**JOB SOLUTIONS (DOCUMENTATION)**

**Dates:** 2025/07/31  
**Authors:** Priya Nair  
**Job name:** JOBS.SFTP.FILETRANSFER.DAILY  
**URL or Command:** sftp user@partnerhost:/incoming/files  
**Description:** This job sends daily reconciliation files to an external partner’s SFTP server for downstream processing.  
**File Server Location:** /data/export/recon  
**File Name:** recon\_summary\_YYYYMMDD.csv  
**Schedule:** Daily at 7:00 AM  
**Inputs:** {Reconciliation output file from previous day}  
**Outputs:** {Successful transfer of file to partner’s SFTP location}  
**Predecessors:** JOBS.RECON.GENERATE.DAILY  
**Solution:** Yes, Rerunnable  
**Steps:**

1. Verified the error message in the SFTP job logs — "Permission denied."
2. Confirmed that the local file was generated correctly and path was valid.
3. Reached out to partner’s IT team and identified that write permissions for our service account were revoked during a directory policy update.
4. Partner restored correct permissions.
5. Validated access manually using a test SFTP session.
6. Reran the SFTP job — transfer completed successfully.
7. Added a pre-transfer file-write test as a precheck for future runs.

**Additional info:** Root cause was external — a permission change on the partner SFTP environment. Monitoring has been enhanced with pre-transfer access checks.

**Dates:** 2025/08/02  
**Authors:** Priya Nair  
**Job name:** JOBS.SFTP.FILETRANSFER.DAILY  
**URL or Command:** sftp user@partnerhost:/incoming/files  
**Description:** Resolves SFTP job authentication failure due to rotated public key on partner side.  
**File Server Location:** /data/export/recon  
**File Name:** recon\_summary\_YYYYMMDD.csv  
**Schedule:** Daily at 7:00 AM  
**Inputs:** {Reconciliation output file, SSH private key}  
**Outputs:** {Successful authenticated transfer of daily file}  
**Predecessors:** JOBS.RECON.GENERATE.DAILY  
**Solution:** Yes, Rerunnable  
**Steps:**

1. Reviewed SFTP logs showing "Authentication failed" error.
2. Contacted external partner to verify if SSH keys had changed.
3. Obtained the new public key and validated fingerprint.
4. Updated known\_hosts and key pair mapping on our SFTP client.
5. Reinitiated transfer successfully.

**Additional info:** Partner had rotated their keys for compliance but didn’t notify upstream systems, causing disruption.

**Dates:** 2025/08/03  
**Authors:** Rajat Mehra  
**Job name:** JOBS.SFTP.FILETRANSFER.DAILY  
**URL or Command:** sftp user@partnerhost:/incoming/files  
**Description:** Resolves unusually slow SFTP transfer caused by transient network issues.  
**File Server Location:** /data/export/recon  
**File Name:** recon\_summary\_YYYYMMDD.csv  
**Schedule:** Daily at 7:00 AM  
**Inputs:** {Exported reconciliation file}  
**Outputs:** {File successfully transferred within expected time}  
**Predecessors:** JOBS.RECON.GENERATE.DAILY  
**Solution:** Yes, Rerunnable  
**Steps:**

1. Identified long transfer duration via job monitoring dashboard.
2. Traced network route using traceroute and ping diagnostics.
3. Observed intermittent packet loss from internal firewall node.
4. Network team resolved the issue by restarting the affected router.
5. Transfer time normalized in next execution window.

**Additional info:** Root cause was a degraded internal router causing poor upload throughput.

**Dates:** 2025/08/04  
**Authors:** Priya Nair  
**Job name:** JOBS.SFTP.FILETRANSFER.DAILY  
**URL or Command:** sftp user@partnerhost:/incoming/files  
**Description:** Resolves issue of incorrect file sent via SFTP job due to missing validation on source file timestamp.  
**File Server Location:** /data/export/recon  
**File Name:** recon\_summary\_YYYYMMDD.csv  
**Schedule:** Daily at 7:00 AM  
**Inputs:** {Most recent reconciliation file}  
**Outputs:** {Accurate delivery of current-day file}  
**Predecessors:** JOBS.RECON.GENERATE.DAILY  
**Solution:** Yes, Rerunnable  
**Steps:**

1. Validated file sent to partner against the actual expected data.
2. Discovered that source generation job failed silently, leaving previous file untouched.
3. Implemented a timestamp validation mechanism for source files.
4. Ensured job aborts if file is older than 24 hours.
5. Resent correct file and confirmed with partner.

**Additional info:** Lack of file freshness checks led to accidental resend of stale data.

**Dates:** 2025/08/05  
**Authors:** Rahul Mehta  
**Job name:** JOBS.API.CUSTOMER.SYNC  
**URL or Command:** POST https://crm.company.com/api/v2/customers  
**Description:** API job responsible for pushing newly created customer profiles to external CRM system.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** Every 30 minutes  
**Inputs:** {Customer profiles from registration DB}  
**Outputs:** {Customer record created in CRM via API}  
**Predecessors:** JOBS.CUSTOMER.REGISTRATION.FINALIZE  
**Solution:** Yes, Rerunnable  
**Steps:**

1. Verified 500 errors in API logs.
2. Contacted CRM support; they confirmed server-side issue.
3. Waited for vendor resolution.
4. After fix, reran API job manually.
5. Confirmed sync was successful.

**Additional info:** Monitoring was enhanced to alert on any 5xx API responses.

**Dates:** 2025/08/06  
**Authors:** Rahul Mehta  
**Job name:** JOBS.API.CUSTOMER.SYNC  
**URL or Command:** POST https://crm.company.com/api/v2/customers  
**Description:** API sync job pushing customer data to CRM at regular intervals.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** Every 30 minutes  
**Inputs:** {Customer registration data}  
**Outputs:** {API response from CRM}  
**Predecessors:** JOBS.CUSTOMER.REGISTRATION.FINALIZE  
**Solution:** Yes, Rerunnable  
**Steps:**

1. Reviewed monitoring alert for latency spike.
2. Analyzed network utilization during job execution.
3. Discovered clash with nightly backup job.
4. Rescheduled API sync to run 15 minutes later.
5. Verified performance returned to normal.

**Additional info:** Latency was due to shared network saturation during backup hours.

**Dates:** 2025/08/07  
**Authors:** Rahul Mehta  
**Job name:** JOBS.API.CUSTOMER.SYNC  
**URL or Command:** POST https://crm.company.com/api/v2/customers  
**Description:** Resolves issue with customer records not appearing in CRM despite successful API job status.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** Every 30 minutes  
**Inputs:** {User registration JSON payload}  
**Outputs:** {Successful CRM record insertion}  
**Predecessors:** JOBS.CUSTOMER.REGISTRATION.FINALIZE  
**Solution:** Yes, Rerunnable  
**Steps:**

1. Compared payload schema with latest CRM API specification.
2. Identified missing required field (customerType).
3. Updated job to include default value in payload.
4. Retested with sample entries.
5. CRM logs confirmed successful record ingestion.

**Additional info:** CRM silently dropped malformed payloads instead of responding with error.

**Dates:** 2025/08/08  
**Authors:** Aditya Rao  
**Job name:** JOBS.API.AUTH.LOGIN  
**URL or Command:** POST https://auth.company.com/oauth2/token  
**Description:** Resolves login API failures due to expired client secret.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** On-demand (user-triggered)  
**Inputs:** {Client ID, Expired Client Secret, User credentials}  
**Outputs:** {OAuth access token}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable  
**Steps:**

1. Verified 401 Unauthorized error in API logs.
2. Checked token generation via client credentials grant.
3. Identified expired client secret in Azure AD App Registration.
4. Generated new secret and updated in app environment.
5. Restarted app and tested login — succeeded.

**Additional info:** Expired secrets should be rotated quarterly with alerts.

**Dates:** 2025/08/09  
**Authors:** Aditya Rao  
**Job name:** JOBS.API.AUTH.LOGIN  
**URL or Command:** POST https://auth.company.com/api/login  
**Description:** Fixes authentication failures caused by broken identity federation.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** On-demand  
**Inputs:** {User credentials via federated login}  
**Outputs:** {Auth token upon successful SSO}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable  
**Steps:**

1. Investigated 403 responses across user logins.
2. Validated Azure AD → internal IdP federation settings.
3. Noticed invalid federation metadata after Azure update.
4. Re-synced metadata and verified IdP trust.
5. Restarted login service; monitored success logs.

**Additional info:** Federation sync jobs should be checked after identity provider patches.

**Dates:** 2025/08/10  
**Authors:** Aditya Rao  
**Job name:** JOBS.API.AUTH.LOGIN  
**URL or Command:** POST https://auth.company.com/oauth2/token  
**Description:** Resolves mobile login issue caused by redirect URI mismatch in OAuth config.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** On-demand  
**Inputs:** {OAuth authorization code, mobile app redirect URI}  
**Outputs:** {Access token if URI matches}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable  
**Steps:**

1. Reproduced login from mobile app and confirmed "invalid grant" error.
2. Reviewed OAuth logs — redirect URI mismatch identified.
3. Updated mobile redirect URI in identity provider settings.
4. Redeployed mobile app with correct OAuth config.
5. Retested and confirmed login success.

**Additional info:** Ensure mobile clients are updated with current auth settings after any IDP config change.

**Dates:** 2024/12/20  
**Authors:** Faris  
**UC4 Job Flow:** JOBS.FACTSET.UPDATE  
**Job name:** FactSet Application Update  
**URL or Command:** N/A  
**Description:** This involves the FactSet desktop application which provides financial data. The issue occurred due to the presence of an outdated version that was preventing data retrieval.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** On-demand access by user  
**Inputs:** {User attempts to fetch financial data via FactSet}  
**Outputs:** {Display and retrieval of updated financial data in the FactSet interface}  
**Predecessors:** Installed version of FactSet must be up-to-date  
**Solution:** Yes, Rerunnable

1. Uninstalled the outdated version of FactSet from the system.
2. Downloaded and installed the latest version of the FactSet application.
3. Verified that data is now loading properly without errors.

**Additional info:** Issue was isolated to this machine. Other users were not affected. Regular version checks are recommended to prevent such issues.

**Dates:** 2025/07/01  
**Authors:** Alice Brown  
**Job name:** JOBS.VPN.TIMEOUT  
**URL or Command:** N/A  
**Description:** Resolves VPN disconnection issue due to short idle timeout setting.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {User VPN activity}  
**Outputs:** {Stable VPN session without disconnects during idle time}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Verified logs on VPN server.
2. Identified and updated idle timeout setting in client configuration.
3. Applied updated client config to all remote users.
4. Monitored to confirm session stability.

**Additional info:** Idle timeout was set to 5 minutes; increased to 30 minutes to prevent frequent disconnects.

**Dates:** 2025/07/02  
**Authors:** Bob Martin  
**Job name:** JOBS.OUTLOOK.CRASH  
**URL or Command:** N/A  
**Description:** Outlook crashes immediately upon opening due to corrupt cache/profile.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {User Outlook profile}  
**Outputs:** {Stable Outlook session after repair}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Cleared Outlook cache and temporary files.
2. Repaired Office installation.
3. Recreated the user’s mail profile.
4. Validated successful Outlook launch.

**Additional info:** Issue was specific to corrupted OST files causing crashes on startup.

**Dates:** 2025/07/03  
**Authors:** Diana Smith  
**Job name:** JOBS.DOMAIN.LOGIN  
**URL or Command:** N/A  
**Description:** Fixes login failure caused by user account lockout.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {Locked Active Directory account}  
**Outputs:** {Successful domain login}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Checked Active Directory logs for account lockout.
2. Reset domain password.
3. Unlocked user account.
4. Provided user guidance on password policy.

**Additional info:** Lockouts were triggered by multiple failed login attempts.

**Dates:** 2025/07/04  
**Authors:** Charlie Davis  
**Job name:** JOBS.PRINTER.QUEUE  
**URL or Command:** N/A  
**Description:** Resolves printer queue stuck due to corrupt print job.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {Stuck print jobs}  
**Outputs:** {Cleared print queue and restored printing}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Stopped Print Spooler service.
2. Deleted spooler queue files.
3. Restarted print services.
4. Successfully ran a test print.

**Additional info:** Spooler hang was caused by a large corrupted print job.

**Dates:** 2025/07/06  
**Authors:** Frank Nguyen  
**Job name:** JOBS.ANTIVIRUS.INSTALL  
**URL or Command:** N/A  
**Description:** Fixes antivirus installer failure caused by Windows Installer conflict.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {Antivirus installation files}  
**Outputs:** {Successful antivirus installation}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Stopped conflicting services interfering with installation.
2. Cleaned remnants of prior antivirus installations.
3. Reinstalled antivirus using full offline installer package.
4. Restarted machine and verified installation success.

**Additional info:** Error 1722 indicated MSI installer conflict requiring cleanup.

**Dates:** 2025/07/07  
**Authors:** Alice Brown  
**Job name:** JOBS.VPN.CERTIFICATE  
**URL or Command:** N/A  
**Description:** Resolves VPN connectivity failure due to expired certificate.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {VPN gateway logs}  
**Outputs:** {Restored VPN connectivity}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Verified certificate expiration in VPN gateway logs.
2. Renewed certificate through internal Certificate Authority (CA).
3. Applied renewed certificate to VPN server.
4. Validated VPN connectivity with end users.

**Additional info:** Certificate renewal avoided extended VPN downtime.

**Dates:** 2025/07/08  
**Authors:** Bob Martin  
**Job name:** JOBS.OUTLOOK.PASSWORDPROMPT  
**URL or Command:** N/A  
**Description:** Fixes repeated Outlook password prompts caused by corrupted cached credentials.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {User Outlook profiles}  
**Outputs:** {Stable Outlook authentication without repeated prompts}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Removed saved credentials from Windows Credential Manager.
2. Recreated Outlook profiles for affected users.
3. Resynchronized mailboxes successfully.
4. Monitored environment for recurrence.

**Additional info:** Cached credential corruption often causes authentication loops.

**Dates:** 2025/07/09  
**Authors:** Diana Smith  
**Job name:** JOBS.WEBMAIL.LOGIN  
**URL or Command:** N/A  
**Description:** Resolves webmail login failure due to expired stored credentials in browsers.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {User browsers}  
**Outputs:** {Successful webmail login}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Cleared cookies and cache in affected browsers.
2. Reset user password via helpdesk tools.
3. Verified access across multiple browsers.
4. Advised users on credential updates.

**Additional info:** Browser cache held expired credentials causing access denial.

**Dates:** 2025/07/10  
**Authors:** Charlie Davis  
**Job name:** JOBS.PRINTER.SKIPPAGES  
**URL or Command:** N/A  
**Description:** Fixes printer skipping pages due to outdated firmware and mechanical issues.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {Printer firmware and hardware status}  
**Outputs:** {Consistent print quality without skipped pages}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Updated printer firmware to latest version.
2. Cleaned rollers and tray feed components.
3. Performed continuous test print jobs.
4. Monitored for consistent print output.

**Additional info:** Firmware update addressed known printing bugs.

**Dates:** 2025/07/11  
**Authors:** Eve Taylor  
**Job name:** JOBS.INTERNET.SLOW  
**URL or Command:** N/A  
**Description:** Resolves slow internet on 2nd floor caused by faulty network switch.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {Network performance data}  
**Outputs:** {Restored internet speed and stability}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Conducted traceroute and bandwidth tests.
2. Identified packet loss linked to faulty switch.
3. Replaced switch and reconfigured ports.
4. Verified improved network performance.

**Additional info:** Faulty hardware caused intermittent packet loss affecting connectivity.

**Dates:** 2025/07/12  
**Authors:** Frank Nguyen  
**Job name:** JOBS.ANTIVIRUS.FALSEPOSITIVE  
**URL or Command:** N/A  
**Description:** Fixes antivirus blocking approved internal application due to false positive.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {Antivirus logs and app signatures}  
**Outputs:** {Application runs without antivirus interference}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Reviewed antivirus detection logs.
2. Verified application hash and source legitimacy.
3. Whitelisted the app in central antivirus policy.
4. Notified affected users about resolution.

**Additional info:** False positives were resolved by policy update and app whitelisting.

**Dates:** 2025/07/13  
**Authors:** Alice Brown  
**Job name:** JOBS.VPN.MFA  
**URL or Command:** N/A  
**Description:** Fixes excessive MFA prompts on VPN due to untrusted device settings.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {VPN MFA policy}  
**Outputs:** {Reduced MFA prompts with trusted device enabled}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Reviewed and updated VPN MFA policy.
2. Enabled trusted device feature in VPN client settings.
3. Updated VPN client software.
4. Validated changes with remote users.

**Additional info:** Trusted device setting prevents MFA for known endpoints.

**Dates:** 2025/07/14  
**Authors:** Bob Martin  
**Job name:** JOBS.OUTLOOK.CONNECTIONERROR  
**URL or Command:** N/A  
**Description:** Resolves Outlook error 0x800ccc0e caused by antivirus email scanning conflict.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {Antivirus and Outlook logs}  
**Outputs:** {Outlook connects successfully without errors}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Temporarily disabled antivirus email scanning.
2. Verified Outlook connectivity.
3. Added email scanning exclusions to antivirus settings.
4. Restarted Outlook and validated fix.

**Additional info:** Antivirus scanning conflicted with Outlook SMTP communication.

**Dates:** 2025/07/15  
**Authors:** Diana Smith  
**Job name:** JOBS.WEBMAIL.ACCESS  
**URL or Command:** N/A  
**Description:** Resolves webmail login denial due to expired stored credentials in browser cache.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {User browser cache}  
**Outputs:** {Successful webmail access}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Cleared browser cookies and cache.
2. Reset user password via helpdesk.
3. Verified webmail access across browsers.
4. Advised user to save updated credentials.

**Additional info:** Cached expired credentials caused repeated login failures.

**Dates:** 2025/07/16  
**Authors:** Charlie Davis  
**Job name:** JOBS.PRINTER.SKIPPAGES  
**URL or Command:** N/A  
**Description:** Fixes printer skipping pages intermittently due to firmware issues.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {Printer firmware and hardware status}  
**Outputs:** {Consistent printing without skipped pages}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Updated printer firmware to latest version.
2. Cleaned rollers and tray feed components.
3. Ran continuous test print jobs.
4. Monitored printing consistency.

**Additional info:** Firmware update addressed known printing bugs.

**Dates:** 2025/07/18  
**Authors:** Frank Nguyen  
**Job name:** JOBS.ANTIVIRUS.INSTALL  
**URL or Command:** N/A  
**Description:** Resolves antivirus installation stuck at 99% due to conflicting background process.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {System processes during install}  
**Outputs:** {Successful antivirus installation}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Terminated conflicting background setup process.
2. Restarted machine.
3. Re-ran setup in safe mode.
4. Verified installation logs for success.

**Additional info:** Conflicting processes caused setup hang near completion.

**Dates:** 2025/07/19  
**Authors:** Alice Brown  
**Job name:** JOBS.VPN.INTERNALACCESS  
**URL or Command:** N/A  
**Description:** Fixes VPN connectivity issue where internal sites are unreachable due to missing routing entries.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {VPN gateway route tables}  
**Outputs:** {Successful internal site access via VPN}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Reviewed VPN gateway routing configuration.
2. Added missing internal subnet routes.
3. Pushed updated config to all VPN clients.
4. Validated remote internal access for users.

**Additional info:** Missing routes blocked internal network access through VPN.

**Dates:** 2025/07/20  
**Authors:** Bob Martin  
**Job name:** JOBS.OUTLOOK.CALENDAR  
**URL or Command:** N/A  
**Description:** Resolves Outlook calendar sync failures caused by damaged OST cache files.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {Outlook OST files}  
**Outputs:** {Functional calendar sync}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Repaired damaged Outlook OST file.
2. Re-synced mailbox contents.
3. Verified flow of meeting invites.
4. User confirmed calendar functionality restored.

**Additional info:** OST corruption caused intermittent sync failures.

**Dates:** 2025/07/21  
**Authors:** Diana Smith  
**Job name:** JOBS.DOMAIN.ACCESS  
**URL or Command:** N/A  
**Description:** Resolves 'Access Denied' error on domain login caused by Group Policy Object (GPO) restrictions.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {Active Directory and GPO configurations}  
**Outputs:** {Successful domain login}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Reviewed group policy inheritance affecting user.
2. Modified user permissions in Active Directory.
3. Forced Group Policy update on affected machine.
4. Verified successful login for user.

**Additional info:** GPO restrictions on user’s OU blocked access.

**Dates:** 2025/07/22  
**Authors:** Charlie Davis  
**Job name:** JOBS.PRINTER.FADEDPRINT  
**URL or Command:** N/A  
**Description:** Fixes faded print output caused by old toner and dirty print heads.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {Printer consumables status}  
**Outputs:** {Clear print output}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Replaced toner cartridge.
2. Cleaned print heads using utility tool.
3. Adjusted print settings to normal density.
4. Printed test page to confirm fix.

**Additional info:** Consumable maintenance restored print quality.

**Dates:** 2025/07/23  
**Authors:** Eve Taylor  
**Job name:** JOBS.WIFI.DROPS  
**URL or Command:** N/A  
**Description:** Resolves frequent Wi-Fi disconnections caused by faulty access point firmware.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {Access point logs and firmware version}  
**Outputs:** {Stable Wi-Fi connectivity}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Rebooted affected access point and reviewed logs.
2. Updated access point firmware to latest stable release.
3. Repositioned device to reduce radio interference.
4. Verified stable connectivity with user feedback.

**Additional info:** Firmware bugs triggered frequent disconnects.

**Dates:** 2025/07/24  
**Authors:** Frank Nguyen  
**Job name:** JOBS.INSTALLER.DOTNET  
**URL or Command:** N/A  
**Description:** Fixes application installer failure caused by missing .NET framework dependency.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {System .NET framework status}  
**Outputs:** {Successful application installation}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Installed .NET Framework via offline package.
2. Re-ran application installer successfully.
3. Verified application launch and login.
4. Delivered working shortcut to user.

**Additional info:** Missing .NET dependency blocked installer progress.

**Dates:** 2025/07/25  
**Authors:** Alice Brown  
**Job name:** JOBS.VPN.MACOS  
**URL or Command:** N/A  
**Description:** Fixes VPN connectivity failure on macOS due to incompatible config after OS update.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {Updated VPN client configs}  
**Outputs:** {Functional VPN on macOS devices}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Updated IKEv2 VPN configuration for macOS compatibility.
2. Deployed new config via mobileconfig file to affected users.
3. Applied security patches addressing OS changes.
4. Validated VPN connectivity across multiple Mac devices.

**Additional info:** macOS updates required VPN config adjustments.

**Dates:** 2025/07/26  
**Authors:** Bob Martin  
**Job name:** JOBS.OUTLOOK.DISCONNECTED  
**URL or Command:** N/A  
**Description:** Fixes Outlook showing disconnected status due to temporary Exchange transport failure.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {Exchange server health checks}  
**Outputs:** {Restored Outlook connection}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Checked Exchange server health and services.
2. Reconnected Outlook profile to Exchange.
3. Flushed DNS cache and restarted client machine.
4. Verified emails restored successfully.

**Additional info:** Temporary Exchange transport issues resolved with server restart.

**Dates:** 2025/07/27  
**Authors:** Diana Smith  
**Job name:** JOBS.PASSWORD.EXPIRED  
**URL or Command:** N/A  
**Description:** Resolves user login errors caused by expired passwords.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {User account password status}  
**Outputs:** {Successful login after password reset}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Guided user through self-service password reset process.
2. Confirmed password synchronization across Active Directory.
3. Verified successful login post-reset.

**Additional info:** Password expiration policy required user action to regain access.

**Dates:** 2025/07/28  
**Authors:** Charlie Davis  
**Job name:** JOBS.PRINTER.JAM  
**URL or Command:** N/A  
**Description:** Fixes frequent printer jams caused by damaged fuser unit.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {Printer mechanical inspection}  
**Outputs:** {Smooth, jam-free printing}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Inspected paper path and trays for obstruction.
2. Replaced faulty fuser unit.
3. Cleaned printer rollers thoroughly.
4. Verified smooth print operation with test jobs.

**Additional info:** Worn fuser unit caused repeated paper jams.

**Dates:** 2025/07/29  
**Authors:** Eve Taylor  
**Job name:** JOBS.WIFI.PASSWORDCHANGE  
**URL or Command:** N/A  
**Description:** Resolves Wi-Fi connection failures after password change due to outdated device configurations.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {User device Wi-Fi settings}  
**Outputs:** {Restored Wi-Fi connectivity}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Notified users about Wi-Fi password update.
2. Guided users to remove old SSID entries from devices.
3. Assisted with reconnecting to updated network credentials.
4. Verified network access restoration.

**Additional info:** Device-stored old credentials caused connection failures.

**Dates:** 2025/07/30  
**Authors:** Frank Nguyen  
**Job name:** JOBS.ANTIVIRUS.CONFLICT  
**URL or Command:** N/A  
**Description:** Fixes antivirus conflict preventing accounting software from launching.  
**File Server Location:** N/A  
**File Name:** N/A  
**Schedule:** N/A  
**Inputs:** {Antivirus logs and software files}  
**Outputs:** {Accounting software launches successfully}  
**Predecessors:** N/A  
**Solution:** Yes, Rerunnable

1. Verified application integrity and source.
2. Added accounting software folder and processes to antivirus whitelist.
3. Updated antivirus definitions.
4. Confirmed successful application launch.

**Additional info:** Antivirus falsely flagged app as threat causing block.