From: jennifer.smith@acmecompany.com
To: it.support@acmecompany.com
Subject: Re: Device Configuration Request
Date: 2023-05-15 14:30:22

Thank you so much for your help! The new configuration is working perfectly. I appreciate your quick response and thorough explanation.

Best regards,
Jennifer

From: it.support@acmecompany.com
To: jennifer.smith@acmecompany.com
Subject: Re: Device Configuration Request
Date: 2023-05-15 14:15:47

Hello Jennifer,

I'm glad to hear that the configuration changes were successful. The issue occurred because your device was still using an outdated security protocol, which was incompatible with our new network settings. The update we applied ensures that your device now uses the latest security standards, improving both performance and security.

If you experience any further issues, please don't hesitate to reach out.

Best regards,
Mark Johnson
IT Support Team

From: jennifer.smith@acmecompany.com
To: it.support@acmecompany.com
Subject: Re: Device Configuration Request
Date: 2023-05-15 13:55:03

Hi Mark,

I've followed your instructions and everything seems to be working now. Can you explain why this issue happened in the first place?

Thanks,
Jennifer

From: it.support@acmecompany.com
To: jennifer.smith@acmecompany.com
Subject: Re: Device Configuration Request
Date: 2023-05-15 13:40:18

Hello Jennifer,

Thank you for your patience. Please follow these steps to update your device configuration:

1. Go to Settings > Network & Internet
2. Click on "Wi-Fi" and then select our company network
3. Click "Forget" and then reconnect to the network
4. Enter your login credentials when prompted

This should apply the new configuration automatically. Let me know if you encounter any issues.

Best regards,
Mark Johnson
IT Support Team

From: jennifer.smith@acmecompany.com

To: it.support@acmecompany.com
Subject: Device Configuration Request
Date: 2023-05-15 13:25:09

Hello IT Support,

I'm having trouble connecting to the company network on my laptop. It keeps saying "Authentication error" when I try to connect. Can you help me reconfigure my device?

Thank you,
Jennifer Smith
Marketing Department