Ticket #1004 - Windows login issue.

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 #1004 using VirtualBox.

**Note:**

The Ticket #1004 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 #1004 and document the process.

# Equipment/Requirements

* Computer with internet connection and VirtualBox installed.
* The Ticket #1004 VM (Open Virtual Appliance (OVA) file).

# Resolve Ticket #1004 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 - Windows login issue - provide a screenshot of the VM displaying learner01’s desktop. 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 # | 1004 |
| User Name | Learner01 |
| User’s email | leraner01@TechSolutions.com |
| Priority | High |
| Category | Operating System |
| Status | Resolved |
| Subject | Windows login issue |
| Asset | capstone120 |
| Assigned to | *Valicia Burke-France* |
| Description | Hey IT Team,  Learner01 here. I changed my password recently, and now I'm totally locked out of Windows. Can't get in at all, and I don’t remember my password.  If you could help me out with this pronto, that would be awesome.  Thank you,  Learner01 |
| Tasks | *Learner01 is locked out of their account. I will have to go into their profile and reset their password.*  *I logged in under the Psadmin account. Opened the Local User Management console (by typing lusrmgr.msc in the Windows search bar. Clicked on the “Users” object and navigated to Learner01’s profile.*    *Right click on Learner01’s name, and de-selected “Password never expires” and selected “User must change password at next logon”.*    *Applied the changes, then again right-clicked on Learner01’s name, selecting the “Set Password” option, setting the password tp “perscholas”.*  *Now able to log on to Learner01’s profile:* |
| Resolution (Internal-facing) | *User Learner01 was unable to recall their password. I reset their password using via the Local User Manager console, ensuring that the user will update their password at next log on. Learner01 is now able to access their profile.* |
| Resolution (Client-facing) | Hi Learner01 – you reached out to resolve the issue with being unable to log in to Windows due to a recently changed but forgotten password. I’ve reset your password to the following: **perscholas**. You will be prompted to change your password at your next log in. Please let us know if you experience any further issues. Have a great day. |