

IT Service Report Sample for Troubleshooting

An **IT service report sample** for troubleshooting provides a detailed overview of the technical issues encountered and the steps taken to resolve them. This document helps streamline communication between IT professionals and clients while ensuring accurate record-keeping. Utilizing such reports improves the efficiency of problem diagnosis and solution implementation.

Report Details

Report ID	SR-2024-0789
Date	2024-06-24
Client Name	Acme Corp
Reported By	Jane Doe
Assigned Technician	John Smith

Issue Description

The client reported intermittent connectivity issues with office Wi-Fi. Users were unable to access the internet or company shared drives, especially in the afternoon hours.

Troubleshooting Steps Performed

- Confirmed issue by testing Wi-Fi connectivity on multiple devices.
- Checked Wi-Fi access point status and logs for errors.
- Verified switch and router connections.
- Checked for IP conflicts using network scanning tools.
- Restarted the access point and monitored status.
- Updated access point firmware to the latest version.
- Tested network again-confirmed restored connectivity.

Findings

- Detected outdated firmware on Wi-Fi access point.
- Multiple devices were attempting to connect with duplicate IP addresses, causing conflicts.

Resolution

- Updated firmware on the access point.
- Cleared DHCP leases and reassigned new IPs to devices.
- Monitored network stability to ensure resolution.

Recommendations

- Schedule regular firmware updates for all networking equipment.
- Configure DHCP scope to avoid future IP conflicts.
- Conduct quarterly network health checks.

Technician's Signature

_____ Date: _____