

Onboarding Troubleshooting Guide

Purpose

This document serves as a comprehensive guide to help identify, troubleshoot, and resolve typical issues that new employees might face during the setup of their laptops and the initial onboarding process. It is intended for IT support staff or as a self-service resource for employees. The guide facilitates quick problem resolution while upholding security and compliance standards.

Troubleshooting Table Guide

Issue Area	Problem	Symptoms	Troubleshooting Steps	Recommended Resolution
Login & Password Issues	Cannot log in with company credentials or temporary password	<ul style="list-style-type: none">• Password rejected• Account locked out• Incorrect login prompts	<ol style="list-style-type: none">1. Confirm correct email and temporary password.2. Check keyboard layout (US vs UK).3. Try most recent password if changed previously.4. Reset password via self-service or IT.5. Document reset in IT ticket.	Password reset followed by successful login verification.
Device Not Appearing in MDM (FleetDM)	Laptop enrolled but not showing online in FleetDM	<ul style="list-style-type: none">• Host not visible• Policies not applying• Live queries fail	<ol style="list-style-type: none">1. Ensure laptop is online.2. Verify osquery agent is running (Get-Service osqueryd).3. Check FleetDM server containers.4. Re-run enrollment command.5. Ensure port 8080 is not blocked.	Re-enroll device and confirm it shows online.
VPN Connectivity Issues	Unable to connect to company VPN	<ul style="list-style-type: none">• VPN fails to connect• Dropped connections	<ol style="list-style-type: none">1. Confirm stable internet.2. Ensure VPN client updated.3. Check VPN server address &	Correct VPN configuration and confirm stable connectivity.

			credentials. 4. Temporarily disable firewall to test. 5. Escalate with logs if needed.	
Required Applications Not Installing or Launching	Teams, browser, or company apps fail to install or run	<ul style="list-style-type: none"> • App crashes • Installation errors 	1. Confirm internet connection. 2. Verify admin rights. 3. Remove incomplete installations and reinstall. 4. Check antivirus logs.	Successful installation or repair of all required applications.
Security Policy Compliance Issues	Device fails security checks	<ul style="list-style-type: none"> • FleetDM policy FAIL • Security dashboard alerts 	1. Confirm Windows Defender is active. 2. Verify firewall enabled. 3. Ensure BitLocker enabled. 4. Install pending updates. 5. Escalate if unresolved.	Device meets all required security policies.
Connectivity to Company Resources	Cannot access email, shared drives, or internal portals	<ul style="list-style-type: none"> • 403 errors • Login failures • Missing shared drives 	1. Confirm internet. 2. Check VPN. 3. Verify FleetDM enrollment. 4. Validate credentials. 5. Restart device.	Verified access to email, drives, and internal systems.
Reporting Issues / Escalation	Issue unresolved after troubleshooting	<ul style="list-style-type: none"> • Persistent errors • User unable to proceed 	1. Log details in IT ticket. 2. Escalate high-priority issues. 3. Follow up with user.	Complete escalation workflow and user confirmation.