

Documentation – Résolution de ticket support utilisateur



Classe : BTS SIO
25.1

Nom :

Incident type

Dans le cadre de mon travaille en tant que technicien support de proximité chez Atos je dois résoudre des incidents. En premier il convient d’identifier le problème.

Incident
INC1727931

Manage Attachments (1): 2025-04-10_12h51_01.png [rename][download]

New ✓

Pending Assignment

In Progress

On Hold

Resolved

Closed

Number

INC1727931

* Service Group

Identity & Security

Incident Type

Incident

Opened by

* Requested For

Organization

France

Location

BEZONS

Phone Number

* Service Area

IT

* Business Service

SSO (Login with PKI, OTP, DAS)

* Category

Client Software

* Subcategory

Access / Authentication

* Channel

Phone

Incident state

Pending Assignment

Major incident state

None --

* Impact

4 - Low

Urgency

4 - Low

Priority

4 - Low

Attention Required

Assignment Group

FR.OSS.Bezons

Assigned To

Correlation display

Configuration item

DESKTOP

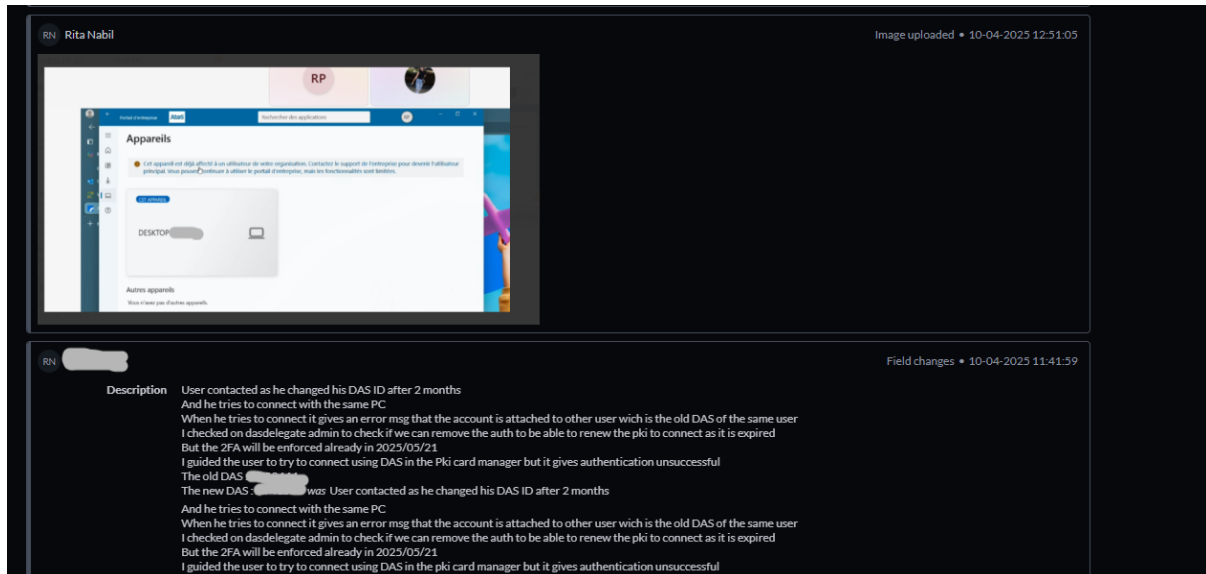
* Short description

No access to atos credentials after changing DAS

Description

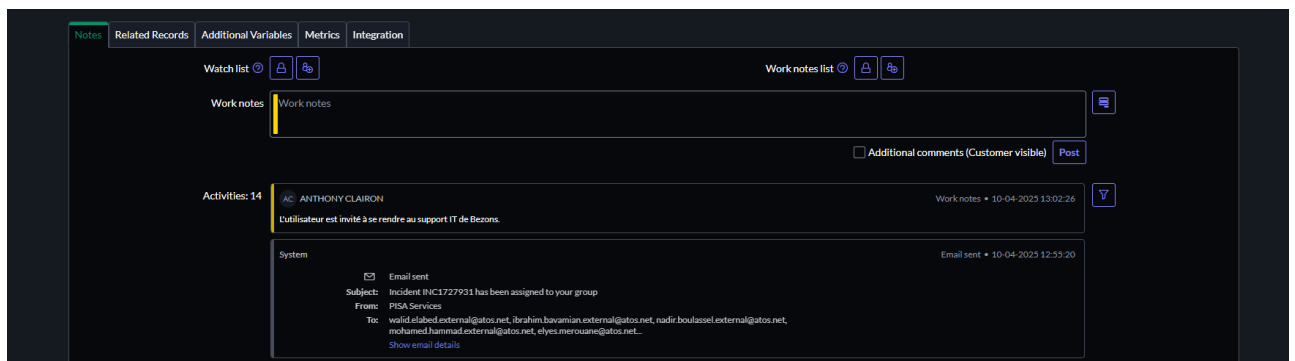
User contacted as he changed his DAS ID after 2 months
And he tries to connect with the same PC
When he tries to connect it gives an error msg that the account is attached to other user wich is the old DAS of the same user
I checked on dasdelegate admin to check if we can remove the auth to be able to renew the pki to connect as it is expired
But the 2FA will be enforced already in 2025/05/21
I guided the user to try to connect using DAS in the Pki card manager but it gives authentication unsuccessful
The user needs to reimage the pc to be able to connect with the right account.
The old DAS :
The new DAS :

Une fois le ticket pris il faut alors échanger avec l'utilisateur pour avoir plus d'information et résoudre l'incident.



The screenshot shows a ticket interface with two main sections. The top section, titled 'Appareils' (Devices), displays a list of devices with a 'DESKTOP' entry. The bottom section, titled 'Description', contains a detailed account of the problem: a user changed their DAS ID after 2 months, but when trying to connect to the same PC, they received an error message stating the account is attached to another user (the old DAS). The support agent checked the 'dasdelegate' admin to see if they could remove the old authentication to allow renewal, but the 2FA will be enforced by 2025/05/21. The agent guided the user to try connecting using DAS in the Pki card manager, but authentication was unsuccessful. The new DAS was provided, and the user was contacted again after 2 months. The agent then tried to connect to the same PC, but received the same error message. The agent checked 'dasdelegate' again, but the 2FA enforcement date remained the same. The agent guided the user to try connecting using DAS in the Pki card manager, but authentication was still unsuccessful.

Ensuite on demande a l'utilisateur si besoin de se déplacer jusqu'au helpdesk pour



The screenshot shows a ticket interface with a 'Work notes' section. The 'Work notes' list contains a single note: 'Utilisateur est invité à se rendre au support IT de Bezons.' The note is dated 10-04-2025 13:02:26. Below the note, there is a 'System' section with an 'Email sent' status. The email subject is 'Incident INC1727931 has been assigned to your group' and the 'To' field lists several email addresses: 'walid.elabed.external@gatos.net, ibrahim.bavarian.external@gatos.net, nadir.boulassel.external@gatos.net, mohamed.hammad.external@gatos.net, elyes.merouane@gatos.net...'. The email was sent on 10-04-2025 12:35:20.

Une fois au support en personne il suffit de résoudre le problème ici il suffit de changer l'identifiant de l'utilisateur car il a malheureusement le même que son collègue.

Un fois le ticket fini on le clôture.