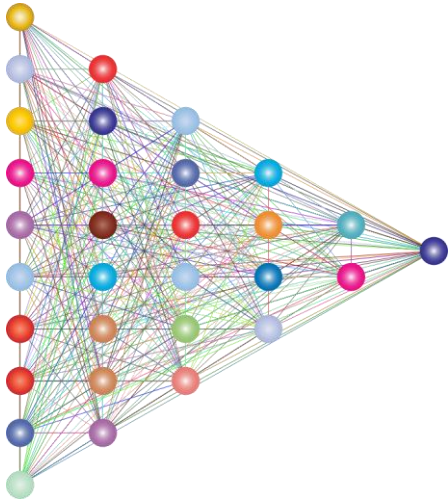


Navigation Menu Title: Welcome

Welcome to The Jenkins Journey

2.2 Network Connection Failures.



Questions or
Comments:

Directions to the Graphic Artist:

Graphic needs to be centered.

Directions to the Developer

If you are working with a development team, place notes to the multimedia team member here.

Final Graphic Name(s):

Computer Network

Source Graphic(s):

https://openclipart.org/image/800px/svg_to_png/309344/1541102451.png

Alt tag

Triangular image with colorful dots and lines representing a computer network.

Previous Learning

- Style Checking Errors
 - Different ways the errors can occur.
 - How the errors impede the continuous integration (CI) process.



Failure Mode 2

- Network Connection Errors
 - Four types of errors.
 - How to respond to each error type.



**Questions or
Comments:**

Description of
navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

If you are working with a development team, place notes to the multimedia team member here.

Final Graphic Name(s):

1. Backward arrow
2. Forward arrow

Source Graphic(s):

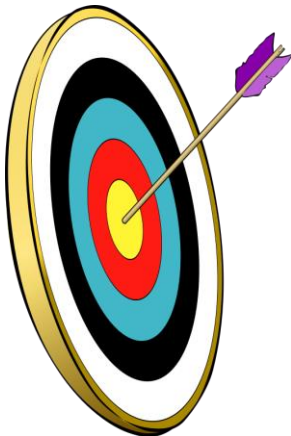
1. <https://openclipart.org/image/800px/166965>
2. <https://openclipart.org/image/800px/166862>

Alt tag

1. Arrow pointing backward.
2. Arrow pointing forward.

Terminal Objective: With the aid of supplied documentation, helpdesk employee can verbally summarize the conditions that are most likely to cause each of the top five failure modes in the JourneyQube CICD pipeline.

Enabling Objective: Identify and respond to the most common network connection errors.



Questions or
Comments:

Description of
navigation, etc

Directions to the Graphic Artist:

Graphic needs to be centered.

Directions to the Developer

If you are working with a development team, place notes to the multimedia team member here.

Final Graphic Name(s):

Bullseye

Source Graphic(s):

<https://openclipart.org/detail/20596/arrow-in-the-gold>

Alt tag

Bullseye with arrow in the center-most circle.

Network Connection Errors

- Communication error between the CI process and one of the external services to which it connects.
- Four categories
 - Resolution error
 - Connection error
 - 4xx http error (request error)
 - 5xx http error (server error)



Questions or Comments:

Description of navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

If you are working with a development team, place notes to the multimedia team member here.

Final Graphic Name(s):

Computer Error

Source Graphic(s):

<https://openclipart.org/image/800px/215740>

Alt tag

Black and white computer with error message on screen.

Navigation Menu Title: DNS Resolution Error Example

- Occurs when a server name cannot be found.

```
Connecting to server unknown-dns.home
[Pipeline] readYaml
[Pipeline] sh
+ curl -f http://unknown-dns.home/api
% Total    % Received % Xferd  Average Speed   Time    Time     Time  Current
           Dload  Upload  Total   Spent    Left     Speed

  0     0    0     0    0     0     0     0  --:--:-- --:--:-- --:--:--    0curl: (6) Could not resolve host: unknown-dns.home
[Pipeline] }
[Pipeline] // script
[Pipeline] }
[Pipeline] // stage
[Pipeline] }
[Pipeline] // withEnv
[Pipeline] }
[Pipeline] // node
[Pipeline] End of Pipeline
ERROR: script returned exit code 6
Finished: FAILURE
```



Questions or
Comments:

Description of
navigation, etc

Directions to the Graphic Artist:

Screenshot needs to be centered.

Directions to the Developer

If you are working with a development team, place notes to the multimedia team member here.

Final Graphic Name(s):

Screen Shot 2020-09-23 at 11.20.56 AM.png

Source Graphic(s):

SME original

Alt tag

Screen shot containing error output from Curl: “Could not resolve host”.

Navigation Menu Title: Resolving Resolution Errors, Part 1

Example: nslookup not finding a server

```
dv@linuxdev:~$ nslookup unknown-dns.home
Server:          192.168.1.240
Address:         192.168.1.240#53

** server can't find unknown-dns.home: NXDOMAIN

dv@linuxdev:~$
```

Questions or
Comments:

Description of
navigation, etc

Directions to the Graphic Artist:

Center graphic

Directions to the Developer

If you are working with a development team, place notes to the multimedia team member here.

Final Graphic Name(s):

01.png

Source Graphic(s):

SME original

Alt tag

nslookup, server not found error

Navigation Menu Title: Resolving Resolution Errors, Part 2

Example: nslookup finding a server

```
dv@linuxdev:~$ nslookup server.home
Server:           192.168.1.240
Address:          192.168.1.240#53

Name:   server.home
Address: 192.168.1.30

dv@linuxdev:~$
```

**Questions or
Comments:**

Description of
navigation, etc

Directions to the Graphic Artist:

Center graphic

Directions to the Developer

If you are working with a development team, place notes to the multimedia team member here.

Final Graphic Name(s):

02.png

Source Graphic(s):

SME original

Alt tag


nslookup, server “server.home” found at Address “192.168.1.30”

Navigation Menu Title: Connection Error Example

- Occurs when unable to connect to server.

```
Connecting to server 192.168.1.10
[Pipeline] sh
+ curl -u dave:password http://192.168.1.10/permissionError
% Total    % Received % Xferd  Average Speed   Time    Time     Time  Current
           Dload  Upload  Total   Spent    Left    Speed

  0     0    0     0    0     0     0      0      0 --:--:-- --:--:-- --:--:--    0curl: (7) Failed to connect to 192.168.1.10 port
80: Connection refused
```



**Questions or
Comments:**

Description of
navigation, etc

Directions to the Graphic Artist:

Center screenshot.

Directions to the Developer

If you are working with a development team, place notes to the multimedia team member here.

Final Graphic Name(s):

Screen Shot 2020-09-23 at 11.32.28 AM.png

Source Graphic(s):

SME original

Alt tag

Screenshot of curl command is “curl -u dave:password <http://192.168.1.10/permissionError>. Result is connection failure error. “Failed to connect to 192.168.1.10 port 80: Connection refused.

Navigation Menu Title: Resolving Connection Errors, Part 1

Example: telnet failing to connect

```
dv@linuxdev:~$ telnet 192.168.1.10 80
Trying 192.168.1.10...
telnet: Unable to connect to remote host: Connection refused
dv@linuxdev:~$ █
```

Telnet command

**Questions or
Comments:**

Description of
navigation, etc

Directions to the Graphic Artist:

Center screenshot.

Directions to the Developer

If you are working with a development team, place notes to the multimedia team member here.

Final Graphic Name(s):

03.png

Source Graphic(s):

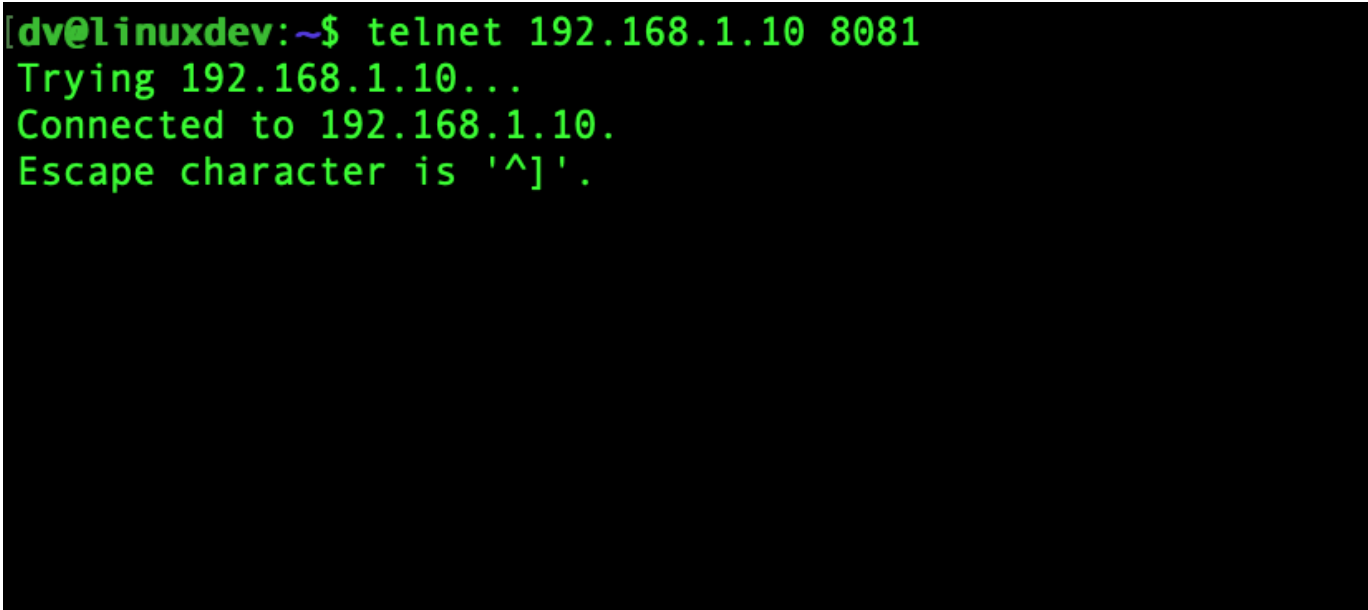
SME original

Alt tag

Telnet command “telnet 192.168.1.10 80”
telnet error displayed with text “unable to connect to
remote host: Connection refused”.

Example: Successful telnet connection.

Telnet command



```
[dv@linuxdev:~$ telnet 192.168.1.10 8081
Trying 192.168.1.10...
Connected to 192.168.1.10.
Escape character is '^]'.

```

**Questions or
Comments:**

Description of
navigation, etc

Directions to the Graphic Artist:

Center screenshot.

Directions to the Developer

If you are working with a development team, place notes to the multimedia team member here.

Final Graphic Name(s):

04.png

Source Graphic(s):

SME original

Alt tag

Telnet command “telnet 192.168.1.10 8081”

Telnet success displayed with text “Connected to 192.168.1.10.”

If curl output states that it cannot “resolve” a server address, that means that you have experienced a connection failure.

- a. True
- b. False

Questions or
Comments:

Description of
navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

The answer is “b”.
If “a” is selected, display the following message: “Incorrect. The word ‘resolve’ indicates an error with the DNS lookup process. Any curl output that uses the word ‘resolve’ is probably a DNS error.”
If “b” is selected, display the following message: “Correct. The word ‘resolve’ indicates an error with the DNS lookup process. Any curl output that uses the word ‘resolve’ is probably a DNS error.”

Final Graphic Name(s):

File name of pre-selected graphics

Source Graphic(s):

Where to find graphic

Alt tag

No image on this page.

Navigation Menu Title: Knowledge Check

Curl output has identified that there is a connection error. One step to resolve this issue is to use the telnet command line tool to attempt to replicate the connection failure.

- a. True
- b. False

Questions or
Comments:

Description of
navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

The answer is “a”.
If “a” is selected, display the following message: “Correct! The telnet tool allows you to open a connection to any server on any port.”
If “b” is selected, display the following message: “Incorrect. The telnet tool allows you to open a connection to any server on any port. This step allows you to determine if the server is refusing connections or if Jenkins cannot connect for other reasons.”

Final Graphic Name(s):

File name of pre-selected graphics

Source Graphic(s):

Where to find graphic

Alt tag

No image on this page

Navigation Menu Title: 401 Error Example

- 401 error occurs when client does not have permission to access the service.

+ curl -u dave:password <http://192.168.1.10:8081/permissionError>

% Total	% Received	% Xferd	Average Speed	Time	Time	Time	Current
			Dload Upload	Total	Spent	Left	Speed
0	0	0	0	0	0	--:--:--	0
100	19	100	19	0	0	13258	0
401 - Access Denied							

Questions or Comments:

Description of navigation, etc

Directions to the Graphic Artist:

Center screenshot.

Directions to the Developer

If you are working with a development team, place notes to the multimedia team member here.

Final Graphic Name(s):

Screen Shot 2020-09-23 at 11.34.01 AM.png

Source Graphic(s):


SME original

Alt tag

Screenshot with curl command "curl -u dave:password http://192.168.1.10:8081/permissionError" returning a "401 - Access Denied" error.

There are several steps required to resolve a 401 error.
Example: Using the “id” command to find a user’s group memberships.

```
[dv@linuxdev:~$ id dave  
uid=1001(dave) gid=1001(dave) groups=1001(dave),1002(jenkinsusers)  
dv@linuxdev:~$
```



**Questions or
Comments:**

Description of
navigation, etc

Directions to the Graphic Artist:

Center screenshot.

Directions to the Developer

If you are working with a development team, place notes to the multimedia team member here.

Final Graphic Name(s):

05.png

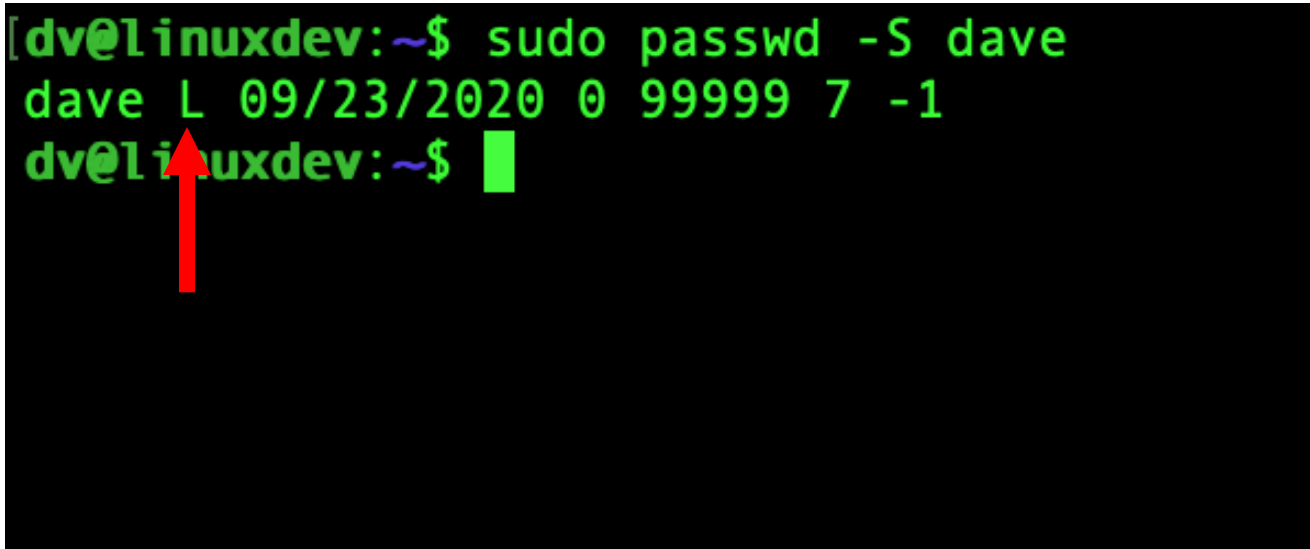
Source Graphic(s):

SME original

Alt tag

Screenshot using the command “id dave” and the corresponding output “uid=1001(dave) gid=1001(dave) groups=1001(dave),1002(jenkinsusers)”

Example: Check to see if an account is locked using the “passwd” command.



```
[dv@linuxdev:~$ sudo passwd -S dave
dave L 09/23/2020 0 99999 7 -1
dv@linuxdev:~$
```

**Questions or
Comments:**

Description of
navigation, etc

Directions to the Graphic Artist:

Center screenshot.

Directions to the Developer

If you are working with a development team, place notes to the multimedia team member here.

Final Graphic Name(s):

06.png

Source Graphic(s):

SME original

Alt tag


Screenshot of passwd command “sudo passwd –S dave” and output “dave L 09/23/2020 0 99999 7 -1” – please note that CLI commands are case sensitive.

Navigation Menu Title: Resolving 401 Error, Part 3

Example: An unlocked account will show different output.

- The “L” in line 2 indicates a locked account.
- The “P” in line 4 indicates an unlocked account.

```
[dv@linuxdev:~$ sudo passwd -S dave
dave L 09/23/2020 0 99999 7 -1
[dv@linuxdev:~$ sudo passwd -S dv
dv P 05/13/2019 0 99999 7 -1
dv@linuxdev:~$
```



**Questions or
Comments:**

Description of
navigation, etc

Directions to the Graphic Artist:

Center graphic.

Directions to the Developer

If you are working with a development team, place notes to the multimedia team member here.

Final Graphic Name(s):

07.png

Source Graphic(s):

SME original

Alt tag

Screenshot of “passwd” output for locked versus unlocked accounts. Not uppercase ‘L’ for locked accounts and uppercase ‘P’ for unlocked accounts.

Navigation Menu Title: 404 Error Example

- Occurs when a path on the server is not found.

Looking up build record for previous build status

```
[Pipeline] readYaml
```

```
[Pipeline] sh
```

```
+ curl -f http://192.168.1.10:8081/apilookup/1.0
```

% Total	% Received	% Xferd	Average Speed	Time	Time	Time	Current
			Dload Upload	Total	Spent	Left	Speed

0	0	0	0	0	0	0	0	--:--:--	--:--:--	--:--:--	0
---	---	---	---	---	---	---	---	----------	----------	----------	---

0	0	0	0	0	0	0	0	--:--:--	--:--:--	--:--:--	0
---	---	---	---	---	---	---	---	----------	----------	----------	---

```
curl: (22) The requested URL returned error: 404 Not Found
```

```
[Pipeline] }
```

```
[Pipeline] // script
```

Questions or Comments:

Description of navigation, etc

Directions to the Graphic Artist:

Center screenshot.

Directions to the Developer

If you are working with a development team, place notes to the multimedia team member here.

Final Graphic Name(s):

Screen Shot 2020-09-23 at 11.22.52 AM.png

Source Graphic(s):

SME original

Alt tag

Screenshot of a curl command "curl -f http://192.168.1.10:8081/apilookup/1.0" returning "curl: (22) The requested URL returned error: 404 Not Found"


Navigation Menu Title: 503 Error Example

- Occurs when there is a network problem between the client and the server.

```
+ curl -u dave:password http://192.168.1.10:8081/timeout
```

% Total	% Received	% Xferd	Average Speed	Time	Time	Time	Current				
			Dload Upload	Total	Spent	Left	Speed				
0	0	0	0	0	--:--:--	0:00:04	--:--:--	0			
100	21	100	21	0	0	4	0	0:00:05	0:00:05	--:--:--	4
100	21	100	21	0	0	4	0	0:00:05	0:00:05	--:--:--	5

503 - Gateway Timeout



Questions or Comments:

Description of navigation, etc

Directions to the Graphic Artist:

Center screenshot.

Directions to the Developer

If you are working with a development team, place notes to the multimedia team member here.

Final Graphic Name(s):

Screen Shot 2020-09-23 at 11.35.30 AM.png

Source Graphic(s):

SME original

Alt tag

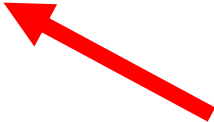
Screenshot of a curl command "curl -u dave:password http://192.168.1.10:8081/timeout" returning "503 - Gateway Timeout"

Navigation Menu Title: 500 Error Example

- Occurs when the application on the server encounters an internal error.

```
Connecting to server 192.168.1.10
[Pipeline] sh
+ curl -u dave:password http://192.168.1.10:8081/servererror
  % Total    % Received % Xferd  Average Speed   Time    Time     Time  Current
                                 Dload  Upload   Total   Spent    Left   Speed

  0     0    0     0    0     0      0      0  --:--:--  --:--:--  --:--:--    0
100   43 100   43    0     0 46087      0  --:--:--  --:--:--  --:--:-- 43000
500 - Server Error. Stack Trace Suppressed.
```



Questions or
Comments:

Description of
navigation, etc

Directions to the Graphic Artist:

Center screenshot.

Directions to the Developer

If you are working with a development team, place notes to the multimedia team member here.

Final Graphic Name(s):

Screen Shot 2020-09-23 at 11.39.34 AM.png

Source Graphic(s):

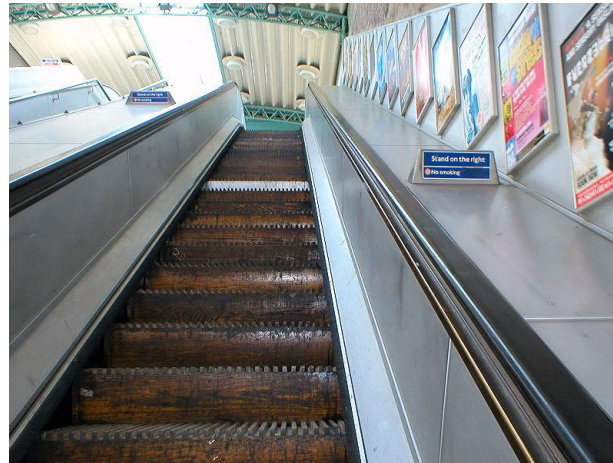
SME original

Alt tag

Screenshot of a curl command “curl -u dave:password http://192.168.1.10:8081/servererror” returning “500 – Server Error. Stack Trace Suppressed.”

Navigation Menu Title: Resolving 503 and 500 Errors

- Both 503 and 500 errors can be serious.
- Always try to duplicate the error by rerunning the build.
- Always escalate
 - 503 errors escalate to network/firewall team.
 - 500 errors escalate to server or application owner.



Questions or Comments:

Description of navigation, etc

Directions to the Graphic Artist:

Center image.

Directions to the Developer

If you are working with a development team, place notes to the multimedia team member here.

Final Graphic Name(s):

800px-Going_up_wooden_escalator_at_Greenford_16-06-06.jpg

Source Graph(s):

https://commons.wikimedia.org/wiki/File:Going_up_wooden_escalator_at_Greenford_16-06-06.jpg

Alt tag

Picture of wooden escalator.

Curl output has identified a 401 error. Which of the following steps should you take to respond to this problem? Select all answers that apply.

- a. Verify that the account is unlocked.
- b. Use telnet to connect to the server.
- c. Use SSH to connect to the server.
- d. Verify that the account has permissions to access the server.

Questions or
Comments:

Description of
navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

The answer is “a” and “d”.
When “a” and/or “d” are selected display: “Correct! This is part of the permissions troubleshooting process.”
When “b” is selected display: “Incorrect. Telnet is used to troubleshoot connection errors.”
When “c” is selected display: “Incorrect. SSH is not relevant to 401 errors.”

Final Graphic Name(s):

File name of pre-selected graphics

Source Graphic(s):

Where to find graphic

Alt tag

No image on this slide.

Navigation Menu Title: Knowledge Check

Curl output has identified a 5xx class error. Upon rerunning the build, you are unable to duplicate the error. Which of the following steps should you take to respond to this problem? Select the best answer.

- a. Log the error. Since you cannot duplicate it, the issue is resolved.
- b. Open a change request with the application team to have them fix the error.
- c. Log and escalate the error.
- d. Reassign the issue to your manager.

Questions or Comments:

Description of navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

The answer is “c”.
If “a”, “b”, or “d” are selected, display: “Incorrect. Regardless of whether or not you can duplicate a 5xx class error, it always should be escalated so the appropriate team is aware of intermittent errors.”
If “c” is selected, display: “Correct! 5xx class errors should always be escalated so that teams are aware of intermittent problems.”

Final Graphic Name(s):

File name of pre-selected graphics

Source Graphic(s):

Where to find graphic

Alt tag

No image on this slide.

Navigation Menu Title: Simulation Exercise

The following several screens are a simulation of a build failure. You are the help desk employee tasked with responding to the issue. In the following set of slides, decide where you need to click (either the buttons on the right or boxed areas of the screenshot) to troubleshoot the issue.



Questions or Comments:

Description of navigation, etc

Directions to the Graphic Artist:

Center image.

Directions to the Developer

Final Graphic Name(s):

https://openclipart.org/image/800px/svg_to_png/316358/1551746079.png

Source Graphic(s):

Openclipart.org

Alt tag

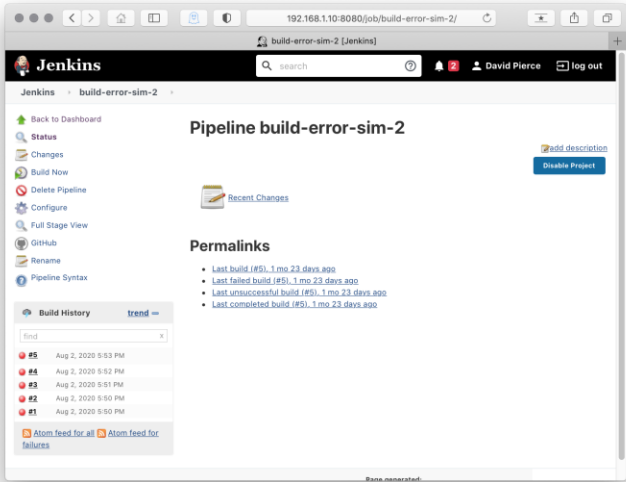
Picture of woman holding a magnifying glass. A question mark appears to the right of the image.

Navigation Menu Title: Simulation Exercise

You have received an email from a developer citing a build failure. The link brings you to this Jenkins job. Recalling the material from Module 1 on how to access a build log in Jenkins, and using the processes covering in this Module, evaluate the presented screen and decide where you need to click next.

Questions or Comments:

Description of navigation, etc



Enter CLI

Escalate...

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

Put yellow box around “Build Now” and “Build History” panel.

If the user clicks the build history box, bring them to slide 25. If the user clicks the “enter CLI” button at right, bring them to slide 31. If the user clicks the “Build Now” button at left, bring them to slide 27. If they click the “Escalate...” button, bring them to slide 30.

Final Graphic Name(s):

Main_01.png

Source Graphic(s):

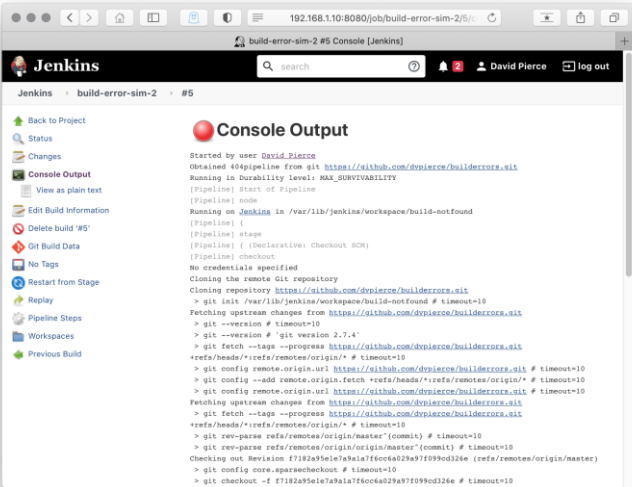
SME original

Alt tag

Screenshot of Jenkins job page, with red dots icons indicated the previous build was a failure. Screen has links to “Build Now” and “previous build log.”

Navigation Menu Title: Simulation Exercise

This is the first page of the job log. Use the scroll bar to see the second page, click the back button to return to the previous screen, or click “Enter CLI” to enter the CLI.



Back

Enter CLI

Escalate...

Questions or
Comments:

Description of
navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop.

Directions to the Developer

Place yellow box around scroll bar and back button on screenshot.

Clicking anywhere on the scroll bar in the screenshot should bring the user to slide 26. Clicking the “<” button or the Back button to the right should bring the user to slide 24. Clicking the “enter CLI” button should bring them to slide 31. Clicking on the “Escalate....” button should bring them to slide 30.

Final Graphic Name(s):

JobLog_01.png

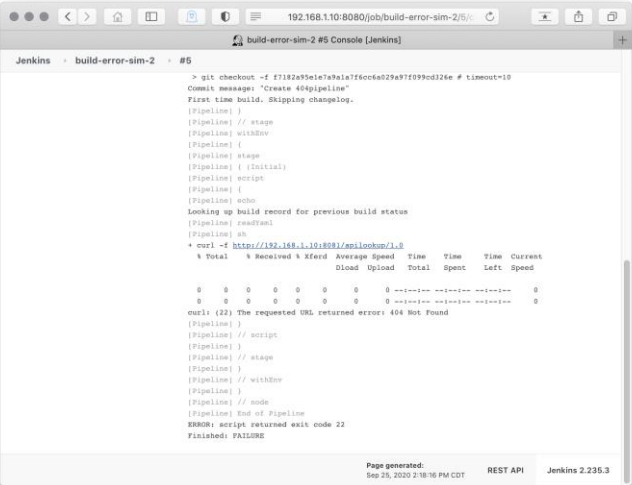
Source Graphic(s):

SME original

Alt tag

Screenshot of Failed Jenkins Build log, build #5. Nothing seems wrong, but you can scroll down to see the rest of the log.

This is the second page of the job log. Scroll up to see the beginning, click “Back” to go back to the main screen, or click “Enter CLI” to enter the command line.



Back

Enter CLI

Escalate...

Questions or
Comments:

Description of
navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

- Place yellow box around scroll bar and back button on screenshot.
- Clicking anywhere on the scroll bar in the screenshot should bring the user to slide 25.
- Clicking the “<” button or the Back button to the right should bring the user to slide 24.
- Clicking the “enter CLI” button should bring them to slide 31.
- Clicking on the “Escalate...” button should bring them to slide 30.

Final Graphic Name(s):

JobLog_02.png

Source Graphic(s):

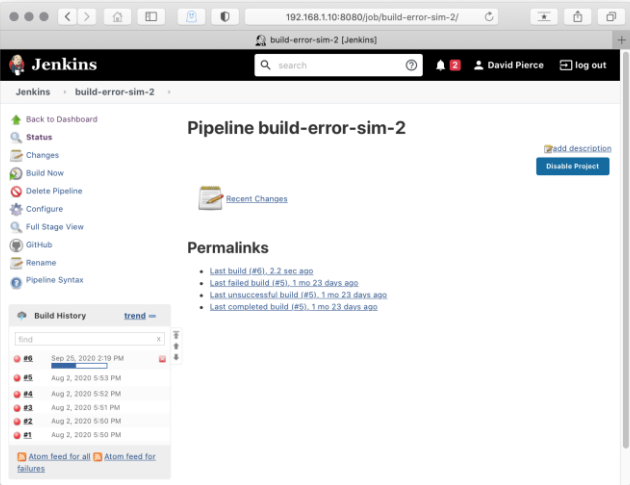
SME original

Alt tag

Screenshot of failed Jenkins build, second half, build #5.
Curl command “curl -f http://192.168.1.10:8081/apilookup/1.0” has returned “curl: (22) The requested URL returned error: 404 Not Found”

Navigation Menu Title: Simulation Exercise

You have started the build again. You can check the job log for the new build, return to the previous screen, or enter the CLI to use tools like telnet or nslookup.



Back

Enter CLI

Escalate...

Questions or
Comments:

Description of
navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

Place yellow box around “Build History” panel and back button on screenshot.

If the user clicks anywhere in the “Build History” box, bring them to slide 28. If they click the blue “Back” button or the “<” button in the browser screenshot, bring them to slide 24. If they click the “Enter CLI” button, bring them to slide 31. Clicking on the “Escalate....” button should bring them to slide 30.

Final Graphic Name(s):

Build_Again_01.png

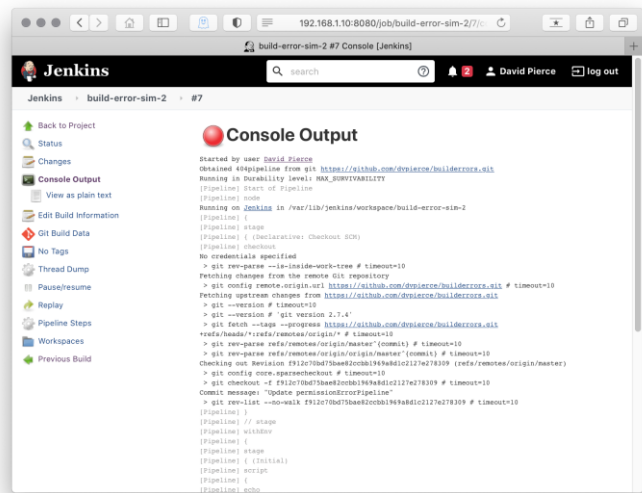
Source Graphic(s):

SME original

Alt tag

Screenshot of new build in progress. Can click on Build History to view log of completed new build.

This is the first page of the job log. Use the scroll bar to see the second page, click the back button to return to the previous screen, or click “Enter CLI” to enter the CLI.



Back

Enter CLI

Escalate...

Questions or
Comments:

Description of
navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

Place yellow box around scroll bar and back button on screenshot.

Clicking anywhere on the scroll bar in the screenshot should bring the user to slide 29. Clicking the “<” button or the Back button to the right should bring the user to slide 27. Clicking the “enter CLI” button should bring them to slide 31. Clicking on the “Escalate....” button should bring them to slide 30.

Final Graphic Name(s):

Build_Again_Log_01.png

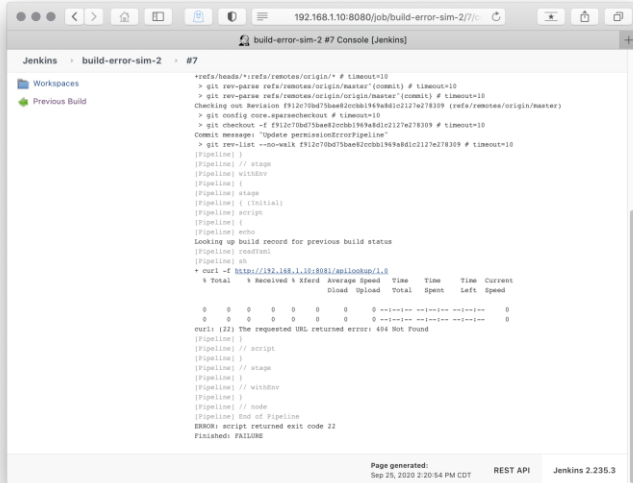
Source Graphic(s):

SME original

Alt tag

Screenshot of Failed Jenkins Build log, build #7. Nothing seems wrong, but you can scroll down to see the rest of the log.

This is the second page of the job log. Use the scroll bar to see the first page, click “Back” to go back to the main screen, or click “Enter CLI” to enter the command line.



Back

Enter CLI

Escalate...

Questions or Comments:

Description of navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

Place yellow box around scroll bar and back button on screenshot.

Clicking anywhere on the scroll bar in the screenshot should bring the user to slide 28. Clicking the “<” button or the Back button to the right should bring the user to slide 27. Clicking the “enter CLI” button should bring them to slide 31. Clicking on the “Escalate....” button should bring them to slide 30.

This slide is the “solution” slide and should set a global variable so that other slides can know it was visited.

Final Graphic Name(s):

Build_Again_Log_02.png

Source Graphic(s):

SME original

Alt tag

Screenshot of failed Jenkins build, second half, build #7.
Curl command "curl -f
http://192.168.1.10:8081/apilookup/1.0" has returned
"curl: (22) The requested URL returned error: 404 Not
Found"

Who would you like to escalate this issue to?

JourneyQube CI/CD Team

Network Administrator

Server Administrator

Back

Questions or
Comments:

Description of
navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

If the user clicks on “Network Administrator” display feedback “Sorry; they don’t know what to do with this ticket” and return the user to slide 24. If the user click on “Server Administrator” display feedback “Sorry but it’s not a problem on their end...” and return the user to slide 24. If the user clicks “Back” return them to the previous slide with no feedback. If they click the “JourneyQube CI/CD” button without having previously visited slide 29, go to slide 40. If they click the “JourneyQube CI/CD” button after having visited slide 29, go to slide 39.

Final Graphic Name(s):

File name of pre-selected graphics

Source Graphic(s):

Where to find graphic

Alt tag

No images on this page

Navigation Menu Title: Simulation Exercise

You have entered a CLI prompt. What would you like to do?



Exit CLI

Use telnet

Use passwd

Use nslookup

Questions or
Comments:

Description of
navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

If the user clicks “Back” return them to the previous slide. If the user clicks “use telnet” bring them to slide 32. If they click “use passwd” bring them to slide 35. “Use nslookup” should bring them to slide 37. Any clicking in the console window itself should trigger an old-school ctrl-g bell noise like the PC XT’s used to. Just for fun.

Final Graphic Name(s):

main_cli_01.png

Source Graphic(s):

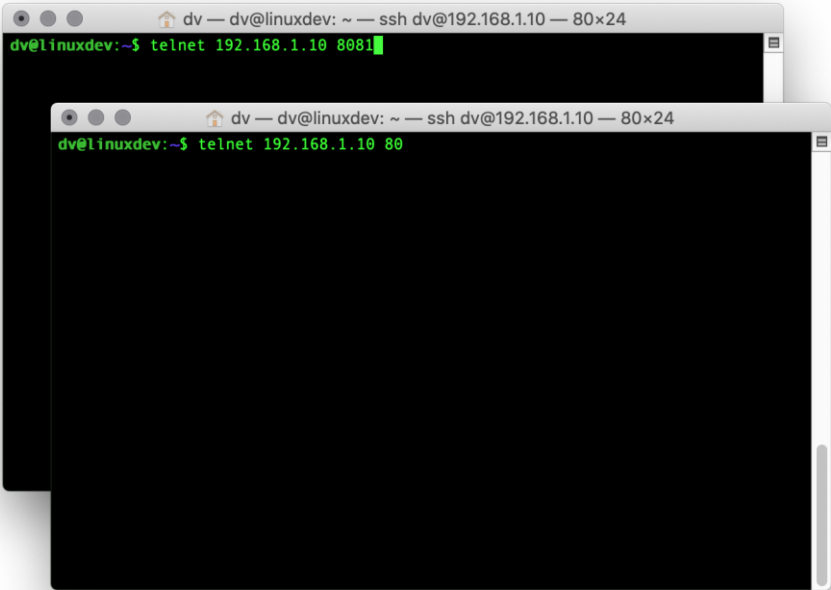
SME original

Alt tag

Screenshot of empty UNIX terminal awaiting command entry.

Navigation Menu Title: Simulation Exercise

Which telnet command would you like to use?



Back

Use port 80

Use port 8081

Questions or
Comments:

Description of
navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

If the user clicks “Back”, bring them to slide 31. If they click “Use port 80” bring them to slide 33, and if they click “Use port 8081, bring them to slide 34. If you could have the two images switch places when the 80/8081 buttons are moused over so that the corresponding image is in front, that would be awesome.

Final Graphic Name(s):

telnet_01.png, telnet_03.png

Source Graphic(s):

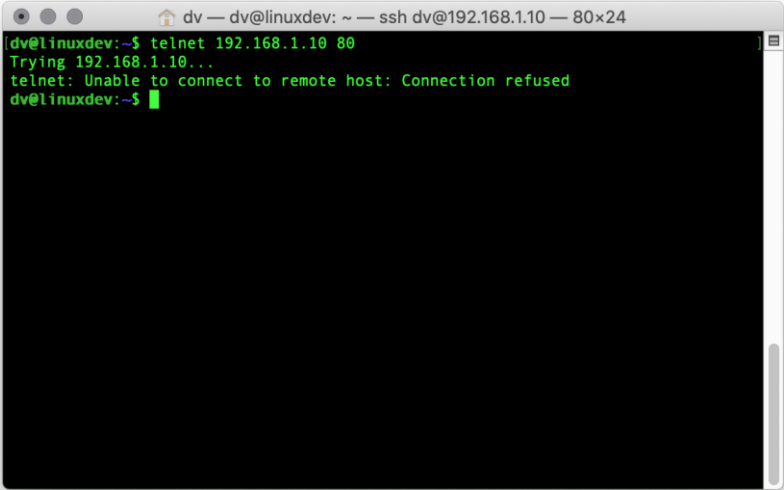
SME original

Alt tag

telnet_01.png: “Screenshot of UNIX terminal with command entered: “telnet 1982.168.1.10 80” telnet_03.png: “Screenshot of UNIX terminal with command entered: “telnet 1982.168.1.10 8080”

Navigation Menu Title: Simulation Exercise

The connection was refused.



Back

Questions or
Comments:

Description of
navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

When the user clicks the back button, return them to slide 31.

Final Graphic Name(s):

telnet_02.png

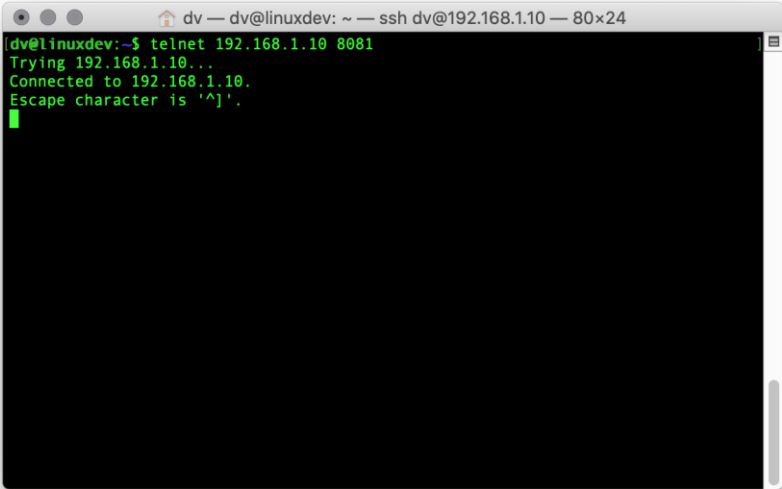
Source Graphic(s):

SME original

Alt tag

telnet command returned “telnet: Unable to connect to remote host: Connection refused”

You were able to connect to the server on that port.



Back

**Questions or
Comments:**

Description of
navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

When the user clicks the back button, return them to slide 31.

Final Graphic Name(s):

telnet_04.png

Source Graphic(s):

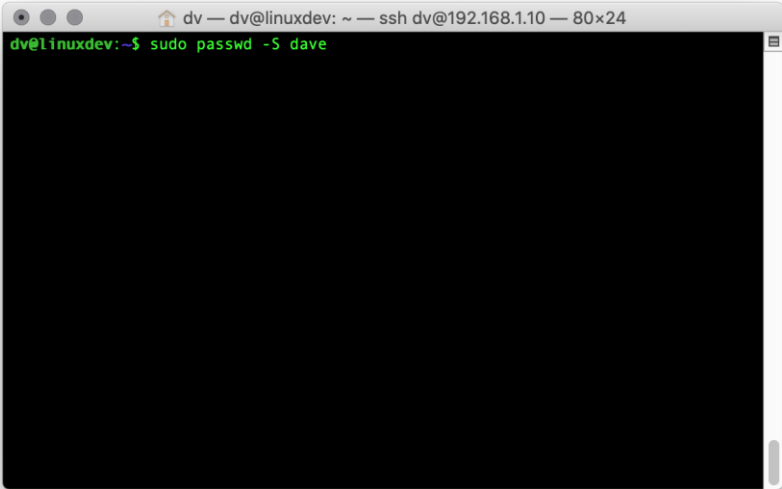
SME original

Alt tag

telnet command returned "Connected to 192.168.1.10"

Navigation Menu Title: Simulation Exercise

Remember you may need to use the “sudo” command for privilege escalation when using the ‘passwd’ command.



Back

Continue

Questions or
Comments:

Description of
navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

If the user clicks the “Back” button, return them to slide 31. If they click “Continue” bring them to slide 36.

Final Graphic Name(s):

Passwd_lockcheck_01.png

Source Graphic(s):

SME original

Alt tag

UNIX terminal with command entered “sudo passwd –S dave”

Navigation Menu Title: Simulation Exercise

The account appears to be unlocked.



Back

Questions or
Comments:

Description of
navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

If the user clicks the “Back” button, return them to slide 31.

Final Graphic Name(s):

Passwd_lockcheck_02.png

Source Graphic(s):

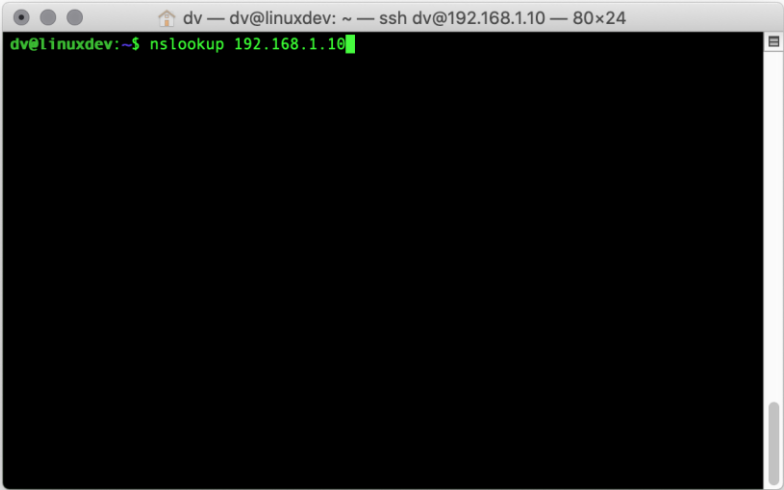
SME original

Alt tag

passwd -S command output with uppercase “P” indicating an unlocked account.

Navigation Menu Title: Simulation Exercise

We can try to do an nslookup of the server name from the log?



Back

Continue

Questions or
Comments:

Description of
navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

If the user clicks “Back”, return them to slide 31. If they click “Continue” proceed to slide 38.

Final Graphic Name(s):

Nslookup_01.png

Source Graphic(s):

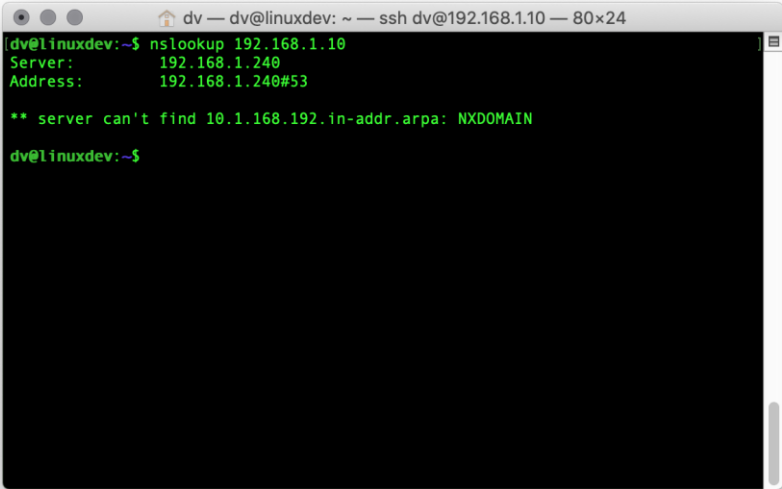
SME original

Alt tag

UNIX terminal with command entered “nslookup 192.168.1.10”

Navigation Menu Title: Simulation Exercise

DNS couldn't find a name for 192.168.1.10, but you don't need DNS working to access a system with its IP address anyway.



Back

Questions or
Comments:

Description of
navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

When the user clicks “Back” return them to slide 31.

Final Graphic Name(s):

Nslookup_02.png

Source Graphic(s):

SME original

Alt tag

Nslookup command output: “server can’t find 10.1.168.192.in-addr.arpa: NXDOMAIN”

Navigation Menu Title: Simulation Exercise

Alright! You confirmed that there was a problem and escalated it to the correct party. Nice work.



Thanks!

**Questions or
Comments:**

Description of
navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

When the user clicks the “Thanks!” button, end the training.

Final Graphic Name(s):

1536673537.png

Source Graphic(s):

<https://openclipart.org/detail/306471/tick-boz>

Alt tag

Picture of green checkmark.

You escalated to the correct group, but you did not duplicate the issue first.



Ok

**Questions or
Comments:**

Description of
navigation, etc

Directions to the Graphic Artist:

Graphics to use as the background, other requests to a graphic artist, such as image of kids using a laptop

Directions to the Developer

When the user clicks the “Ok” button, go to slide 24.

Final Graphic Name(s):

PeterM-Sad-cat.png

Source Graphic(s):

<https://openclipart.org/detail/143/sad-cat>

Alt tag

Picture of sad cat

Design Guidelines

Background Color = RGB #E1E0E0h (225, 224, 224)

Title Color = RGB #060951h (6, 9, 81)

Body text = RGB #000000h (0, 0, 0)

Font = Calibri

Font Size (Body Text) = 16pt for slides 1-22.

Font Size (Body Text) = 14pt for slides 23-40.

Font Size (Header) = 20pt bold

Font Size (Title) = 24pt bold

Unless specified otherwise, there is a “previous” and “next” button on the bottom left and right sides of the screen so learners can navigate. As soon as the learner clicks the next slide, the audio starts right away for the subsequent slide.

The audio scripts for each slide are in the “notes” section directly below the slide text.

For slides 24-29, the image will be sized 568px by 450px and positioned to -20px, 120px from the top left corner.

For slides 31-38, the image will be sized to 570px by 390px and positioned to -20px, 124px from the top left corner.

Main body text for slides 1-22 should be positioned at 24px horizontal and 72px vertical from top left corner.

Main body text for slides 23-40 should be positioned at 24px horizontal and 45px vertical from top left corner.

For slides 1-22, dimensions of the previous and next buttons will be as follows:

- “Previous” = 110px by 42px with position 28px by 482px from the left corner.
- “Next” = 110px by 42px with position 592px by 482px from left corner.

