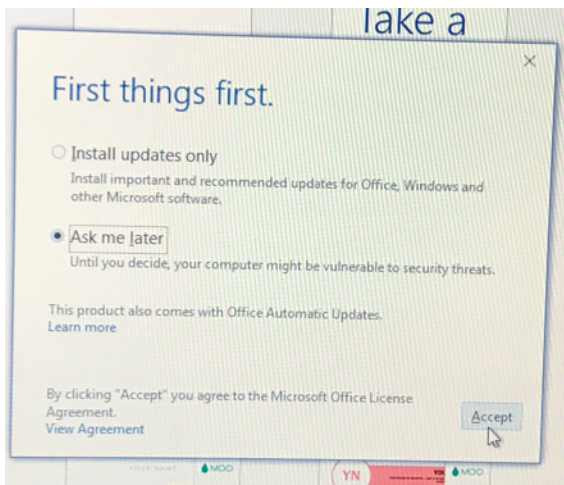# CS x33 Lab Quiz Frequently Asked Questions
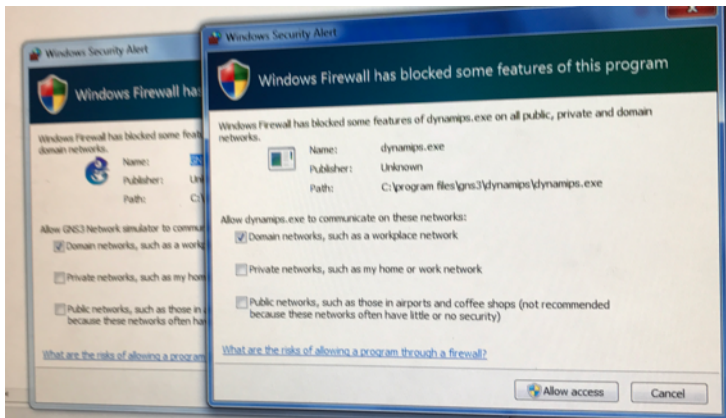
1. **No Software Updates!**

When you open GNS3, VirtualBox and Wireshark, you will be prompted for software updates.

DO NOT update any software. Reject all the updates.
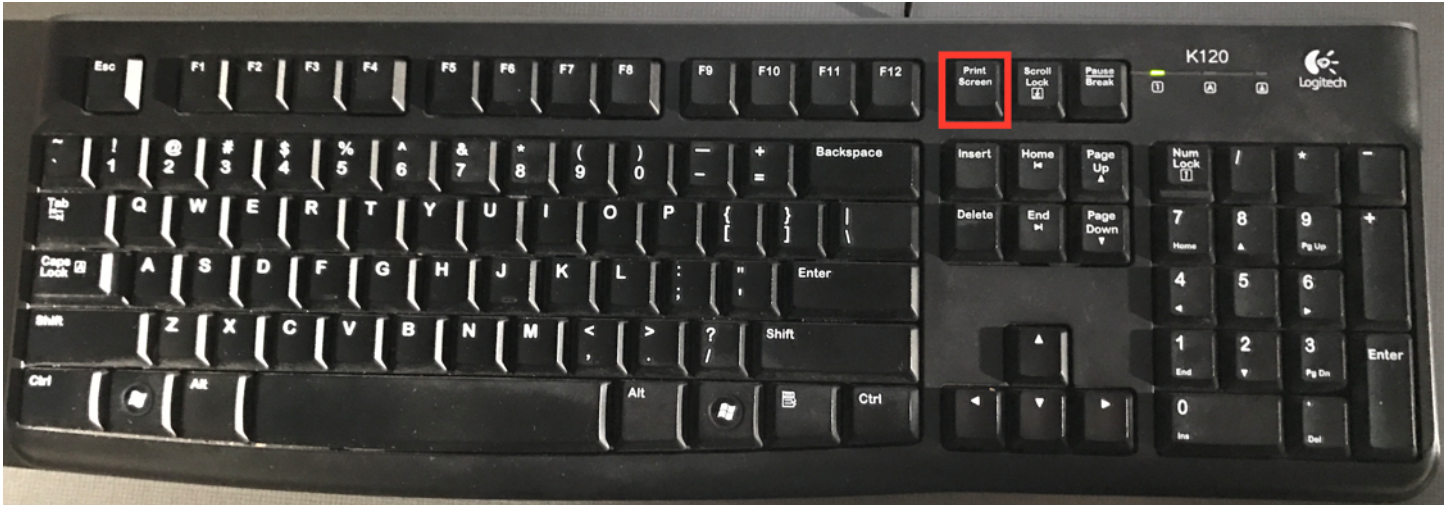
2. **License related window on MS Word**

Select 'Ask me later' and click 'Accept'.

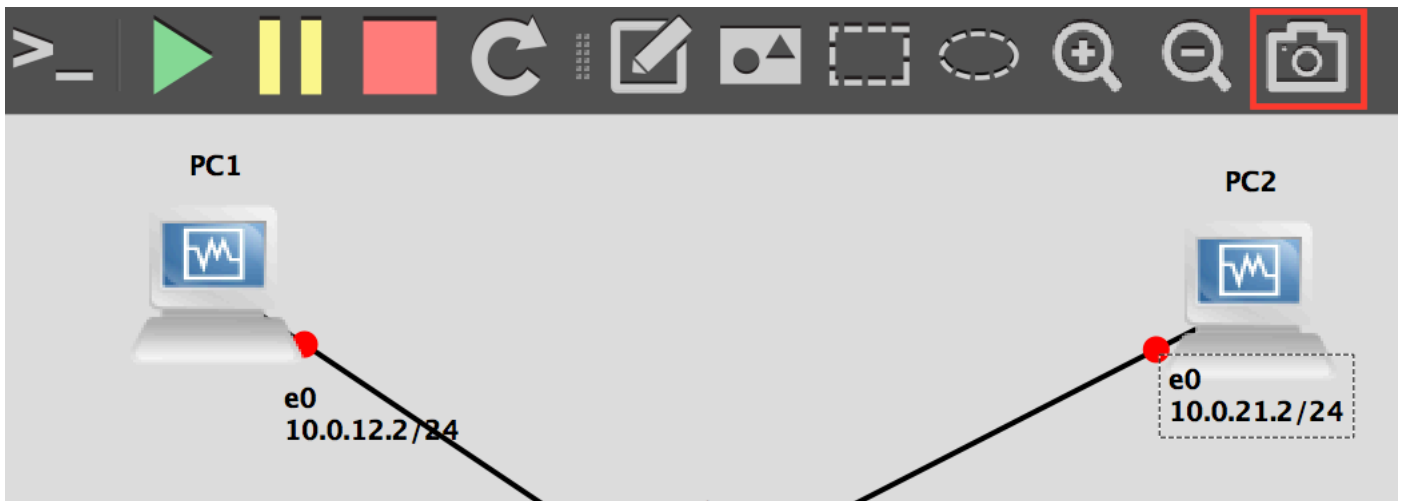3. **Firewall Issue (GNS3, dynamips and Virtual Box)**

When connecting links, you may be prompted with a window like this, please click 'Cancel' on all such windows.

4. How to take a screenshot?

Press 'Print Screen' Key on the keyboard. Open 'MSPaint.exe'. Paste the screenshot with 'Ctrl + v'. Crop the image. And save it.

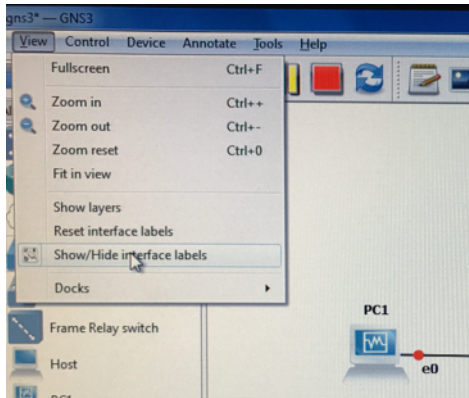You can also take the screenshot of the topology using the screenshot option in GNS3:
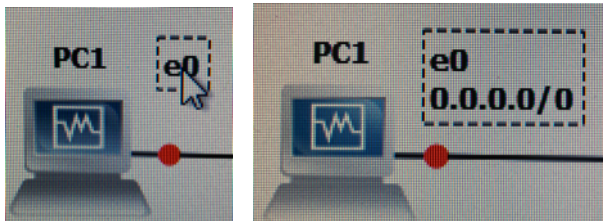

5. Can't take VBox screenshot?

Minimize all of open windows (Windows Key + D). Click on the virtual box VM instance which you want to take a screenshot of, click anywhere on the desktop. Press 'Print Screen' button. Open 'MSPaint.exe'. Paste the screenshot with 'Ctrl + V'. Crop the image. And save it.

Basically, your cursor should be outside the VM console before clicking the 'Print Screen' button.

6. How to show IP address and netmask in GNS3 screenshots?

Toggle 'Show/Hide interface labels' from the 'View' menu.

Right click on the interface name and select 'Text edit', Type in the IP address and netmask information. Do this step before taking the screenshots.
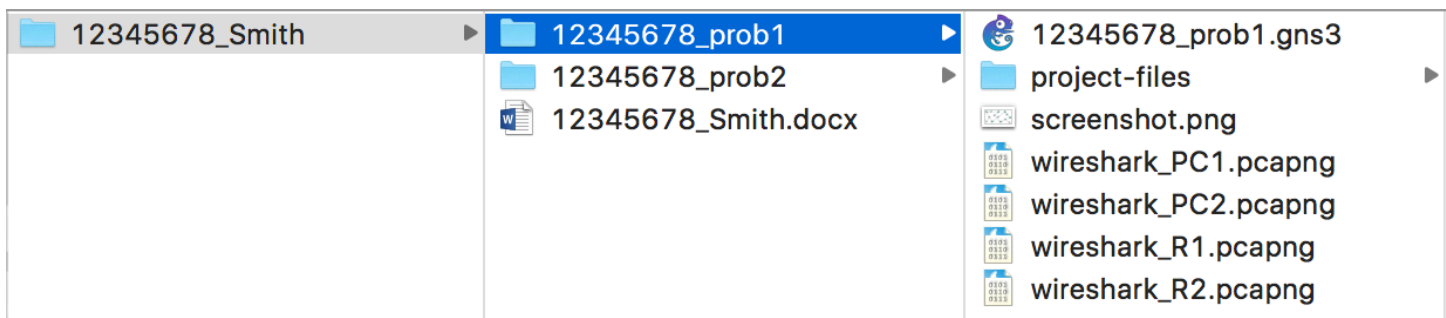
7. Routers don't respond?

If any of the router doesn't respond after dragging and dropping, let's say R3. Simply delete R3, and add it again. The new router will have a different name, double click on the name and change the name to R3 for your reference. If needed you can also change the name shown inside the console by:
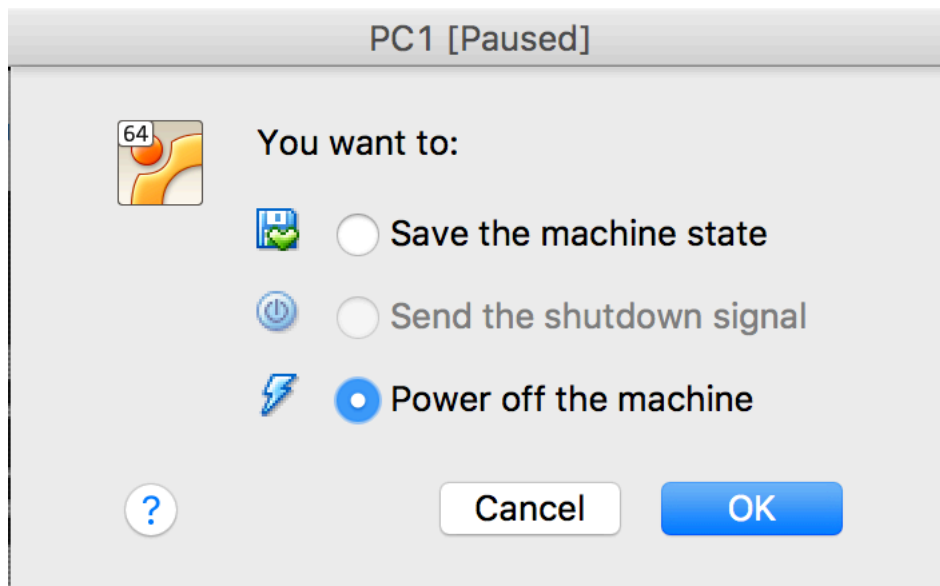
Router#conf t

Router(conf)# hostname R3

R3(conf)#

8. Folder Structure for dropping the folder into DropBox?

Create different project for each question, and name it accordingly(ex: StudentID_prob1)

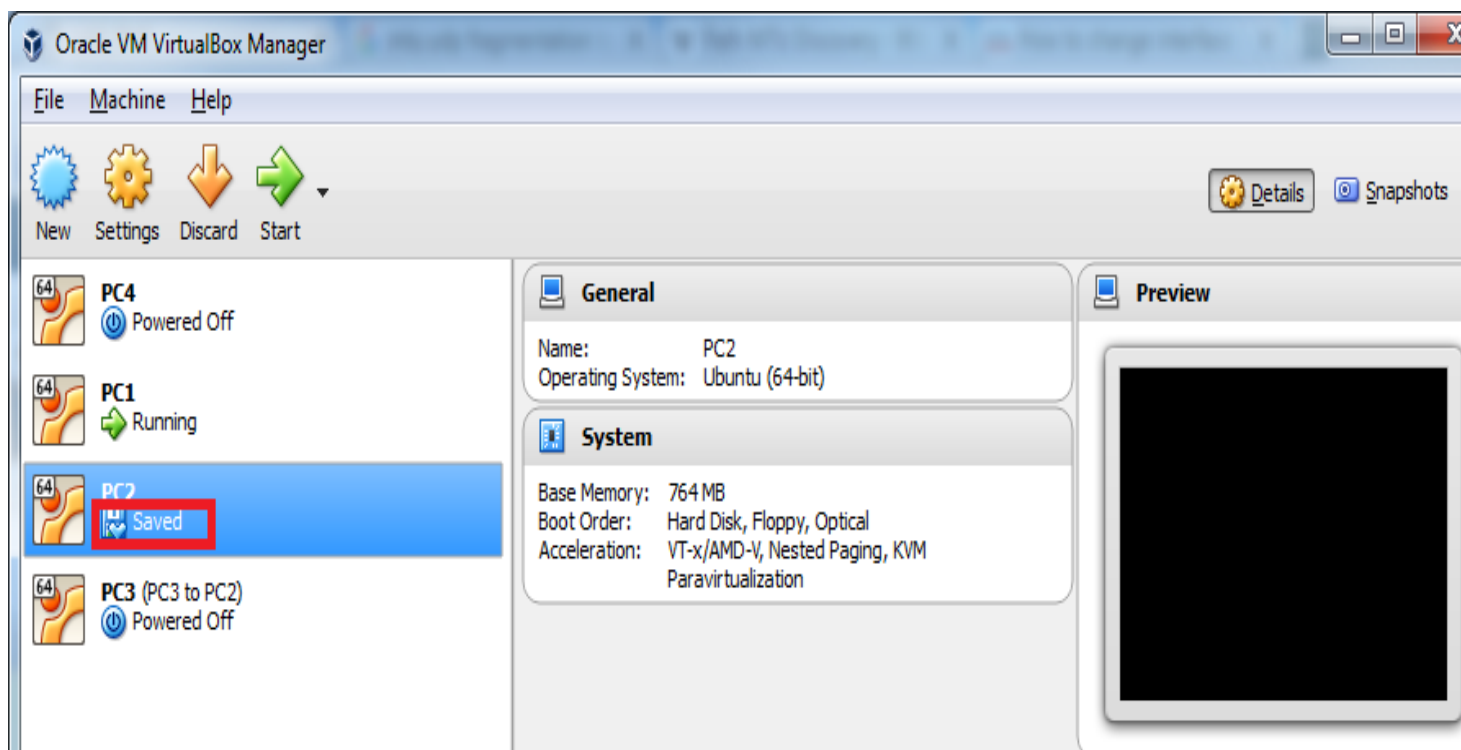### 9. Error while starting the VM? Or Named pipe cannot be created?

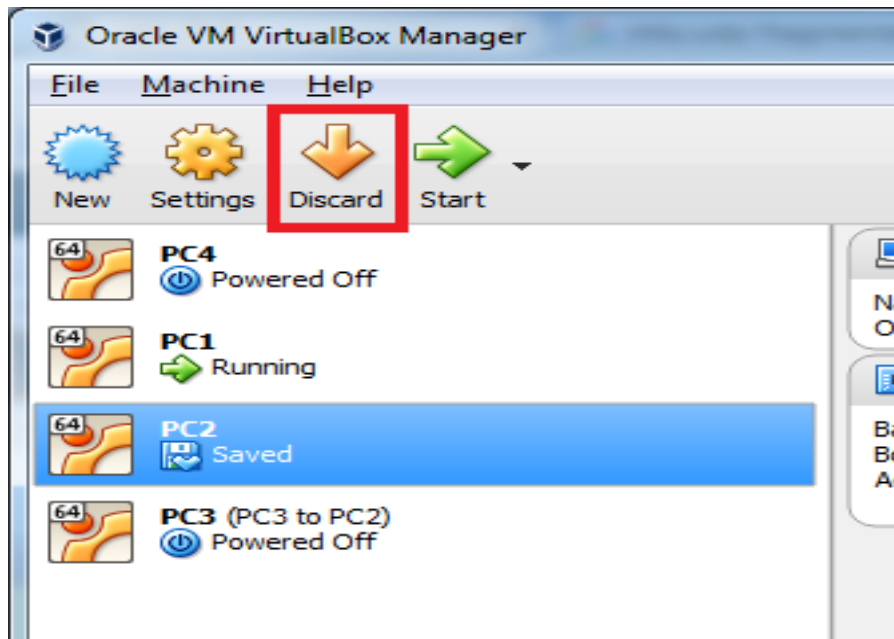Here are the options for shutting off the virtual machine instances from the VBox.

HOWEVER: You should always just stop GNS3 and that will shutdown the VMs correctly. If you happen to open this window, select "Power off the machine"
If you happen to have chosen "Save the machine state" instead then follow the instructions below to recover.
Open VBox window as shown below.

Discard the previous state by selecting the saved PC and clicking on "Discard" as shown below.

10. Renaming the folder failure?

Open 'Task Manager' (Ctrl+Shift+ESC). Kill 'tail.exe' processes. Try renaming the folder.

11. Folder renaming failure issue persists?

Create another folder StudentID_LastName on the desktop. Copy all of the "rename_me" folder content, to the newly created folder.

12. Submitted zero-byte word document?

Open the document. Save with 'Save As' using a different name. THEN Rename the folder e.g. 'StudentID_LastName_1' and submit this new folder with the newly named file name.

13. For any other issues

Stop GNS3. Terminate GNS3 and Virtual Box related processes from 'Task Manager'. Then restart your work. If your issue persists after two cycles, ask for help from the instructor or the TAs.