

Project Title

IT Ticketing System – Ticket Closure Summary

Objective

To document and summarize the incident response process for resolving common end-user connectivity issues through structured IT service management practices using Spiceworks. These tickets simulate real-world Tier 1 technical support cases in a professional environment.

Skills Learned

Skill Area	Description
Troubleshooting & Root Cause Analysis	Diagnosed network and wireless connectivity failures based on limited user input.
DNS & Network Layer Diagnosis	Identified backend DNS misconfiguration and restored name resolution.
Wi-Fi Authentication Protocols	Resolved 802.1X certificate issues impacting enterprise Wi-Fi connectivity.
Incident Documentation & Closure	Composed clear, professional closure summaries including root cause and resolution.

Tools Used

Category	Tools & Technologies
ITSM Platform	Spiceworks Help Desk
Networking	DNS Services, 802.1X Authentication, Wireless Controller
OS & Endpoints	Windows Enterprise Workstations

Steps Taken

Incident	Key Resolution Steps
Internet and Email Failure	<ol style="list-style-type: none">1. Reviewed user input.2. Verified backend DNS configuration.3. Corrected misconfigured DNS settings.4. Tested connectivity and received user confirmation.

Incident	Key Resolution Steps
Wi-Fi Not Connecting	<ol style="list-style-type: none">1. Verified authentication method (802.1X).2. Inspected wireless certificate validity.3. Renewed the expired certificate.4. Confirmed restored connectivity with user.

Result

All issues were resolved successfully. Tickets were closed after user confirmation, simulating Tier 1/2 support processes within a corporate environment. This experience reflects readiness for roles such as **SOC Analyst**, **IT Support Specialist**, or **Network Operations Technician**.

Incident #1: Internet and Email Inaccessibility

- **Ticket Title:** Internet Browsing and Email Failure
- **User Report:** User could not browse websites or access email services. No error message or connection details provided.
- **Root Cause:** DNS misconfiguration on the internal network caused name resolution failure.
- **Resolution:** DNS settings were corrected at the backend. Network services were restored successfully.
- **Closure Date:** June 17, 2025
- **User Confirmation:** Received

Final Status: Close

The screenshot shows a web browser window with the Spiceworks interface. The ticket title is "#5 [INC] Laptop No Longer Connecting to Office Wi-Fi". The ticket status is "Open", priority is "Low", and category is "Network". The ticket was created 2m ago by user "klp ghhi". The description states: "The user reports that their laptop has stopped automatically connecting to the office Wi-Fi network, which previously worked without issue. No specific error messages were shared." A response from the support team is visible, stating: "Thank you for your patience. Upon investigation, we identified that your device was unable to connect due to an expired Wi-Fi security certificate. The certificate has now been successfully renewed on the back end. Could you please test your Wi-Fi connection and confirm if you are now able to connect without any issues? If the issue persists or you experience anything unusual, feel free to reach out – we are happy to assist further." The ticket is currently marked as "Open" in the status dropdown on the right.

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This screenshot shows the same Spiceworks ticket page, but with an additional response from the user "klp ghhi" at 0s ago. The user's response is: "yes, its working now, thank you aarush." The support team's previous response is now marked as "Show less". The ticket status remains "Open" in the dropdown menu on the right.

Active-Directory-Monitor x Nginx Proxy Manager x Spiceworks Cloud Based x #5 - [INC] Laptop No Longer Connecting to Office Wi-Fi

https://on.spiceworks.com/tickets/open/1?sort=updated_at-desc&ticket_number=5

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Open Bulk Update Search + New Ticket 1 - 5 of 5 NEW

ID Summary Assignee Creator Organization Priority Category Status Created Updated

#5 [INC] Laptop No Longer Connecting to Office Wi-Fi Close

KG klp ghhi 2m ago
The user reports that their laptop has stopped automatically connecting to the office Wi-Fi network, which previously worked without issue. No specific error messages were shared.
Show more
Screenshot

KG klp ghhi 0s ago
yes, its working now, thank you aarush.

KG klp ghhi 0s ago
I renewed this on jamf.. steps were

Type a note just for your team... Send

Internal note

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Active-Directory-Monitor x Nginx Proxy Manager x Spiceworks Cloud Based x Closed Tickets - Spiceworks

https://on.spiceworks.com/tickets/closed/1?sort=updated_at-desc

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Beginning on April 20, 2025, Spiceworks Cloud Help Desk will offer a Premium Plan. To enjoy an ad-free experience and other benefits upgrade to the Premium Plan. [Learn more](#) about these changes.

Closed Bulk Update Search + New Ticket 1 - 1 of 1 NEW

ID Summary Assignee Creator Organization Priority Category Status Created Updated

5	[INC] Laptop No Longer Connecting to Office Wi...	klp ghhi	klp ghhi	none	Low	Network	closed	17m ago	22s ago
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Incident #2: Laptop Not Connecting to Office Wi-Fi

- **Ticket Title:** Wi-Fi Auto-Connect Failure on Laptop
- **User Report:** Device stopped automatically connecting to the corporate Wi-Fi network, which previously worked without issues.
- **Root Cause:** Expired backend Wi-Fi certificate disrupted 802.1X authentication.
- **Resolution:** Certificate was renewed on the wireless controller. Connection was re-established and verified.
- **Closure Date:** June 17, 2025
- **User Confirmation:** Received
- **Final Status:** Closed

The screenshot displays the Spiceworks Cloud Help Desk interface in a web browser. The browser's address bar shows the URL: https://on.spiceworks.com/tickets/open/?sort=updated_at-desc&ticket_number=4. The page header includes the Spiceworks logo and navigation links: News & Insights, Community, Research, IT Tools, Newsletters, and SpiceWorld. A notification banner at the top states: "Beginning on April 20, 2025, Spiceworks Cloud Help Desk will offer a Premium Plan. To enjoy an ad-free experience and other benefits upgrade to the Premium Plan. [Learn more about these changes.](#)"

The main content area shows a ticket titled "#4 Unable to Access Internet and Email". The ticket is currently in the "Open" status. The ticket description reads: "A user submitted a report indicating they are unable to browse websites or send/receive email. No specific error messages or timestamps were provided. The device connection method (Wi-Fi vs. Ethernet) and user location (on-site vs. remote) are currently unknown." Below the description, there is a "Show more" link. The ticket was created by "klp ghhi" 53m ago. A response from "klp ghhi" 0s ago says "Hello, Thank you for reporting the issue regarding internet access a...". The ticket is assigned to "klp ghhi".

On the right side of the ticket, there is a "Remote session" button and an "Attributes" section. The "Attributes" section includes a "Mute email notifications" toggle (which is turned off), an "Organization" dropdown menu (set to "none"), a "Contact" dropdown menu (set to "klp ..."), and an "Assignee" dropdown menu (set to "klp ...").

At the bottom of the ticket, there is a "Public response" section with a text input field and a "Send" button. The footer of the page contains links for "Privacy Policy", "Terms of Use", "Cookie Policy", "Accessibility Statement", and "Do Not Sell My Personal Information", along with the copyright notice "© Copyright 2006 - 2025 Spiceworks Inc."

Active-Directory-MonitorNginx Proxy ManagerSpiceworks Cloud Based#4 - Unable to Access Internet and Email

https://on.spiceworks.com/tickets/open/1?sort=updated_at-desc&ticket_number=4

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OpenBulk UpdateSearch+ New Ticket1 - 4 of 4NEW

IDSummaryAssigneeCreatorOrganizationPriorityCategoryStatusCreatedUpdated

#4 Unable to Access Internet and EmailClose

KGklp ghhi53m ago

A user submitted a report indicating they are unable to browse websites or send/receive email. No specific error messages or timestamps were provided. The device connection method (Wi-Fi vs. Ethernet) and user location (on-site vs. remote) are currently unknown.

Show more

The problem has now been resolved. Upon investigation, we identified that the root cause was related to a network configuration error affecting DNS resolution. This was preventing your device from properly accessing websites and email services.

We have corrected the configuration on our end, and normal connectivity has been restored. You should now be able to browse the internet and send/receive emails without any issues.

Latest activity

Type a public response...

Public responseSend

Remote session

Attributes

Mute email notifications

Organizationnone

Contactklp

Assigneeklp

Status

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Active-Directory-MonitorNginx Proxy ManagerSpiceworks Cloud Based#4 - Unable to Access Internet and Email

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OpenBulk UpdateSearch+ New Ticket1 - 4 of 4NEW

IDSummaryAssigneeCreatorOrganizationPriorityCategoryStatusCreatedUpdated

#4 Unable to Access Internet and EmailClose

KGklp ghhi53m ago

A user submitted a report indicating they are unable to browse websites or send/receive email. No specific error messages or timestamps were provided. The device connection method (Wi-Fi vs. Ethernet) and user location (on-site vs. remote) are currently unknown.

Show more

Please test your connection at your convenience, and let us know if you experience any further problems. We are happy to assist if needed.

Best regards,
Aarush Nepali

Show less

Type a public response...

Public responseSend

Remote session

Attributes

Mute email notifications

Organizationnone

Contactklp

Assigneeklp

Status

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Active-Directory-MonitorNginx Proxy ManagerSpiceworks Cloud Based#5 - [INC] Laptop No Longer Connecting to Office Wi-Fi

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OpenBulk UpdateSearchNew Ticket1-5 of 5NEW

IDSummaryAssigneeCreatorOrganizationPriorityCategoryStatusCreatedUpdated

#5 [INC] Laptop No Longer Connecting to Office Wi-FiClose

KGkip ghhi2m agoThe user reports that their laptop has stopped automatically connecting to the office Wi-Fi network, which previously worked without issue. No specific error messages were shared.
Show more

KGkip ghhi0s agoHello,

Thank you for your patience.

Upon investigation, we identified that your device was unable to connect due to an expired Wi-Fi security certificate. The certificate has now been successfully renewed on the back end.

Could you please test your Wi-Fi connection and confirm if you are now able to connect without any issues?

Type a public response...Send

StatusOpen

PriorityLow

Due Date

CategoryNetwork

Related devices

Tasks

Time spent

CCed users

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Active-Directory-MonitorNginx Proxy ManagerSpiceworks Cloud Based#4 - Unable to Access Internet and Email

https://on.spiceworks.com/tickets/closed/?sort=updated_at-desc&ticket_number=4

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ClosedBulk UpdateSearchNew Ticket1-2 of 2NEW

IDSummaryAssigneeCreatorOrganizationPriorityCategoryStatusCreatedUpdated

4Unable to Access Internet and Emailkip ghhi2m agononeMediumNetworkclosed57m ago22s ago

5[INC] Laptop No Longer Connecting to Office Wi...kip ghhi2m agononeLowNetworkclosed21m ago5m ago

#4 Unable to Access Internet and EmailReopen

Type a public response...Remote session

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