Lab 1: Windows Client Troubleshooting - User Login and Connectivity Issues

Objective

Simulate real-world 1st Line Technician tasks using a Windows 10 VM:

- Reset a user's forgotten password

- Diagnose and resolve a basic internet connectivity issue

Lab Setup

* \*\*Hypervisor\*\*: VirtualBox
* \*\*OS\*\*: Windows 10 Pro (64-bit ISO from Microsoft)
* \*\*Network Mode\*\*: NAT
* \*\*Accounts\*\*:
* `AdminUser` (Administrator)
* `TestUser` (Standard User, password: `Password1234`)

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Step 1: Create Local User Accounts

During Windows setup, create `AdminUser` (admin rights)

After setup, go to:

`Settings > Accounts > Family & other users`

Add `TestUser` with password `Password1234`

Set account type to \*\*Standard User\*\*

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Step 2: Simulate a Login Issue

1. Log out and attempt to log into `TestUser` using the \*\*wrong password\*\* multiple times

2. Switch back to `AdminUser`

3. Go to:

- `Computer Management > Local Users and Groups > Users`

- Right-click `TestUser` → \*\*Set Password…\*\*

- Reset to a new password (e.g., `Fixed123!`)

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Step 3: Simulate Network Connectivity Issue

1. In \*\*VirtualBox\*\*, go to:

- `Settings > Network > Adapter 1`

- \*\*Uncheck\*\* `Cable Connected` → Click OK

2. Inside the VM, open \*\*Command Prompt\*\* and run:

```bash

ipconfig /all

ping 8.8.8.8

nslookup google.com

```

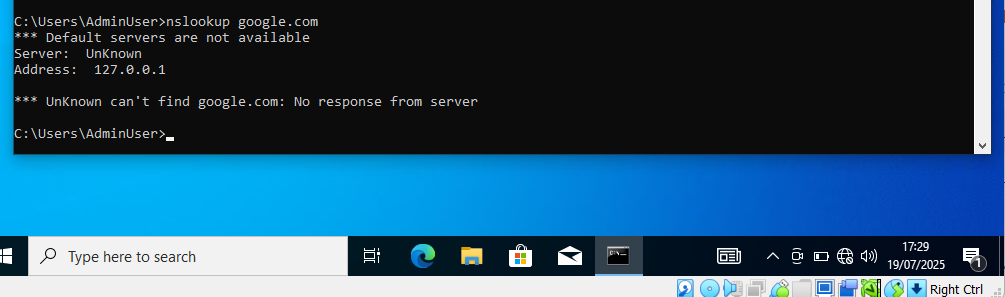
→ Should fail or show no IP assigned

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3. Reconnect network:

- Go back to `Settings > Network` → \*\*Re-check\*\* `Cable Connected`

- Click OK

4. Inside the VM, run:

```bash

ipconfig /release

ipconfig /renew

ping 8.8.8.8

```

\*\*Task completed\*\*: Network connectivity restored and verified

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Learned to reset a local user password using admin tools

- Practiced diagnosing and restoring internet connectivity in a Windows VM

- Reinforced real-world 1st Line Helpdesk troubleshooting skills