

3 - Common request and issues

Incident Handling in Helix

- Network flows issue : assigned the ticket to "Telecom Security Level 2" and Julien Velay for escalation

Authentication and network issue

If we are blocked and incident/support requests are not answered, we can ask for the support of romain.clerc@syensqo.com who can access the Network and Firewall logs to help

- Mention to him the incident number
- Pibox name
- Pibox mac address that can be found in [Mapping Pibox file](#)

Pibox cannot connect to Wifi

Check the wpa configuration:

- ```
cat /etc/wpa_supplicant/wpa_supplicant.conf
```
- ```
sudo nano /etc/wpa_supplicant/wpa_supplicant.conf
```

NTP issue

- Check if time is not synchronized on Pibox
- Connect and check
- `<timedatectl status>`
 - `blocked URL`