As a network engineer in an NOC, you are following up on the following two trouble tickets. You do not have a network management system and you have to use the basic network tools to validate the problems before you can resolve them. Please explain what tools you would use in each case and how it would validate the customer’s complaint.
Trouble Ticket 100: Customer says that periodically the message he receives are missing some characters.

Telenet into user workstation from NOC. You suspect packet loss and intermittent operation. Ping destination from the user workstation. Measure % packet loss and verify.
**Trouble Ticket 101**: Customer in Atlanta complains that when she tries to log into the system server, *headquaters.com* in New York, she gets disconnected with a time-out. However, her colleague in her New York office reports that he is able to access the system.

Telenet into user workstation from NOC.

You suspect loss of connection.

Trace route to the NY.

Find the connection is broken.