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| **POD number** |  |
| **Name of competitors** |  |
| **Ticket ID** | T1 |
| **Ticket description** | Users in the sysadmin VLAN cannot access any company resource including DC, remote sites, and Internet as well. |
| **Root cause of the problem** |  |
| **Recommended solution** |  |

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| **POD number** |  |
| **Name of competitors** |  |
| **Ticket ID** | T2 |
| **Ticket description** | Users at remote sites (e.g. remote-clt) cannot reach web server running on dc-dmz-srv in the DC. After the helpdesk's quick investigation, they noticed that the server is not pingable at all from the subnets outside the factory. |
| **Root cause of the problem** |  |
| **Recommended solution** |  |

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| **POD number** |  |
| **Name of competitors** |  |
| **Ticket ID** | T3 |
| **Ticket description** | After a security audit, the investigators experienced that users in the OT VRF can access the Internet without using transparent proxy services in the DC. They had no worries regarding the IT VRF Internet access. |
| **Root cause of the problem** |  |
| **Recommended solution** |  |

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| **POD number** |  |
| **Name of competitors** |  |
| **Ticket ID** | T4 |
| **Ticket description** | Users inside the factory sometimes complaining about Internet access (e.g. pinging 1.1.1.1). Somehow it occurs only when ISP1 line problems are reported. When the line goes down, users noticing issues until it comes back again. For network administrators it is more than suspicious as the Internet edge routers are redundant… |
| **Root cause of the problem** |  |
| **Recommended solution** |  |

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| **POD number** |  |
| **Name of competitors** |  |
| **Ticket ID** | T5 |
| **Ticket description** | After an internal audit a system administrator found that CE-RTR1 has many unnecessary routes learned via BGP. |
| **Root cause of the problem** |  |
| **Recommended solution** |  |