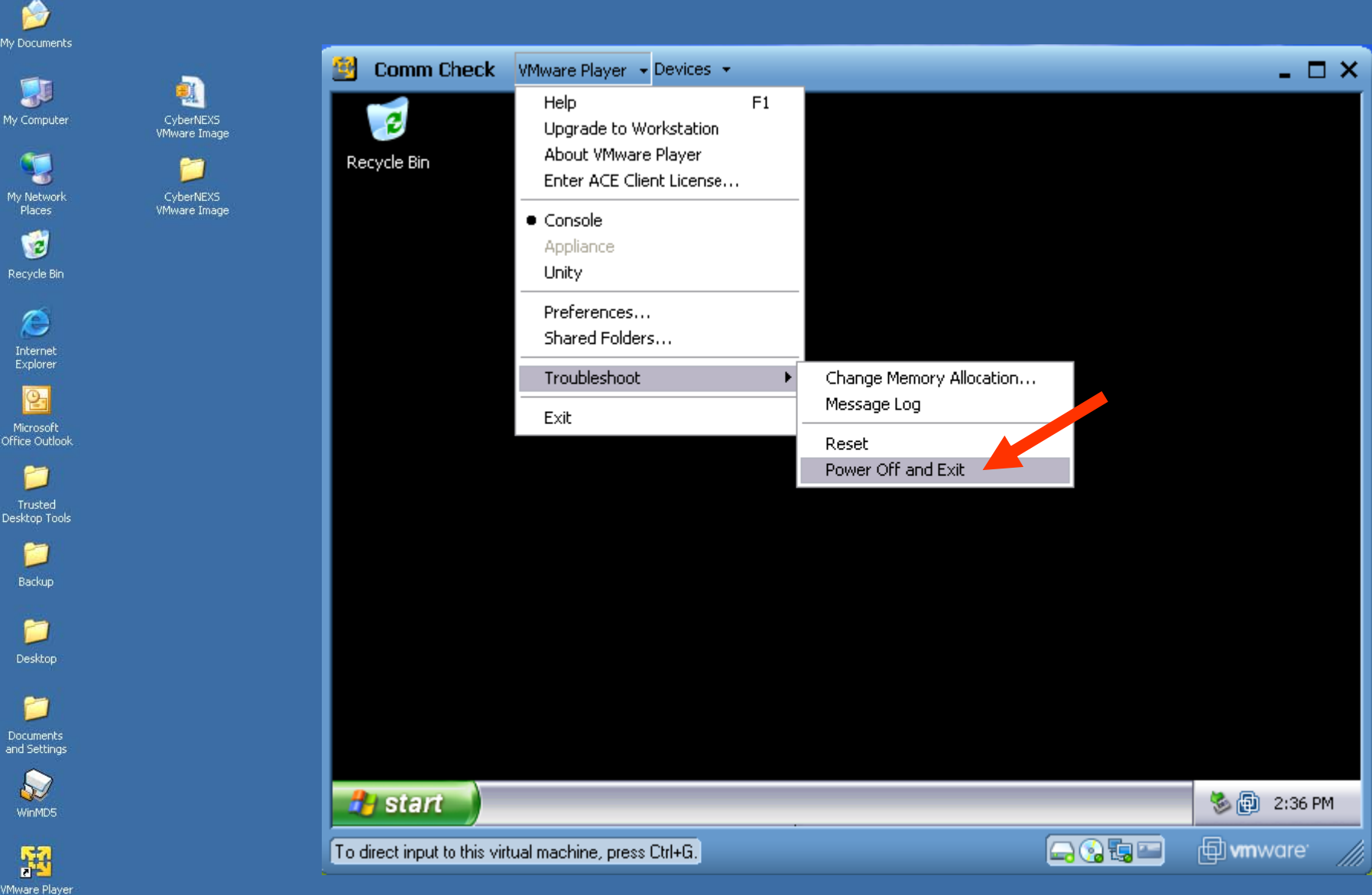
Slide 5: Troubleshooting DNS issues

Slide 6: Resolving DNS connectivity issues

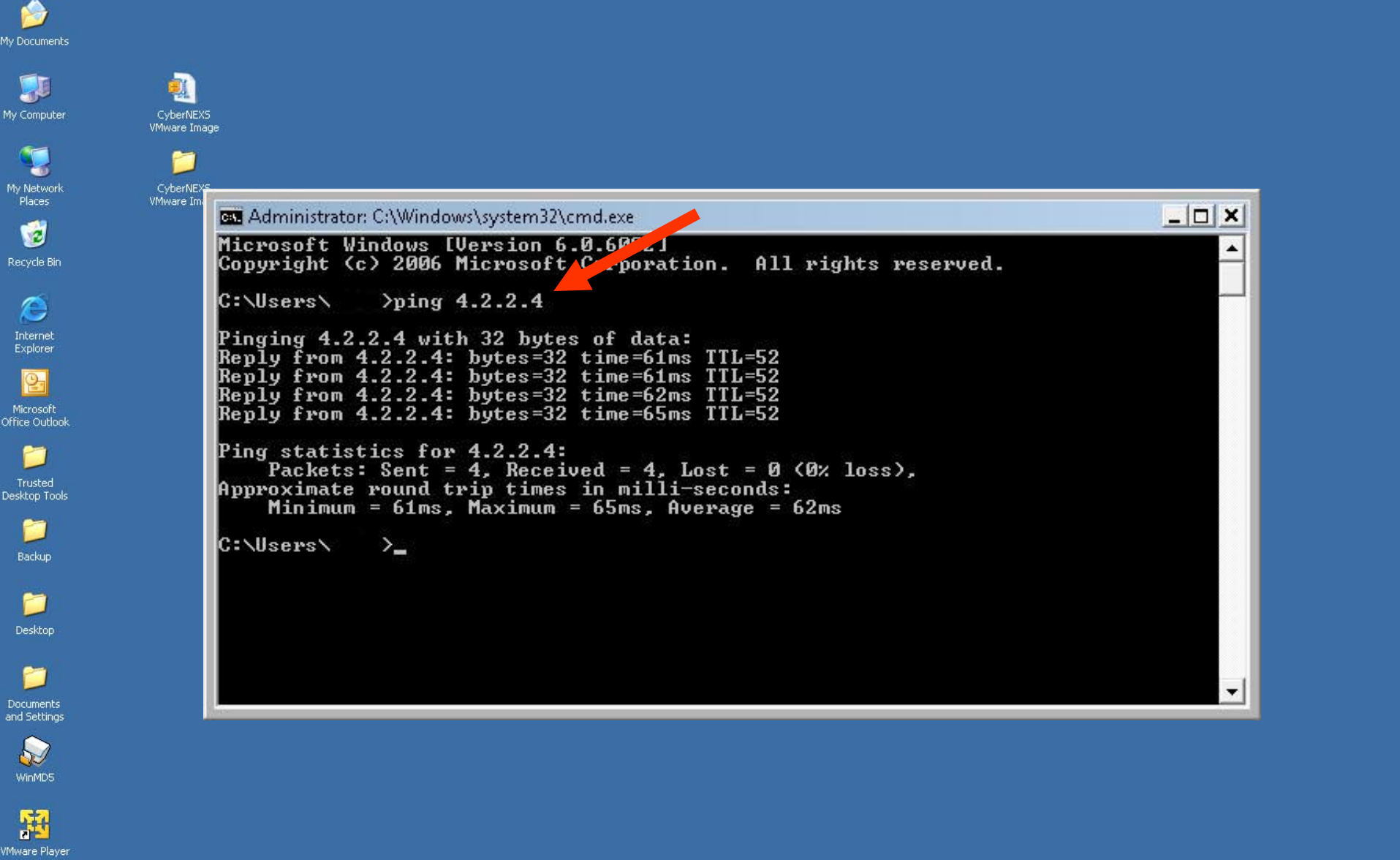
Slide 7: Troubleshooting virtual network connectivity issues

Slide 12: "C:\Get My Status.html" does not appear

Troubleshooting CyberNEXS client issues



The system can be shutdown or restarted like any Windows system using the "Start" button in the lower left, or you can select " VMware Player > Troubleshoot > Power Off and Exit".



If you are unable to connect to the internet on your VM, then you may want to verify internet connectivity from the host system. Open a command prompt on the host system , as you did on slide 13 - Session 5, "Unzipping and installing a Competition Image.", and ping 4.2.2.4.



```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.0.6002]
Copyright (c) 2006 Microsoft Corporation. All rights reserved.

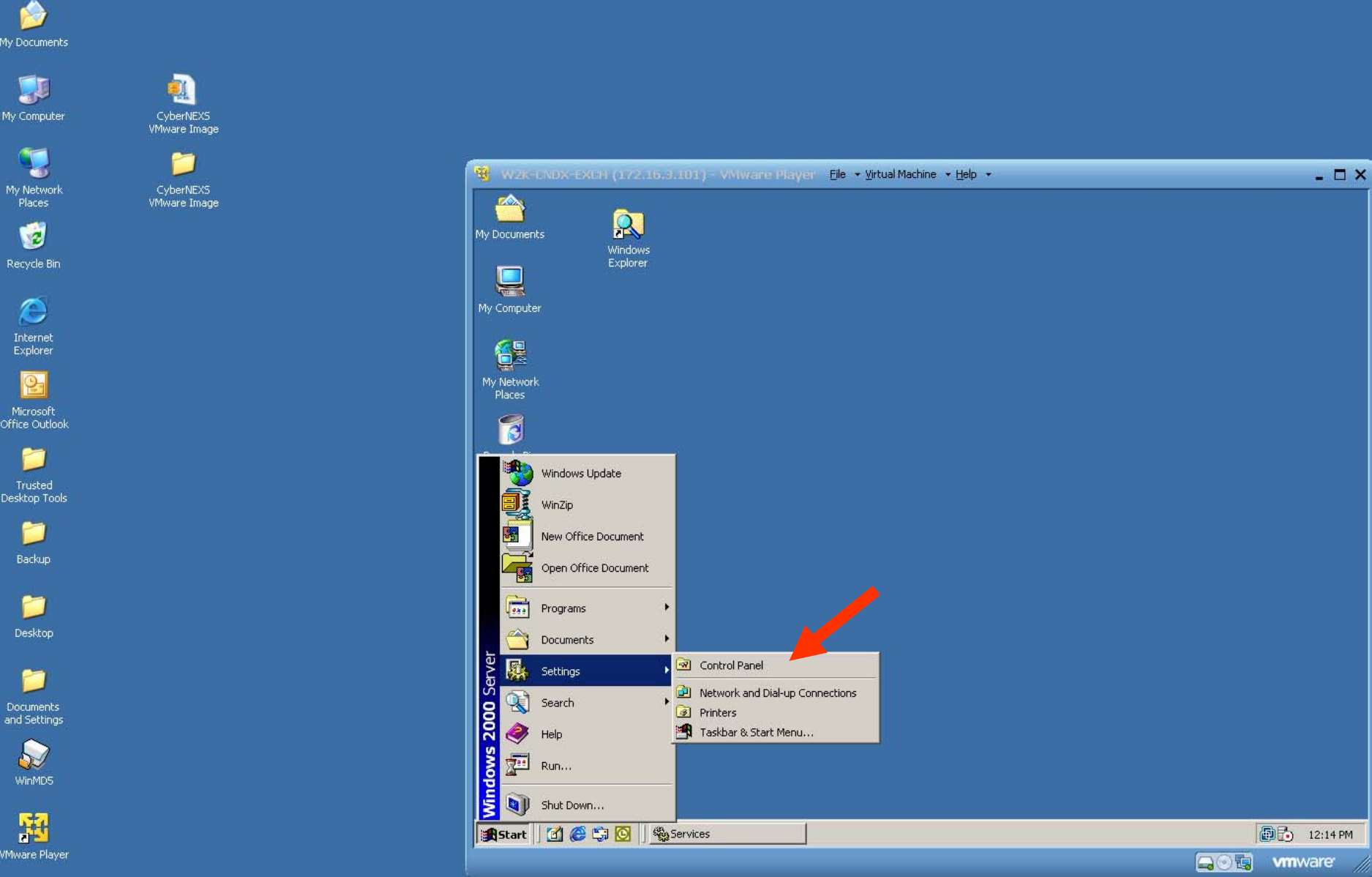
C:\Users\ >ping google.com

Pinging google.com [74.125.19.104] with 32 bytes of data:
Reply from 74.125.19.104: bytes=32 time=17ms TTL=55
Reply from 74.125.19.104: bytes=32 time=17ms TTL=55
Reply from 74.125.19.104: bytes=32 time=17ms TTL=55
Reply from 74.125.19.104: bytes=32 time=17ms TTL=55

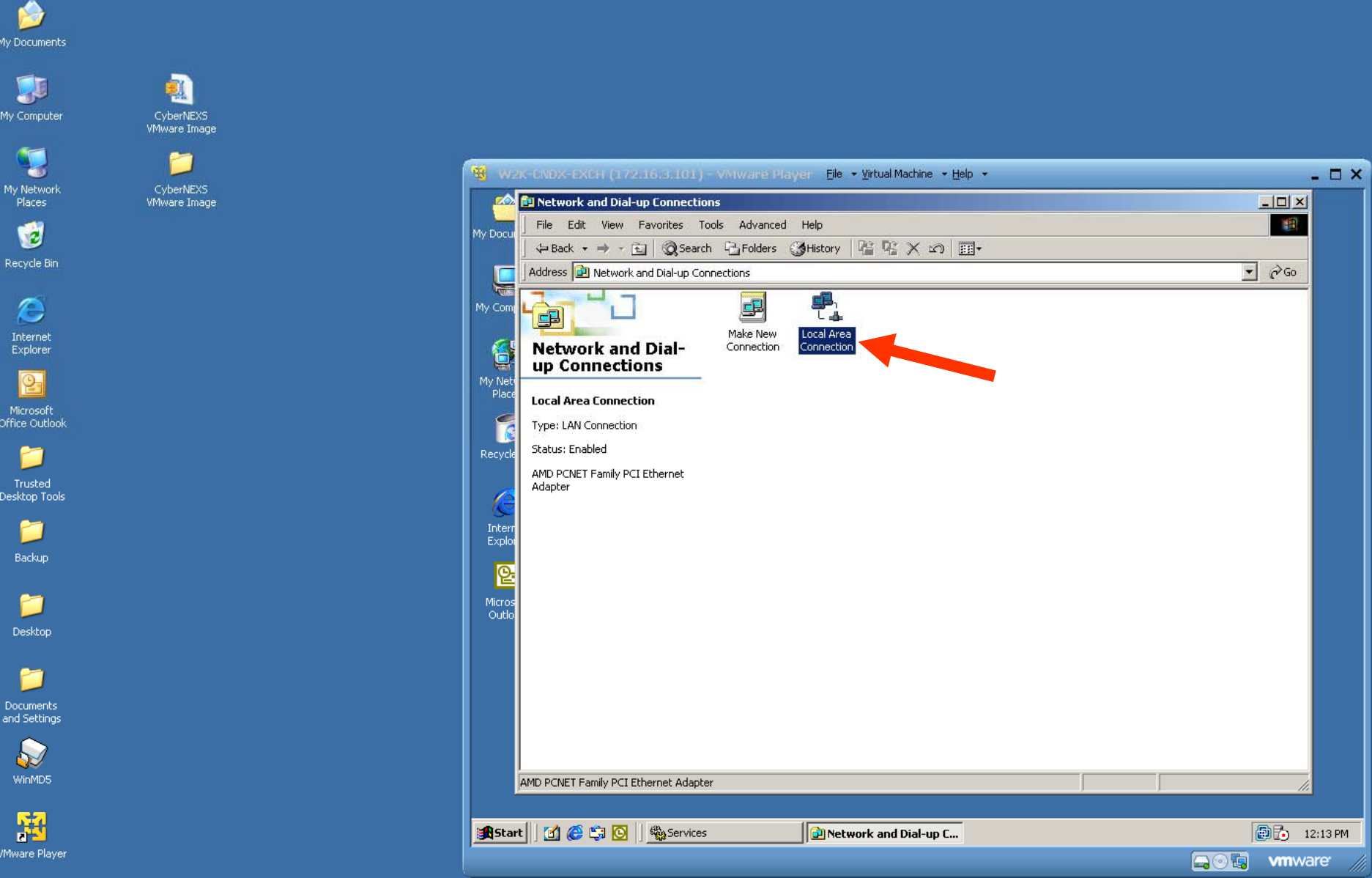
Ping statistics for 74.125.19.104:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 17ms, Maximum = 17ms, Average = 17ms

C:\Users\ >
```

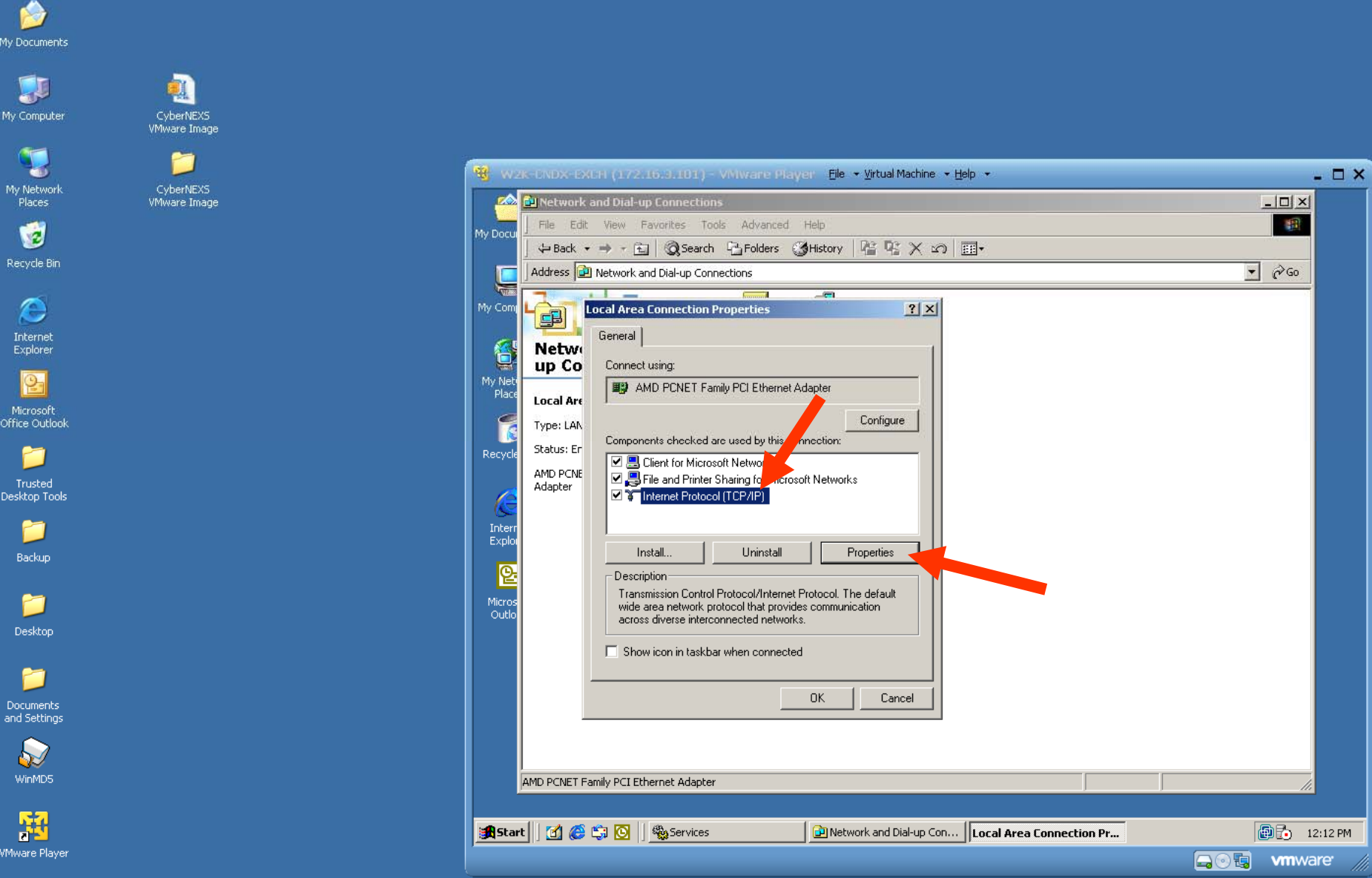
If you are able to ping 4.2.2.4, but are still unable to connect to the internet from the VM machine, you may have DNS issues. Open a command prompt again and ping google.com. If you don't receive a response then you may want to contact your system administrator.



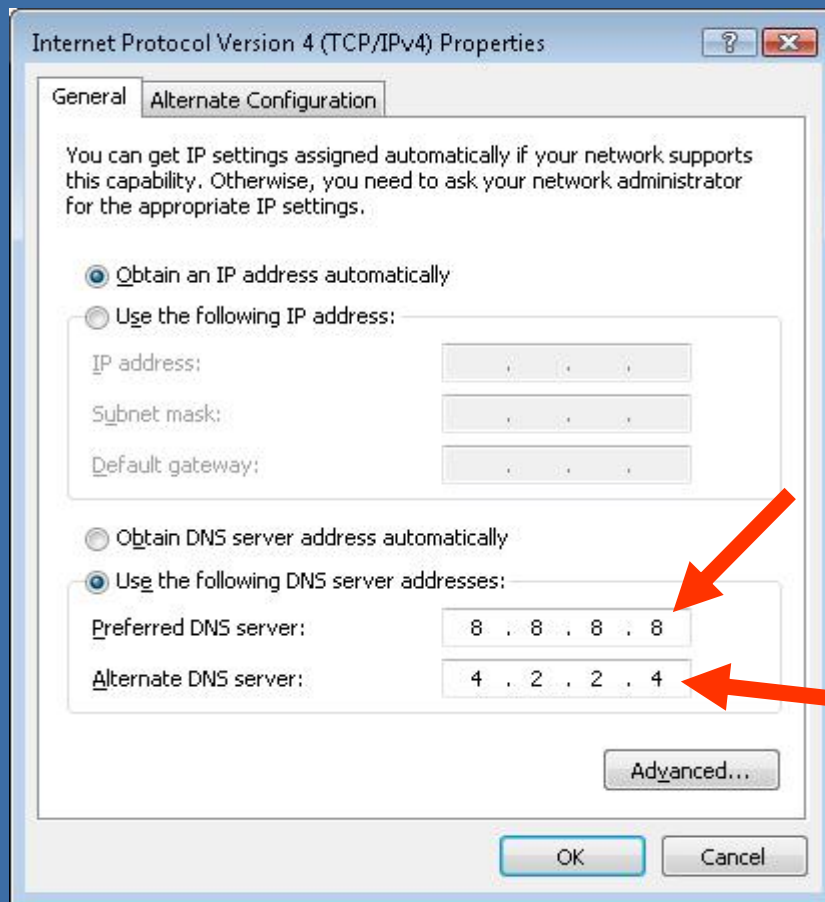
You may be able to solve you DNS issues by setting a static DNS server. Setting your DNS setting manually to 8.8.8.8 and 4.2.2.4 will set your computer to use Googles public DNS and AT&T's DNS server hosted at Level 3, respectively.



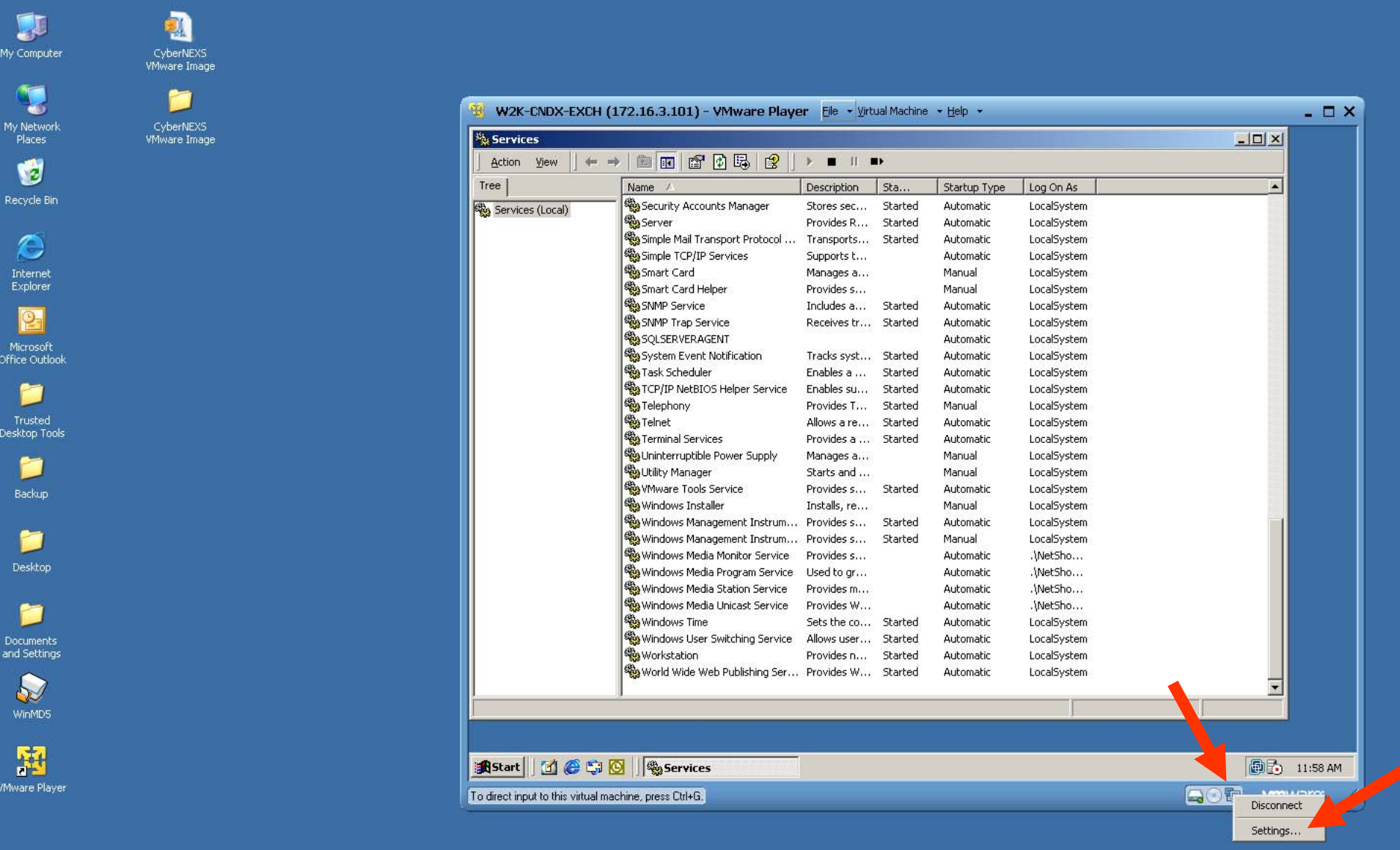
Once the "Local Area Connection" icon appears, double click that icon.



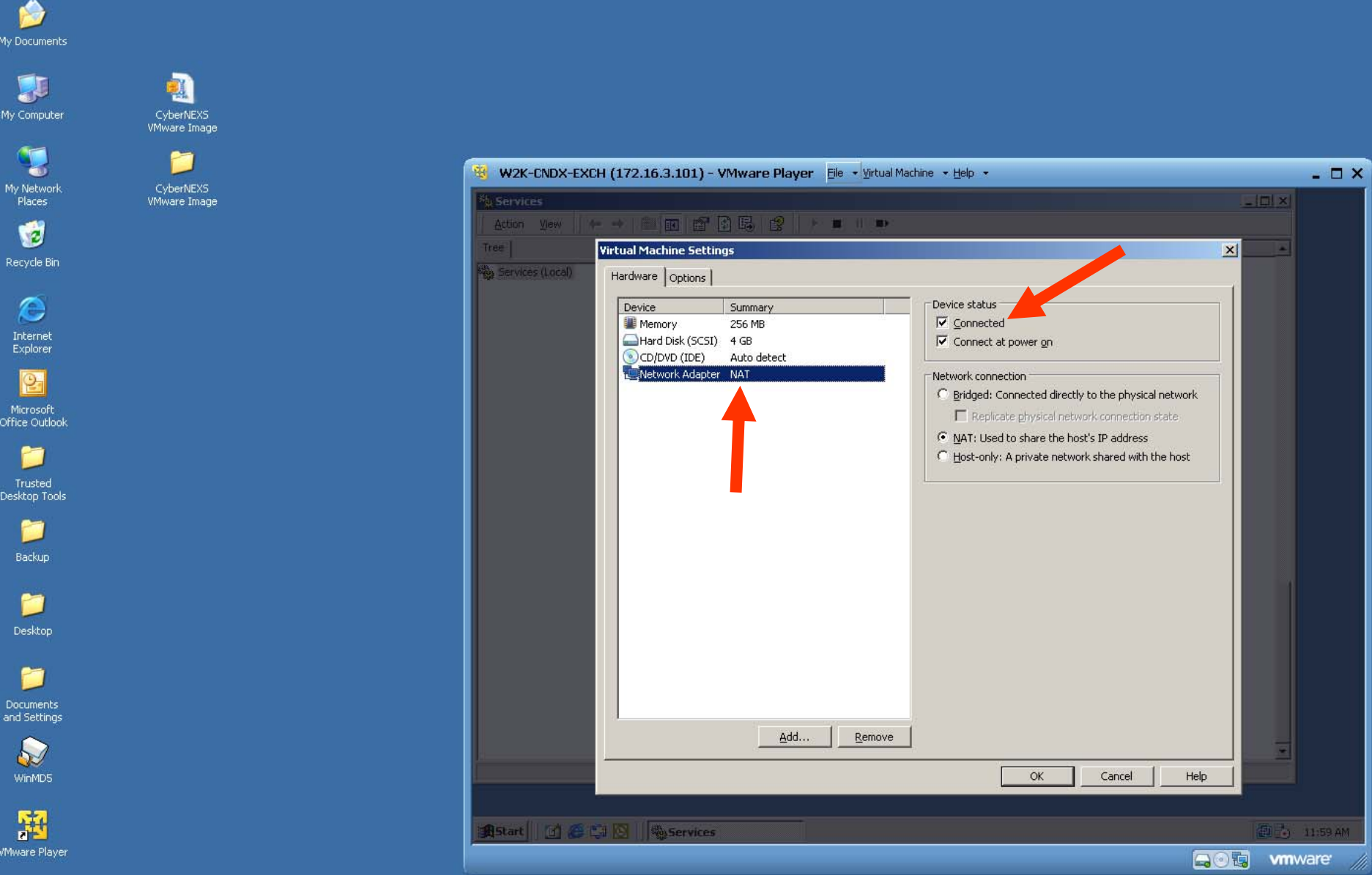
This opens the "Local Area Connection Properties" window. First highlight the "Internet Protocol (TCP/IP)" item and then select the "Properties" button.



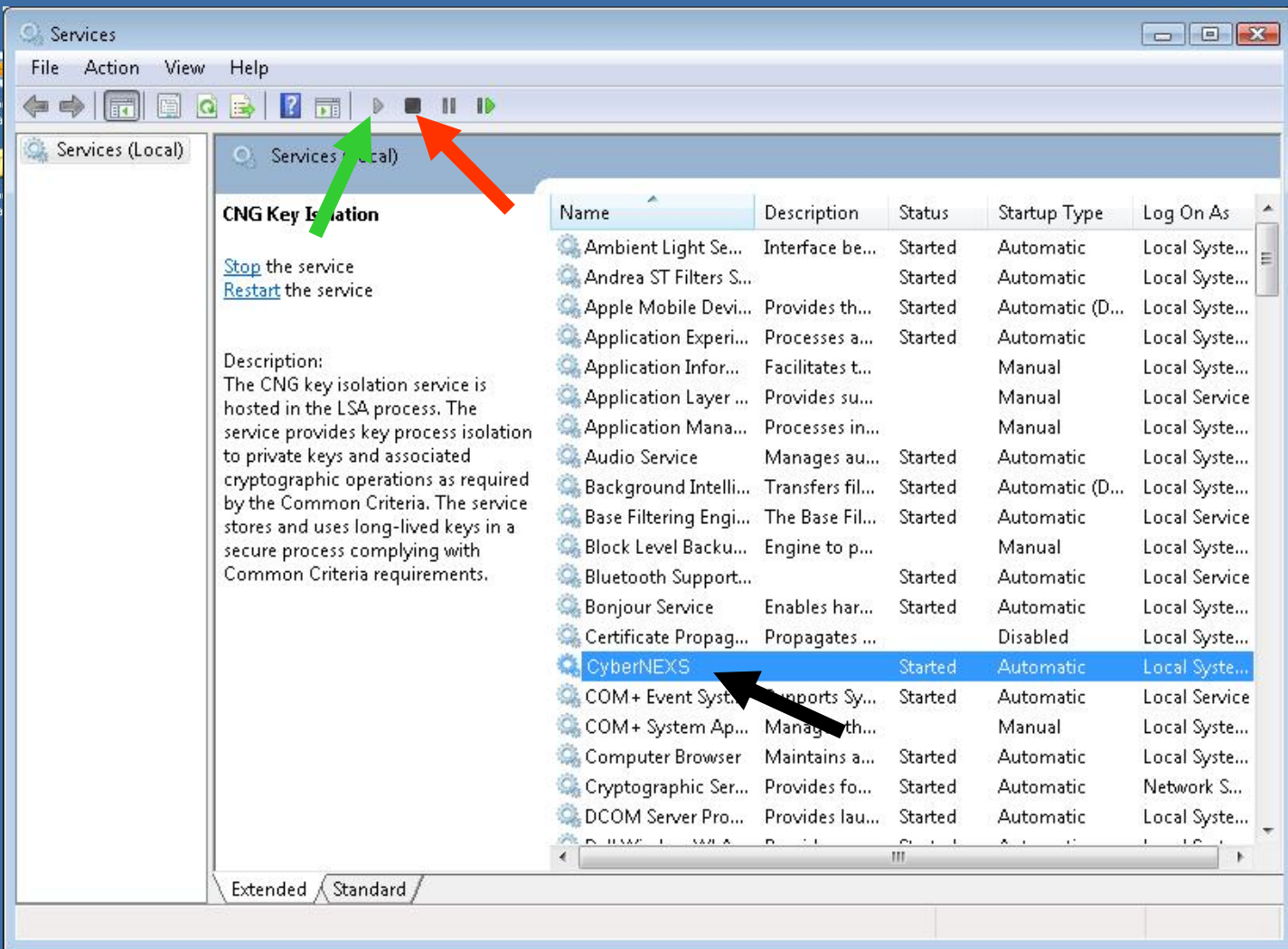
Once the Properties window opens, **You may be able to solve you DNS issues by setting a static DNS server.** You can manually set your DNS setting to 8.8.8.8 and 4.2.2.4 from the VM machine. Now your system will resolve domain names using Google's public DNS and AT&T's DNS server (hosted at Level 3), respectively.



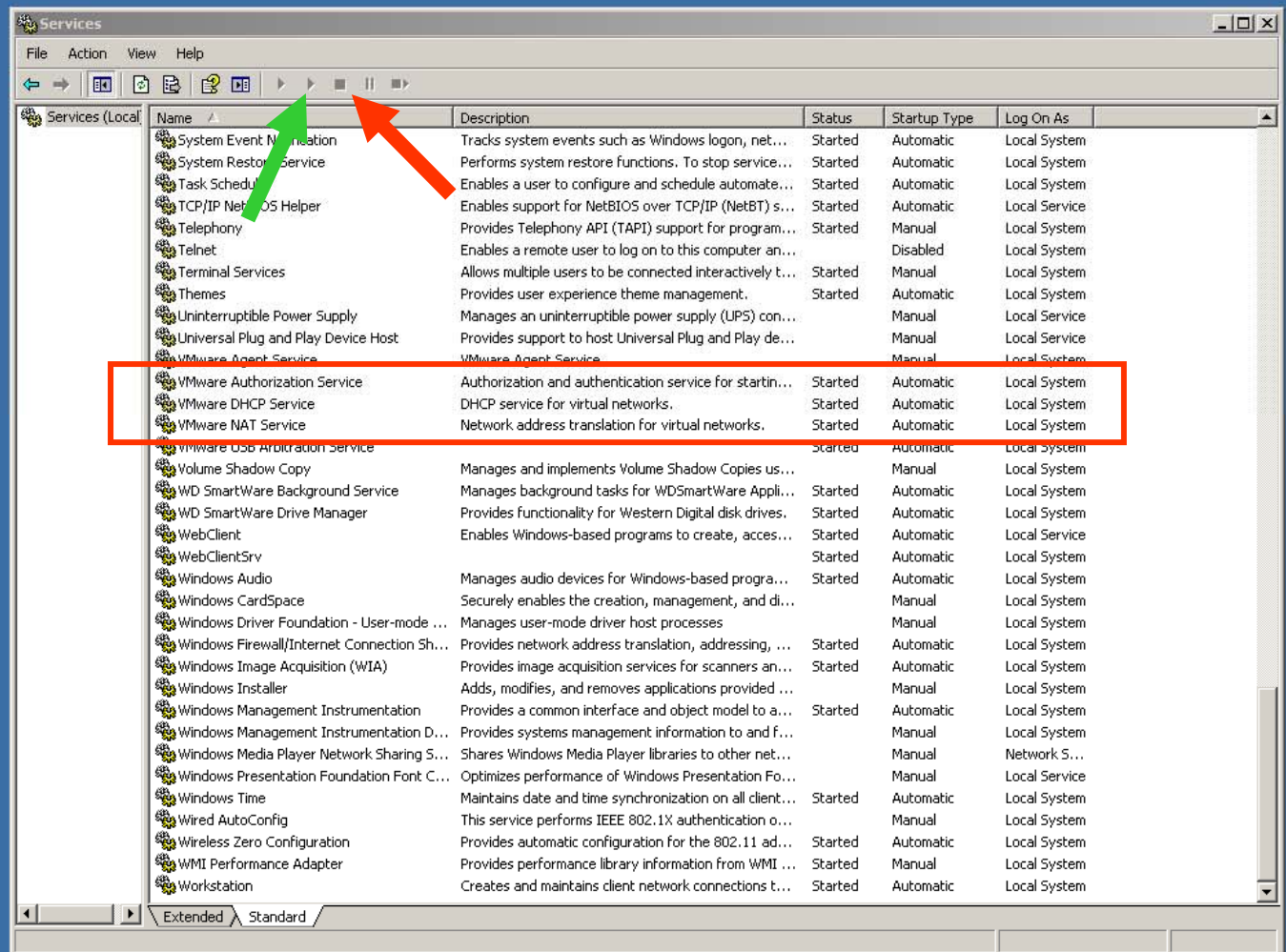
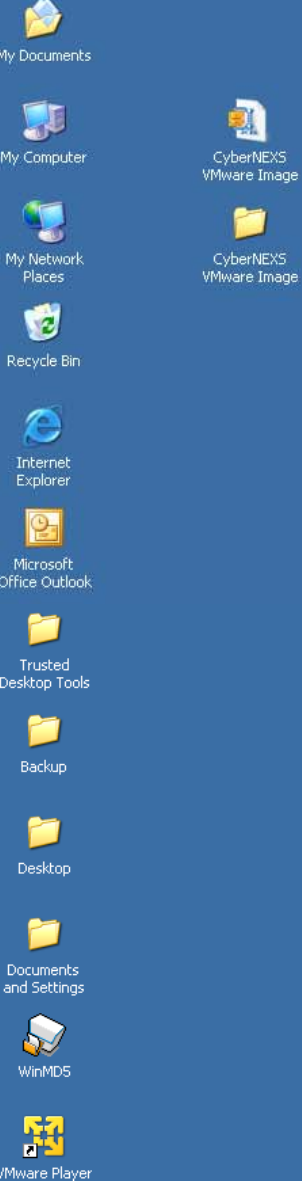
The virtual device indicated by the arrow is your virtual network adapter. If you right click on it, then click on "Settings" you can confirm that its settings should be set at "Connected" and "NAT". If these settings are not set then your VM may not work properly.



The virtual device indicated by the arrow is your virtual network adapter. If you left click on virtual "Network Adapter", its settings should be set at "Connected" and "NAT". If these settings are not set correctly, then your VM may not work properly.



If the file "C:\Get My Status.html" does not appear, you may need to restart the CyberNEXS client on your VM machine. Open your services control panel by calling up the Command Window as you did on Slide 13 of Session 5; type in "services.msc". At this window, right click on the CyberNEXS service and select stop (red arrow). Then start (green arrow) the service again.



Another check to make is on your host machine, which validates that the necessary VMware services are running on your host computer. Access the host "Services", as you did on the VM machine, and ensure that the three VMware services highlighted, are all running. If not, use the Stop (red arrow) and Start (green arrow) as we did on the last slide.



Hopefully these troubleshooting techniques helped you, and were able to get you back into the competition quickly.