Corporate IT Support Handbook (2025 Edition)

1. VPN Connectivity Troubleshooting

Common Issue: Cisco AnyConnect Error 403.
Symptoms: User cannot connect to the internal network. The client displays a 'Forbidden' message.
Root Cause: This is typically caused by a cached invalid certificate or a time synchronization drift.
Resolution:
1. Open the Cisco AnyConnect Client settings.
2. Navigate to the 'Preferences' tab and uncheck 'Block connections to untrusted servers'.
3. Clear the local certificate cache by deleting files in %AppData%/Cisco/Certificates.
4. Restart the VPN service. If the issue persists, reinstall the client from portal.company.com.

2. Outlook & Email Access

Common Issue: User cannot send emails (Stuck in Outbox).
Resolution: Check the 'Work Offline' status in the Send/Receive tab. If it is highlighted, click it to reconnect. Also verify that the SMTP port is set to 587 (TLS).

3. Hardware Procurement Policy

All requests for new laptops (MacBook Pro or Dell XPS) must be approved by a Department Head. The standard lead time for procurement is 5-7 business days. Monitor screens are limited to two per employee unless a special exemption is filed with HR.