

## **MODULE A – TICKETS**

**NAME:**

**PC NUMBER:**

### **TICKET #1**

#### **DESCRIPTION OF PROBLEM:**

John Fox, a user on WINCLT reports that he is unable to reach the Internet (www.indonesia.net) from his machine. Make sure he can access [www.indonesia.net](http://www.indonesia.net) with VPN or without VPN.

#### **INVESTIGATION:**

#### **PROBLEM CAUSED:**

#### **RESOLUTION:**

**TICKET #2****DESCRIPTION OF PROBLEM:**

Hello, my name is Samuel Rojas, username exp-007, I logged in using the active directory yesterday and saved the file in the home folder but suddenly I lost my home folder today, please check my name on our server & restore my home folder.

**INVESTIGATION:****PROBLEM CAUSED:****RESOLUTION:**

**TICKET #3****DESCRIPTION OF PROBLEM:**

I have lost my SSH access to CSR2 using RADIUS, my username is exp-078 with password is P@ssw0rd, please fix my problem right now.

**INVESTIGATION:****PROBLEM CAUSED:****RESOLUTION:**

**TICKET #4****DESCRIPTION OF PROBLEM:**

Local user itnsa can not login and upload file to the FTP Server, it gives the error message "530 login incorrect".

**INVESTIGATION:****PROBLEM CAUSED:****RESOLUTION:**