

Troubleshooting ticket 1

Problem:

Hi, I am a random internet user, I serve my website using the INTERNET-CLI. Previously I was able to browse to www.msftconnecttest.com but now I am not able to... Can you assist me in this issue? I get my IP addresses from ISP-SRV...

What are the causes of the problem?

Recommended solutions to fix this:

Troubleshooting ticket 2

Problem:

HELP! I am a user from BR-CLI-01 and I am unable to boot into my computer! I have just attached my network file share to my computer yesterday and I am not sure why I am not able to boot into it now! Can you help me check it out? I was supposed to update the web pages in BR-SRV... Please make sure I still have connections to the web folder!

What are the causes of the problem?

Recommended solutions to fix this:

Troubleshooting ticket 3

Problem:

I am a HQ user, how am I going to do work without google! I need to google and I can't even access www.google.com from my HQ-CLI-02! They better solve this issue fast or I won't be able to work here any longer!

What are the causes of the problem?

Recommended solutions to fix this:

Troubleshooting ticket 4

Problem:

Hi, I am Sam Parker. My partner, John Smith, and I are from the HQ IT Support Group. John has just been dismissed, and suddenly I am unable to RDP access into the HQ-SRV anymore. I believe John did something to sabotage our connection into the server. Can you help me regain remote access into HQ-SRV?

What are the causes of the problem?

Recommended solutionss to fix this:

Troubleshooting ticket 5

Problem:

Help! I am Jane Doe, working together with BR-SRV to ensure that they have access to our HQ network securely via our s2s VPN. The BR-SRV was not able to access <http://internal.worldskills.org>, and I tried to play around the router configuration, but now HQ cannot reach BR at all! Can you help me rebuild connection from HQ to BR and ensure that BR-SRV is able to access the website in DMZ? Please ensure that the communication remains secure!

What are the causes of the problem?

Recommended solutions to fix this:

Troubleshooting ticket 6

Problem:

Hi, my name is Tony Rogers. I need your help. Recently, I have engaged a vendor to help me set up HTTPS for our DMZ domain, but he did not do a good job. My computer (HQ-CLI-02) is able to browse the website www.worldskills.org using HTTPS, but other computers are not able to browse to it. It says that the certificate is untrusted. Also, we have another website, which is internal.worldskills.org, which we would like to access via HTTPS as well, I tried to set it up myself, but even my computer is not able to browse to this website securely. Can you help me figure this out? The passphrase to CA private key is: Skills39.

What are the causes of the problem?

Recommended solutions to fix this:

Troubleshooting ticket 7

Problem:

Hi, I am the technical support for BR. Currently, I am trying to ensure that HQ still has access via ssh to BR-SRV in the event that the S2S VPN is down. I am trying to allow only HQ network to access via ssh, but it doesn't seem to be working. I tried configuring access list but ended up blocking everybody from BR-SRV! Hence I put a `permit ip any any` as a remedy for now. Can you help me ensure that only HQ network has access via ssh, and the web server still available to the everybody else? Please do not expose the internal IP of BR-SRV to everyone.

What are the causes of the problem?

Recommended solutions to fix this:

Troubleshooting ticket 8

Problem:

Help! No matter where I login, my computer keeps restarting! I am going insane! I am Mike Jackson, and suddenly when I login to my main computer (HQ-CLI-01), it tells me it is going to shut down! When I change a computer, it does the same thing too! Please help me resolve this issue, I can't do any work like this!

What are the causes of the problem?

Recommended solutions to fix this:

Troubleshooting ticket 9

Problem:

Hi, I am Sam Parker, I was tasked to manage the DMZ-SRV, however, I am unable to ssh to the server. I was told to ssh to 172.25.150.1 using samp as my username, and my password is "Password". However, I tried typing "Password" a couple of times, and all I am getting is permission denied. Can you help me check what is the issue?

What are the causes of the problem?

Recommended solutions to fix this:

Troubleshooting ticket 10

Problem:

Hi, I am Jane Doe, and I contacted previously about my home directory not being writable. I am not sure what was done, because now I can't even see my home directory? Also, while I have you here, can you help me check why tony is not able to write to [\\HQ-SRV\dept\\$](#) but he can write to [\\HQ-SRV\shares\\$\janed\dept](#)? they are both the same folder!

What are the causes of the problem?

Recommended solutions to fix this: