Ticket #1003 - Facebook is gone.

Version 1.0 January 2024

# Introduction

This activity simulates an IT Support ticket submitted by a user. Your task is to resolve the issue and document the process, as you would using a ticketing system.

To troubleshoot this ticket, you will need to import and launch a Virtual Machine named Ticket #1003 using VirtualBox.

**Note:**

The Ticket #1003 Virtual Machine has two configured users. Please refer to the table below for more information.

|  |  |  |
| --- | --- | --- |
| User | Password | Permissions Level |
| Learner01 | perscholas | User |
| PSadmin | Pass1234 | Administrator |

# Objectives

* Resolve ticket #1003 and document the process.

# Equipment/Requirements

* Computer with internet connection and VirtualBox installed.
* The Ticket #1003 VM (Open Virtual Appliance (OVA) file).

# Resolve Ticket #1003 and document the process.

## **Troubleshoot the ticket and document the process.**

1. *All the ticket information is in the table below.*
2. *While troubleshooting the ticket, keep the CompTIA Troubleshooting Methodology in mind.*
3. *Work to resolve the issue, add your name to the ticket under the* ***Assigned to*** *section, and in the* ***Tasks*** *section, provide a detailed description and explanation of all the actions you perform. Add any screenshots that are relevant to the troubleshooting process.*
4. *Once you have resolved the issue, in the* ***Resolution (Internal-facing)*** *section, explain what the issue was and how you ended up resolving it. Add screenshots to demonstrate that the issue was resolved. For example, for this issue - Facebook is gone - provide a screenshot of the VM displaying Learner01’s browser on Facebook. In the* ***Resolution (Client-facing)*** *section, notify the client of the state of their ticket. If you resolved the issue, include a simple explanation in layman's terms of what you did.*
5. *When you are done troubleshooting and documenting, set the* ***Status*** *on the ticket to* ***Resolved****. If you are unable to resolve the issue, set the* ***Status*** *to* ***Escalate****.*

|  |  |
| --- | --- |
| Ticket ID # | 1003 |
| User Name | Learner01 |
| User’s email | leraner01@TechSolutions.com |
| Priority | Medium |
| Category | Network |
| Status | Resolved |
| Subject | Facebook is gone |
| Asset | capstone120 |
| Assigned to | *Valicia France* |
| Description | Hey IT Team,  This is Learner01, Social Media Manager. I can't seem to reach Facebook—the Edge browser says, "Hmmm… can't reach this page. Moved permanently to a new web address.  ERR\_ADDRESS\_INVALID."  Other websites are working fine. Could you please get me back on the social grind?  Thank you,  Learner01 |
| Tasks | *I logged into Learner01’s profile to re-create the issue. Here’s a screenshot of what happens when trying to log on to the Facebook website:*  *As the user noted, I was able to log on to other websites just fine (example below):*    *Cleared cache and cookies via browser settings, and flushed DNS via command prompt (command >> ipconfig /flushdns). Also used the ping command to check on connection to facebook website:*  *Still unable to access Facebook, so it is probably blocked via company policy. Checked the hosts.ini file and discovered the issue:*  *Updated learner01’s permissions to sign in and edit their hosts.ini file on their local computer by right clicking “hosts.ini” while logged in as the administrator, and then adding the user and allowing all permissions:*  *Logged in as learner01, and updated the hosts.ini file:*  *Again flushed the DNS:*  *Then, returned to administrator role, and removed “learner01” from the file settings.* |
| Resolution (Internal-facing) | *Due to company policy line in the hosts.ini file, all users were blocked from accessing FaceBook. I updated the hosts.ini file for Learner01’s local computer, and they are now able to access Facebook:*  *However, a more robust group policy should be put into place for better user control. This issue will be escalated internally to the appropriate users.* |
| Resolution (Client-facing) | Due to company policy, all users were blocked from using Facebook. However, as this social website is necessary for your role, this policy has been removed from your computer to allow you to continue working. We will continue reviewing the policy on our end to ensure this issue does not repeat in the future. Thank you for your patience. |