

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 with VPN or without VPN.

INVESTIGATION:

PROBLEM CAUSED:

RESOLUTION:

TICKET #2**DESCRIPTION OF PROBLEM:**

Traffic from LUXSRV to WINSRV is not connected, it should be through via tunnel with IPsec, but today there is something wrong on that connection. We hope LUXSRV can connect to WINSRV.

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

TICKET #3**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 #4**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 #5**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:**