Documentation Development

1. Objective

Using a systematic approach, troubleshoot issues in a small- to medium-sized business network.

1. Scenario

As the network administrator for a small business, you want to implement a documentation system to use with troubleshooting network-based problems.

After much thought, you decide to compile simple network documentation information into a file to be used when network problems arise. You also know that if the company gets larger in the future, this file can be used to export the information to a computerized, network software system.

To start the network documentation process, you include:

* A physical diagram of your small business network.
* A logical diagram of your small business network.
* Network configuration information for major devices, including routers and switches.

1. Resources

* Packet Tracer software
* Word processing software
  1. Create a Packet Tracer file to simulate a very small business network. Include these devices:
* One router with at least two Ethernet ports
* Two switches connected to the router (LAN1 and LAN2)
* Five user devices to include PCs, laptops, servers, and printers connected either of the two LANs.
  1. Create a word-processing file in matrix format to record each of the following main network-documentation areas:
     1. Physical topology and information
        1. Type of device and model name
        2. Network hostname
        3. Location of the device
        4. Cable connections types and ports
     2. Logical topology information
        1. IOS or OS image versions
        2. IP addresses (IPv4, IPv6, or both)
        3. Data-link addresses (MAC)
        4. VLAN addresses
     3. Network device configuration information
        1. Location of backup file (TFTP server, USB, text file)
        2. Text-formatted, configuration script per router and switch devices
  2. Share your Packet Tracer file and network documentation with a classmate, another group, the class, or your Instructor according to the instructions provided. Discuss how this information could be useful to any network administrator.