**DV300\_32\_SAS on video related to Troubleshooting Steps   
Possible Answers Sheet**

**Q1. First step to solve networking problems is to identify the symptoms and potential \_\_\_\_\_\_\_\_\_**

A1. Cause.

**Q2. By gathering as much information as possible in the beginning it will greatly enhance \_\_\_\_\_\_\_\_\_\_\_\_process and alternatively fixing the problem a lot faster.**

A2. Diagnosis.

**Q3. The Second step to solve networking problem step is to identify the\_\_\_\_\_\_\_\_\_\_\_ so, a good question to ask is is the problem isolated or spread across several locations?**

A3. Affected area.

**Q4. One of the first places to look for affected area would be the switch because all computers connected to this single device and if this device will not working properly it would affect everyone (True/False)**

A4. True.

**Q5. The fourth step is to select the most\_\_\_\_\_\_\_\_\_\_\_ and simply look for simple solution and the obvious solution before digging dipper**

A5. Probable Cause.

**Q6. In the fourth step check the cable is plugged in, check the LEDs. And this simple solution will fix most network problems. (True/False)**

A6. True.

**Q7. Fifth step is to implement an action plan and solution including\_\_\_\_\_\_\_\_\_\_\_**

A7. Potential Effects.

**Q8. If you were to take a device offline consider how this will affect\_\_\_\_\_\_\_\_\_\_\_\_ by doing this it will disrupt anyone else or isolate you in one area.**

A8. The Network.

**Q9. The sixth step is to \_\_\_\_\_\_\_\_\_\_\_\_ and this step is where you actually take action to solve the problem. This is where you know if your plan of action has solved the problem or not.**

A9. Test the result.

**Q10. The last step is to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_and process. And this step is a very important one.**

A10. Document the Solution.

**Q11. What things should the document covering problem in the last step include?**

A11. The documentation should cover the problem itself, what actually caused the problem, and how it was fixed.