Ticket ID: HD-007
Category: Network / VPN
Priority: High
User Impact: Single user (unable to access internal company resources)
Environment: Windows 10/11 workstation, corporate VPN, remote connection

1. **Problem (User's words)**
   User reports: "*I'm connected to the VPN, but I can't access any internal company websites or network drives.*"

2. **Quick Questions I Asked**
   - Are you working remotely or from the office right now?
   - Does the VPN show as connected on your computer?
   - Were you able to access company resources earlier?

3. **Symptoms Observed**
   - VPN client showed status as Connected
   - User unable to access internal company websites
   - Network drives were not accessible while VPN was connected

4. **Troubleshooting Actions Taken**
   - Verified VPN client connection status
   - Confirmed the correct VPN profile was selected
   - Disconnected and reconnected the VPN session
   - Restarted the VPN client
   - Restarted the system
   - Tested access to internal resources after reconnecting

5. **Root Cause**
   - The VPN session did not properly route internal network traffic despite showing a connected status.

6. **Fix / Resolution**
   - The VPN connection was re-established, restoring access to internal company resources.

7. **Prevention / Recommendation**
   - Disconnect and reconnect the VPN if internal resources are not accessible
   - Ensure the correct VPN profile is selected when connecting
   - Report recurring VPN access issues to IT support

8. **Proof (Verification)**
   - VPN client showing connected status
   - Internal websites and network resources became accessible
   - User confirmed normal access while connected to VPN

9. **Time Log**
   - **Start Time:** 10:00 AM
   - **End Time:** 10:30 AM

- **Total Time:** 30 minutes