**Real Time Scenario**

**Request for Computer firewall configuration and Antivirus Setup**

Susan is experiencing internet issues following a power outage in her local area yesterday. She urgently needs to send a report to the finance department, even though it’s Sunday. Due to her lack of technical knowledge, she hasn’t attempted any troubleshooting. She is now contacting IT support for further assistance. (Record the initial user request, including details about the issues experienced and checks or assessments performed)

**User’s information:**

Name: Susan Williams  
Client ID: 4589676  
Phone Number: +1297892345  
Email: susanw@outlook.com

**Tools:**   
Remote Software: [AnyDesk](https://anydesk.com/en/downloads/windows)

Remote Software: Windows Remote Desktop  
Ticketing system: [Go to Jira](https://www.atlassian.com/software/jira?campaign=18440774082&adgroup=136973853250&targetid=kwd-361936242944&matchtype=e&network=s&device=c&device_model=&creative=656629737260&keyword=jira%20software%20atlassian&placement=&target=&ds_eid=700000001558501&ds_e1=GOOGLE&gad_source=5&gclid=EAIaIQobChMIpPKx2ZjTiAMVaiitBh3TIxcoEAAYASAAEgJ2V_D_BwE)

Firewall: [Windows Firewall](https://support.microsoft.com/en-us/windows/automatically-diagnose-and-fix-problems-with-windows-firewall-513e9cf8-19ae-d579-2092-d5e64fe06f5f)

Down detector: [Downdetector](https://downdetector.com/)

Speedtest: [SpeedTest](https://www.speedtest.net/)

**Troubleshooting steps for Networking Issues (Basic to Advanced)**

1. **Restart Modem and Router**:
   * Unplug both devices, wait for about 30 seconds, and then plug them back in. This can often resolve connectivity issues.
2. **Check Cables and Connections**:
   * Ensure all cables are securely connected and not damaged. Sometimes, a loose or damaged cable can cause internet issues.
3. **Run the Network Troubleshooter**:
   * Go to **Settings > Network & Internet > Status** and click on **Network troubleshooter**. Follow the prompts to diagnose and fix the problem.
4. **Disable and Enable Network Adapter**:
   * Open **Device Manager**, find your network adapter, right-click on it, and select **Disable**. Wait a few seconds, then right-click again and select **Enable**.
5. **Check for ISP Outages**:
   * Visit your Internet Service Provider’s (ISP) website or use a service like Downdetector to see if there are any reported outages in your area.
6. **Reset Network Settings**:
   * Go to **Settings > Network & Internet > Status** and click on **Network reset**. This will remove and reinstall all your network adapters and set other networking components back to their original settings.
7. **Update Network Adapter Drivers**:
   * Open **Device Manager**, find your network adapter, right-click on it, and select **Update driver**. Follow the prompts to search for and install any available updates.
8. **Check Proxy Settings**:
   * Go to **Settings > Network & Internet > Proxy** and ensure that your proxy settings are correct or disabled if you don’t use a proxy.

**Additional Tips:**

* **Ensure Windows Updates are Up to Date**:
  + Go to **Settings > Update & Security > Windows Update** and check for updates. Keeping your system updated can resolve many issues.
* **Verify Browser is Up to Date**:
  + Open your browser, go to its settings or help menu, and check for updates. An outdated browser can sometimes cause connectivity issues.

**Wi-Fi issues using Command Prompt (CMD) on Windows:**

1. **Flush DNS Cache**:
   * Open Command Prompt as an administrator.
   * Type ipconfig /flushdns and press Enter. This clears the DNS cache and can resolve connectivity issues.
2. **Release and Renew IP Address**:
   * Type ipconfig /release and press Enter.
   * Then type ipconfig /renew and press Enter. This will refresh your IP address.
3. **Reset TCP/IP Stack**:
   * Type netsh int ip reset and press Enter. This resets the TCP/IP stack to its default state.
4. **Reset Winsock**:
   * Type netsh winsock reset and press Enter. This can fix issues related to network sockets.
5. **Check Network Adapter Status**:
   * Type netsh interface show interface to see the status of your network adapters. Ensure your Wi-Fi adapter is enabled.
6. **Disable and Enable Network Adapter**:
   * Type netsh interface set interface "Wi-Fi" admin=disable and press Enter to disable the Wi-Fi adapter.
   * Then type netsh interface set interface "Wi-Fi" admin=enable and press Enter to enable it again.
7. **Generate a Network Report**:
   * Type netsh wlan show wlanreport and press Enter. This generates a detailed report of your Wi-Fi connections and issues.
8. **View Saved Wi-Fi Profiles**:
   * Type netsh wlan show profiles to see a list of all saved Wi-Fi profiles on your computer.

**Important Note:**

As an IT Technician, you might not always have free access to the internet. You are not going to be able to utilize specific resources like GitHub, Stack Overflow, Web Browsers, or AI tools such as Gemini and Chat GPT. The availability of these resources can vary depending on the company you work for.