**Scenario**

As an IT administrator for a corporate network, I just received a phone call from Joshua. I was told that he couldn't connect to the Gigabit network from the Office2 computer, and he asked that I fix the issue as quickly as possible.

In this lab, your task is to complete the following:

First, I opened the company's help desk ticketing system named Issue Trax.

A screen shot of a computer

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Next, I Created a new ticket requesting help using the following information:

* Summary: Cannot connect to the network
* Description: Came in this morning and cannot access any network devices or the internet
* Contact Info: Joshua - ext. 234
* Device Info: Office2 Win11
* Priority: High
* Assignee: Joshua Anderson
* Due Date: Today
* Category: Network

A screenshot of a computer

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Then From Office2, I did a diagnostic and confirmed that it was a cable problem. The original network cable was defective. I replaced it with a new Cat6a/Cat5e cable. Issue resolved.

After I added a comment to the ticket indicating that the ticket has been resolved.

A screenshot of a computer

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And finally, I closed the ticket.

A screenshot of a computer screen

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