

Packet Tracer Lab 25 Solution Guide

Major Incident Management Exercise

Incident ID: INC-1025

Incident Timeline

08:17

Incident Received

Multiple regional offices report loss of centralized corporate services.

Priority 1 declared.

08:20

Initial Investigation

Validate:

- Local connectivity
 - Branch connectivity
 - Enterprise routing
-

08:24

Infrastructure Validation

Users confirm:

- Local branch communication operational
- Headquarters services unavailable

08:27

Root Cause Investigation

Review:

show ip interface brief

show ip route

show ip ospf neighbor

show running-config

08:31

Root Cause Identified

Students discover:

R-HQ

GigabitEthernet0/0

Administratively Down

This isolated Headquarters infrastructure from the remainder of the enterprise.

Resolution

On: SW-HQ-CORE

conf t

interface gigabitEthernet0/0

no shutdown

end

write memory

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08:34

Validation

Students verify:

✓ Headquarters reachable

✓ File Server

192.168.40.20

✓ DNS

192.168.40.10

✓ Finance

✓ HR

✓ IT

✓ Branches

08:38

Customer Update

Services restored.

Monitoring continues.

08:40

Executive Summary

Root Cause identified.

Infrastructure restored.

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No additional customer impact observed.

08:42

Incident Closed

Documentation completed.

Commands Used

ping

show ip interface brief

show ip ospf neighbor

show ip route

show running-config

configure terminal



Congratulations

You have completed the **BridgeOpsOne Enterprise Operations Academy**.

Throughout these 25 labs, you have progressed from foundational troubleshooting to managing enterprise-wide operational incidents.

You have learned to:

- Investigate instead of guessing.
- Validate before making changes.
- Identify root cause through structured troubleshooting.
- Communicate effectively during incidents.
- Restore services while maintaining operational awareness.
- Document findings clearly and professionally.

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Enterprise engineers are valued not because they know the most commands, but because they remain methodical, communicate clearly, and solve problems under pressure.

The best engineers don't guess. They investigate.

Welcome to enterprise operations. 🚀