Ticket #1005 - Skype is not working.

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 #1005 using VirtualBox.

**Note:**

The Ticket #1005 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 #1005 and document the process.

# Equipment/Requirements

* Computer with internet connection and VirtualBox installed.
* The Ticket #1005 VM (Open Virtual Appliance (OVA) file).

# Resolve Ticket #1005 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 - Skype is not working - provide a screenshot of the VM displaying Skype’s “Your meeting is ready!” page. 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 # | 1005 |
| User Name | Learner01 |
| User’s email | leraner01@TechSolutions.com |
| Priority | High |
| Category | Other |
| Status | Resolved |
| Subject | Skype is not working |
| Asset | capstone120 |
| Assigned to | *Valicia Burke-France* |
| Description | Hello,  I need to use Skype for a meeting. I powered my computer on and launched Skype, but it just hangs there with that spinning thing spinning forever. Or, it will say “Unable to sign in, please check your internet connection”  It never did this before.  Please help.  Thank you,  Learner01 |
| Tasks | *Logged into Learner01’s profile and launched Skype to re-create the error (screenshot below).*    *Also attempted to log in as an administrator into Skype, and received the same error. Checked the configuration of the network settings via the cmd using the “ipconfig” command, and noted that the default gateway was incomplete:*  *Opened the Windows “Start” menu and clicked on the “Settings” tool, then navigated to Network & Internet:*  *Tool will not open, so suspected a potential virus issue preventing internet access. However, no virus issue detected:*    *Ran the internet connections troubleshooting tool:*    *Problem indicated by the troubleshooter was the inability to automatically detect the proxy:*  *Reviewing network hardware settings revealed the following:*  *Opened the cmd selecting the “run as administrator option” to use system file checker tool:*    *Corupted system files were repaired, however, still unable to open the network settings system window.*  *Checked the settings in the Edge browser and was open to use the “Open your computer’s proxy settings” option to access network proxy settings:*  *Checked the eventviewer log (typed “eventvwr” into windows search bar). Noted multiple errors and a message under the general tab reporting an issue with the DHCP client:*  *DHCP Client was “disabled”. Right-clicked, entered “Properties” and changed the “Startup type” (under the General tab) to “Automatic”.*    *Ran the ipconfig command in the cmd, and network settings seem to have resolved:*  *Was able to successfully ping the router and Google’s server:*  *Internet connection restored. Checking for and installing “Windows updates” and the “virus & threat protection updates”.* |
| Resolution (Internal-facing) | *Skype was not working because the client’s computer could not access the internet. The event log revealed that the DHCP client was disabled. Enabled it (selecting “Automatic” from the drop-down), which resolved network connectivity issues. Downloaded windows update, virus & threat protection updates, and a ran a virus scan to reinforce protection of the client system.* |
| Resolution (Client-facing) | Hello Learner01. Thanks for reaching out for support with your Skype issue. There was an issue with your network settings that prevented your computer from accessing the internet, which resulted in the error message you noted while signing into Skype. Your network settings have been fixed, and you once again have access to the internet and your Skype app. Please let us know if you have any further issues. |