Ticket 00 – Wifi not working

* Ticket ID: 001
* Date: July 1, 2025
* Reported by: John Smith
* Issue Summary: Unable to connect to Wifi

Full Description:

John reported that his laptop could not connect to the office Wi-Fi network. Other employees were not experiencing the same issue, and the network appeared to be working normally.

Troubleshooting Steps Taken:

1. Verified that the Wi-Fi was enabled on John’s laptop
2. Attempted to connect to the “OfficeNet” Wi-Fi network – failed
3. “No IP address assigned” message appeared under connection details
4. Ran Windows Network Troubleshooter – no fix
5. Released and renewed IP address using Command Prompt:

ipconfig /release

ipconfig /renew

1. Successfully reconnected to Wi-Fi

Resolution:

The laptop was unable to obtain an IP address due to a DHCP issue. After releasing and renewing the IP address, the connection was restored. Verified internet access in browser. Issue resolved.

Technician: Zayd Hannan