**Topic 3A: Apply Troubleshooting Methodology Notes:**

**Problem:** When a problem happens, there are three things behind it: Cause, Symptoms and Result.

**Business Point of View:** Provide user with a new device and fix the faulty device later so that work will continue.

**Solve the actual consequences** of the problem rather than solving the root cause.

**Priority:** Always take consideration of the priority before solving two issues.

**CompTIA A+ Troubleshoot Models:**

1. Identify the problem.
2. Establish a theory of probable causes.
3. Test the theory to determine cause.
4. Establish a plan of action and implement the solution.
5. Verify full functionality and implement preventive measures.
6. Document Everything.