# IT 202 Project Two Knowledge Base Document Template

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Complete this template by replacing the bracketed text with the relevant information. Repeat these steps for each user problem that you want to create a knowledge base document for.

Ticket # INC0352668

## Gather Information

The Majority of users who call for this issue have either lost their internet connection or they need their permissions set up to access SharePoint for the first time.

Do you have access to the Internet?

Is SharePoint the only website/software you don’t have access to?

Was there a recent update to the machine?

Have you always had access to SharePoint and just recently lost access – or is this the first time accessing it?

## Identify What Has Changed

The steps taken to identify changes should be – to confirm users permission access on the SharePoint network. Obviously with no connection to the internet – SharePoint would be unable

Next, check on the internet connection – make sure that the network is registering user's PC.

## Create a Hypothesis

The hypothesis is user permissions are not updated on SharePoint and will need to be updated/changed.

## Determine the Appropriate Fix

The appropriate fix is to change user permissions on the network to be able to access SharePoint.

## Implement the Fix

The best way to check if the fix worked would be to load SharePoint after updating user permissions.

## Ensure Satisfaction

[Insert text]

## Document the Solution

[Insert text]

Ticket # INC0354837

## Gather Information

Need to find out what the error message is and if the PC hardware meets minimum requirements.

What does the error message say when it boots to the blue screen?

What are the specs of the PC that you are using?

## Identify What Has Changed

The user already identified the change for the Help Desk stating that there was an update to Microsoft 10.

## Create a Hypothesis

This case hypothesizes that there are corrupted files in the installation of Windows 10, or it is an issue with the hardware in the PC. It is highly unlikely that it is a software compatibility issue with the software already installed in the hard drive since at this time most software has drivers available for Windows 10.

## Determine the Appropriate Fix

The Appropriate fix would be to initially run a start-up repair on the PC to see if it can fix any kind of corrupted files. If the PC Hardware does not meet minimum requirements for Windows 10 then the operating system will need to be reverted to the last working OS.

## Implement the Fix

The best way to test if the fix worked would be to simply boot the PC – if it doesn’t blue screen then the startup repair worked. If it blue screens again then it is most likely either a hardware issue or you will need to fully reinstall Windows 10 on the device.

Ticket # INC0352699

## Gather Information

Need more information about the security console and user credentials.

Is this your first time trying to access the Security Console?

Have your credentials recently changed?

## Identify What Has Changed

First, the last time the user's credentials were changed should be checked. This can answer both initial questions asked when gathering information. If the user has never changed their credentials this may likely be the first time using their credentials – if they recently changed their credentials, it could be an issue with the user.

## Create a Hypothesis

My hypothesis is that the users credentials are either not in the system, or they have recently changed their credentials.

## Determine the Appropriate Fix

The appropriate fix for this is two-fold. The first fix should be to make sure that the user's credentials are on the security console's list of allowed credentials. If not, it will need to be added. Secondly, if the user has credentials confirmed on the system, have the user reset their password for the security system.

## Implement the Fix

The fix can be verified when the user can log in to the security console. Based on information given by the user it should be clear what the fix is. (Either resetting their credentials or ensuring it is on the console's system.)

Ticket # INC0352723

## Gather Information

Due to being an internal email, it’s safe to assume that the user is an internal employee and needs permission to send documents via DocuSign.

Is the user's manager okay with them having this ability?

Has the user gotten permission to be able to send DocuSign documents?

Has the User ever been able to send Documents via DocuSign?

## Identify What Has Changed

The user states that they do not have DocuSign sending capabilities. The ticket shows an internal call, meaning that the user is an employee of the company and perhaps didn’t have sending privileges via DocuSign.

Need to Identify if the user now has company permission to send documents for signature.

## Create a Hypothesis

The user never had DocuSign abilities – check databases if user should have DocuSign abilities.

## Determine the Appropriate Fix

The appropriate fix would be to add DocuSign sending abilities to the user's specific company profile once all security measures have been confirmed.

## Implement the Fix

Using either administrator privileges or escalating to an administrator – add the user's permissions to be able to send documents for signature. Request follow-up with the user – and could even have them send an internal email requesting a signature to confirm the fix.

Ticket # INC035946

## Gather Information

The most common problem when users call the help desk for this type of information is typically something is wrong in their Master Boot Record, or, there is an issue with their Bios. You would need to ask questions like: Is this computer new to you? (It could be an issue with the Bios that was flashed onto the MB during installation) If they have used this computer before it could be that they damaged the hard drive in some way. Or that they potentially booted to post and changed settings within the Bios.

## Identify What Has Changed

The way that I would determine what has changed in the system if the user has used the PC before is to boot the PC to Post and attempt to reset the Bios to factory defaults. If you are unable to boot the PC to POST then you will need to reset the CMOS battery to force the firmware back to factory defaults. If this doesn’t work, it could be an MBR issue which would indicate an issue with the drive on the PC.

## Create a Hypothesis

The PC either has a Master Boot Record issue, a hard drive issue, or a Bios configuration issue.

## Determine the Appropriate Fix

You would first want to start by testing if you can boot the BIOS to POST. If you can do this you cannot only check the MBR, but you can also reset the BIOS to factory default. If you are unable to boot to post you would need to reset the CMOS battery to force the factory default settings. If the issue is not in the Bios settings and a bios flash is not needed – you should check the MBR and repair that if needed.

## Implement the Fix

You should be able to verify the fix as once you boot to POST after resetting the bios to factory settings you will be able to load into the OS. Once loaded into the OS you can then begin flashing the BIOS to the latest firmware to ensure no security flaws.