**Incident: INC1001 — VPN disconnects after 5 minutes of inactivity**

**Description:** VPN disconnects after 5 minutes of inactivity.  
**Root Cause:** Misconfigured client timeout policy.  
**Steps to Resolution:**

1. Verified logs on VPN server.
2. Identified idle timeout setting on client config.
3. Updated client-side config to extend timeout.
4. Deployed fix to all remote users.  
   **People Involved:** Alice Brown (SysAdmin)

**Incident: INC1002 — Outlook crashes on opening**

**Description:** Outlook crashes immediately upon launch.  
**Root Cause:** Corrupt Outlook cache/profile.  
**Steps to Resolution:**

1. Cleared Outlook cache and temporary files.
2. Repaired Office installation.
3. Recreated user mail profile.
4. Validated fix with user.  
   **People Involved:** Bob Martin (Email Ops)

**Incident: INC1003 — User unable to login to domain account**

**Description:** Domain login fails for a user.  
**Root Cause:** Account lockout due to failed attempts.  
**Steps to Resolution:**

1. Checked AD logs and confirmed lockout.
2. Reset domain password.
3. Unlocked user account.
4. Provided guidance on password security.  
   **People Involved:** Diana Smith (IT Support)

**Incident: INC1004 — Printer queue stuck with multiple pending jobs**

**Description:** Stuck printer queue with pending jobs.  
**Root Cause:** Spooler service hang from corrupt job.  
**Steps to Resolution:**

1. Stopped print spooler.
2. Deleted spooler queue files.
3. Restarted print services.
4. Ran test job successfully.  
   **People Involved:** Charlie Davis (Printer Support)

**Incident: INC1005 — Wi-Fi access not available in meeting rooms**

**Description:** No Wi-Fi in meeting rooms.  
**Root Cause:** Weak signal coverage.  
**Steps to Resolution:**

1. Conducted wireless signal survey.
2. Installed additional access points.
3. Updated Wi-Fi settings.
4. Tested coverage with mobile clients.  
   **People Involved:** Eve Taylor (Network Admin)

**Incident: INC1006 — Error 1722 during antivirus installation**

**Description:** Antivirus installer fails with 1722 error.  
**Root Cause:** Windows Installer conflict.  
**Steps to Resolution:**

1. Stopped conflicting services.
2. Cleaned up prior install remnants.
3. Reinstalled using full offline installer.
4. Restarted machine and validated install.  
   **People Involved:** Frank Nguyen (Security Admin)

**Incident: INC1007 — VPN certificate expired**

**Description:** VPN fails due to expired certificate.  
**Root Cause:** Lapsed certificate renewal.  
**Steps to Resolution:**

1. Verified expiration in gateway logs.
2. Renewed certificate from internal CA.
3. Applied cert to VPN server.
4. Verified connectivity with users.  
   **People Involved:** Alice Brown (SysAdmin)

**Incident: INC1008 — Outlook prompts repeatedly for password**

**Description:** Repeated password prompts in Outlook.  
**Root Cause:** Cached credentials corruption.  
**Steps to Resolution:**

1. Removed saved credentials.
2. Recreated Outlook profile.
3. Synced mailbox successfully.
4. Monitored for recurrence.  
   **People Involved:** Bob Martin (Email Ops)

**Incident: INC1009 — User account locked after failed attempts**

**Description:** Account locked after login failures.  
**Root Cause:** Incorrect password retry attempts.  
**Steps to Resolution:**

1. Checked AD lockout policy.
2. Unlocked account and issued password reset.
3. Advised user on password handling.
4. Confirmed successful login.  
   **People Involved:** Diana Smith (IT Support)

**Incident: INC1010 — Printer prints blank pages**

**Description:** Blank pages output from printer.  
**Root Cause:** Empty toner and print head misalignment.  
**Steps to Resolution:**

1. Replaced toner cartridge.
2. Cleaned and aligned print heads.
3. Performed test print.
4. Educated user on toner alerts.  
   **People Involved:** Charlie Davis (Printer Support)

**Incident: INC1011 — Slow internet on 2nd floor**

**Description:** Internet slowness reported on 2nd floor.  
**Root Cause:** Faulty switch causing packet loss.  
**Steps to Resolution:**

1. Ran traceroute and bandwidth tests.
2. Identified packet loss at specific switch.
3. Replaced switch and reconfigured ports.
4. Verified network performance.  
   **People Involved:** Eve Taylor (Network Admin)

**Incident: INC1012 — Antivirus blocks internal application**

**Description:** Antivirus blocks approved software.  
**Root Cause:** False-positive detection by antivirus.  
**Steps to Resolution:**

1. Reviewed antivirus logs.
2. Verified app hash and source.
3. Whitelisted app in central policy.
4. Notified affected users.  
   **People Involved:** Frank Nguyen (Security Admin)

**Incident: INC1013 — VPN requires MFA every time**

**Description:** MFA prompt triggered every VPN session.  
**Root Cause:** Device trust not configured.  
**Steps to Resolution:**

1. Reviewed VPN MFA policy.
2. Enabled trusted device setting.
3. Updated client software.
4. Validated with remote users.  
   **People Involved:** Alice Brown (SysAdmin)

**Incident: INC1014 — Outlook shows 0x800ccc0e error**

**Description:** Outlook unable to connect to mail server.  
**Root Cause:** Conflict with antivirus email scanning.  
**Steps to Resolution:**

1. Disabled email scanning temporarily.
2. Verified Outlook connectivity.
3. Added exclusions in antivirus.
4. Restarted and validated fix.  
   **People Involved:** Bob Martin (Email Ops)

**Incident: INC1015 — User can't login to webmail**

**Description:** Webmail access denied.  
**Root Cause:** Expired credentials stored in browser.  
**Steps to Resolution:**

1. Cleared browser cookies and cache.
2. Reset password via helpdesk tool.
3. Verified access from multiple browsers.
4. Advised user to save new credentials.  
   **People Involved:** Diana Smith (IT Support)

**Incident: INC1016 — Printer skips pages intermittently**

**Description:** Missing pages during print jobs.  
**Root Cause:** Print firmware issue.  
**Steps to Resolution:**

1. Updated printer firmware.
2. Cleaned rollers and tray feed.
3. Ran continuous test job.
4. Monitored for consistency.  
   **People Involved:** Charlie Davis (Printer Support)

**Incident: INC1017 — New users can't see Wi-Fi SSID**

**Description:** SSID not visible to new employees.  
**Root Cause:** Guest VLAN misconfiguration.  
**Steps to Resolution:**

1. Checked access point settings.
2. Enabled SSID broadcast for guest VLAN.
3. Synced AP settings across network.
4. Tested with new user device.  
   **People Involved:** Eve Taylor (Network Admin)

**Incident: INC1018 — Antivirus installation stuck at 99%**

**Description:** Antivirus install hangs at final step.  
**Root Cause:** Conflicting process running in background.  
**Steps to Resolution:**

1. Killed background setup process.
2. Restarted machine.
3. Reran setup in safe mode.
4. Verified installation logs.  
   **People Involved:** Frank Nguyen (Security Admin)

**Incident: INC1019 — VPN connects but internal sites not reachable**

**Description:** No internal access after VPN connection.  
**Root Cause:** Missing internal routing entries.  
**Steps to Resolution:**

1. Reviewed VPN gateway routes.
2. Updated internal subnets list.
3. Pushed config to all clients.
4. Validated remote internal access.  
   **People Involved:** Alice Brown (SysAdmin)

**Incident: INC1020 — Outlook calendar not syncing**

**Description:** Outlook calendar fails to sync.  
**Root Cause:** Damaged OST cache file.  
**Steps to Resolution:**

1. Repaired Outlook OST file.
2. Re-synced mailbox.
3. Verified meeting invite flow.
4. User confirmed calendar working.  
   **People Involved:** Bob Martin (Email Ops)

**Incident: INC1021 — User sees 'Access Denied' on login**

**Description:** Access Denied error on domain login.  
**Root Cause:** GPO restriction on OU.  
**Steps to Resolution:**

1. Checked group policy inheritance.
2. Modified user permissions in AD.
3. Forced GPO update.
4. Verified successful login.  
   **People Involved:** Diana Smith (IT Support)

**Incident: INC1022 — Printer prints faded text**

**Description:** Low-quality faded print output.  
**Root Cause:** Old toner and dirty heads.  
**Steps to Resolution:**

1. Replaced toner.
2. Cleaned heads with utility tool.
3. Adjusted print settings to normal.
4. Printed test page.  
   **People Involved:** Charlie Davis (Printer Support)

**Incident: INC1023 — Wi-Fi drops every 10 minutes**

**Description:** Frequent Wi-Fi disconnections.  
**Root Cause:** Faulty access point firmware.  
**Steps to Resolution:**

1. Rebooted AP and checked logs.
2. Flashed updated firmware.
3. Repositioned device to reduce interference.
4. Verified with user feedback.  
   **People Involved:** Eve Taylor (Network Admin)

**Incident: INC1024 — Installer fails due to missing .NET framework**

**Description:** Application setup fails on missing dependencies.  
**Root Cause:** .NET framework not installed.  
**Steps to Resolution:**

1. Installed .NET via offline package.
2. Reran application installer.
3. Checked application log-in status.
4. Delivered working shortcut to user.  
   **People Involved:** Frank Nguyen (Security Admin)

**Incident: INC1025 — VPN fails on macOS after update**

**Description:** Mac users can't connect to VPN.  
**Root Cause:** Incompatible config with new macOS version.  
**Steps to Resolution:**

1. Updated IKEv2 VPN config.
2. Deployed config via mobileconfig file.
3. Applied security patch.
4. Validated on multiple Macs.  
   **People Involved:** Alice Brown (SysAdmin)

**Incident: INC1026 — Outlook showing disconnected status**

**Description:** Outlook cannot connect to Exchange.  
**Root Cause:** Temporary Exchange transport failure.  
**Steps to Resolution:**

1. Checked Exchange server health.
2. Reconnected Outlook profile.
3. Flushed DNS and restarted client.
4. Email restored successfully.  
   **People Involved:** Bob Martin (Email Ops)

**Incident: INC1027 — User gets login error due to expired password**

**Description:** User locked out after password expiration.  
**Root Cause:** Password not updated before expiration.  
**Steps to Resolution:**

1. Guided user through self-service reset.
2. Confirmed password sync across AD.
3. Ensured login worked after reset.  
   **People Involved:** Diana Smith (IT Support)

**Incident: INC1028 — Printer jams with every print job**

**Description:** Frequent printer paper jams.  
**Root Cause:** Damaged fuser unit.  
**Steps to Resolution:**

1. Inspected paper path and trays.
2. Replaced faulty fuser unit.
3. Cleaned printer rollers.
4. Verified smooth print run.  
   **People Involved:** Charlie Davis (Printer Support)

**Incident: INC1029 — Employees can't find Wi-Fi after password change**

**Description:** Wi-Fi not connecting after password change.  
**Root Cause:** Outdated device configs.  
**Steps to Resolution:**

1. Notified users of password update.
2. Removed old SSID entries on devices.
3. Assisted with reconnect steps.
4. Verified network access.  
   **People Involved:** Eve Taylor (Network Admin)

**Incident: INC1030 — Antivirus conflicts with accounting software**

**Description:** Security software prevents app from launching.  
**Root Cause:** Application falsely flagged as threat.  
**Steps to Resolution:**

1. Verified app integrity.
2. Added folder and process to whitelist.
3. Updated antivirus definitions.
4. Confirmed app launch success.  
   **People Involved:** Frank Nguyen (Security Admin)