



IT NETWORK SYSTEMS ADMINISTRATION

MODULE D - TICKETS

SKILLS HELP TICKET #_1__

DESCRIPTION OF PROBLEM PROVIDED BY CLIENT:

Hi, I'm Fina Ellershaw and I work as a summer trainee in WorldSkills. I updated the newest security patches to WINSRVDC and I don't get any more RDP access to it. I have tried the connection from several machines. Can you help me?

HELPDESK TECHNICIAN ASSIGNED (NAME AND COUNTRY): _____

DOCUMENTATION OF PROBLEM INVESTIGATION:

PROBLEM CAUSED SPECIFICALLY BY:

PROBLEM RESOLUTION:

Once your testing and documentation is complete, make sure your name and country is listed as the helpdesk technician and turn in your documentation at the "Help Desk" for completion of this ticket and to receive the next Skills Help Ticket.



SKILLS HELP TICKET #_2__

DESCRIPTION OF PROBLEM PROVIDED BY CLIENT:

Hi, I'm Fina Ellershaw again. I can't access to the Internet on any machine here (WINCLNT1 or LNXCLNT1). I tried to fix things up, but Internet is still broken. Try yourself to reach www.worldskills.org it gives Server not Found.

HELPDESK TECHNICIAN ASSIGNED (NAME AND COUNTRY):_____

DOCUMENTATION OF PROBLEM INVESTIGATION:

PROBLEM CAUSED SPECIFICALLY BY:

PROBLEM RESOLUTION:

Once your testing and documentation is complete, make sure your name and country is listed as the helpdesk technician and turn in your documentation at the "Help Desk" for completion of this ticket and to receive the next Skills Help Ticket.



SKILLS HELP TICKET #_3__

DESCRIPTION OF PROBLEM PROVIDED BY CLIENT:

Hi, my name is Alexandros Muzzlewhite. Every time when I want to run any special program that I have in my memory stick, it gives me an error message on WINCLNT1. It does not help if I copy files to desktop – still I got this stupid message. For testing purposes, I copied my Special Putty From Memory Stick.exe -file to the desktop of the workstation. You can use that file for testing or any other executable file on memory stick or on the desktop. I know that we should be able to run executables from desktop and from memory stick.

HELPDESK TECHNICIAN ASSIGNED (NAME AND COUNTRY): _____

DOCUMENTATION OF PROBLEM INVESTIGATION:

PROBLEM CAUSED SPECIFICALLY BY:

PROBLEM RESOLUTION:

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SKILLS HELP TICKET #_4__

DESCRIPTION OF PROBLEM PROVIDED BY CLIENT:

I AM SO ANGRY!!! LAST WEEK YOU TOOK MY LATPOP AND YOU GAVE ME A NEW ONE!!! DO YOU HAVE ANY IDEA HOW MUCH I WASTE MY VALUABLE WORKING TIME WHILE YOU JUST WANT TO CHANGE MY OLD WINDOWS XP WORKSTATION TO NEW WINDOWS 10??? I WANT THAT BACK!!! THERE WERE ALL MY PICTURES AND VIDEOS FROM OUR FAMILY VACATION SINCE 2001. ON MY OLD COMPUTER THOSE WERE IN MY HOME FOLDER!! NOW THOSE ARE NOT THERE!!! I DO NOT HAVE EVEN A HOME FOLDER!! WHO IS IN CHARGE OF THIS MIGRATION??? WHO IS YOUR MANAGER? I WANT MY PICTURES BACK!! IMMEDIATELY!!!! IN CASE YOU NEED MY LAPTOP TO RESTORE THOSE, YOU CAN RECOGNIZE IT WITH A LABEL OF WINCLNT1 ON IT! I START WORK TOMORROW AT 08:00AM. RESTORE MY PICTURES!! YOU MAY RESET MY PASSWORD IF YOU NEED!

REGARDS,

ROBBI

HELPDESK TECHNICIAN ASSIGNED (NAME AND COUNTRY):_____

DOCUMENTATION OF PROBLEM INVESTIGATION:

PROBLEM CAUSED SPECIFICALLY BY:

PROBLEM RESOLUTION:

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SKILLS HELP TICKET #_5__

DESCRIPTION OF PROBLEM PROVIDED BY CLIENT:

Hi, I'm Haze Sapshed from Finland and working in My Own Networks Ltd that is the best network engineering company in the world. While I'm trying to access to the core router (core.int.worldskills.org), it won't let me log in with an account called admin. I created that account to the router, when I built the system. Can you fix the problem?

HELPDESK TECHNICIAN ASSIGNED (NAME AND COUNTRY): _____

DOCUMENTATION OF PROBLEM INVESTIGATION:

PROBLEM CAUSED SPECIFICALLY BY:

PROBLEM RESOLUTION:

Once your testing and documentation is complete, make sure your name and country is listed as the helpdesk technician and turn in your documentation at the "Help Desk" for completion of this ticket and to receive the next Skills Help Ticket.



SKILLS HELP TICKET #_6__

DESCRIPTION OF PROBLEM PROVIDED BY CLIENT:

Hi, my name is Bryan Breckenridge. After my work trip around the world my WINCLNT2 acts weirdly. When I start the Notepad, it flashes some black box and then it shows a message and reboots. Yes – it sounds really weird...

HELPDESK TECHNICIAN ASSIGNED (NAME AND COUNTRY):_____

DOCUMENTATION OF PROBLEM INVESTIGATION:

PROBLEM CAUSED SPECIFICALLY BY:

PROBLEM RESOLUTION:

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SKILLS HELP TICKET #_7__

DESCRIPTION OF PROBLEM PROVIDED BY CLIENT:

My name is Fina Ellershaw. My VPN is not working with LNXCLNT2 while I'm working from home. I use the local Skills -account to log on to the computer.

HELPDESK TECHNICIAN ASSIGNED (NAME AND COUNTRY):_____

DOCUMENTATION OF PROBLEM INVESTIGATION:

PROBLEM CAUSED SPECIFICALLY BY:

PROBLEM RESOLUTION:

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SKILLS HELP TICKET #_8__

Description of problem provided by client:

Hi, I'm Haze Sapshed from Finland and working in My Own Networks Ltd that is the best network engineering company in the world. Our customer, who has outsourced their basic IT technic for you, has provided a VPN connection for us to get remote connections. I was supposed to make a feature update for their invoicing system, but after the VPN connection is established I can't access to the network or to the WINSRVDC (172.17.45.75) with a remote screen capturing connection. What have you updated there, because this was working last time when I updated their systems three years ago. Please fix the connection and inform me when it's again available. I'm using LNXCLNT2 for connecting.

HELPDESK TECHNICIAN ASSIGNED (NAME AND COUNTRY):_____

DOCUMENTATION OF PROBLEM INVESTIGATION:

PROBLEM CAUSED SPECIFICALLY BY:

PROBLEM RESOLUTION:

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SKILLS HELP TICKET #_9__

DESCRIPTION OF PROBLEM PROVIDED BY CLIENT:

My name is Gearalt Lowndsborough. I had a two-week holiday in US. Today I came back to work and noticed that someone had changed my laptop on my desk. I tried to log in, but it says something about can't sign in. There is a label WINCLNT1. I have to start making a budget for next year immediately – so can you fix this?

HELPDESK TECHNICIAN ASSIGNED (NAME AND COUNTRY):_____

DOCUMENTATION OF PROBLEM INVESTIGATION:

PROBLEM CAUSED SPECIFICALLY BY:

PROBLEM RESOLUTION:

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SKILLS HELP TICKET #_10__

DESCRIPTION OF PROBLEM PROVIDED BY CLIENT:

Hi, my name is Rheba Mouan. Our partner ASBM - Azure Special Business Men Ltd from Finland is building up new Microsoft Azure infrastructure for us. At first point they are building a web application that we could run from our own laptops. For that they requested a web certificate from our Internal Certification Authority with a common name separator.int.worldskills.org. I tried to issue that for them from WINSRVDC, but it does not show the certificate available for enrolment (see picture). Could you help me?

HELPDESK TECHNICIAN ASSIGNED (NAME AND COUNTRY): _____

DOCUMENTATION OF PROBLEM INVESTIGATION:

PROBLEM CAUSED SPECIFICALLY BY:

PROBLEM RESOLUTION:

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