**13 rules when troubleshooting**

1. Approach the problem systematically
2. Establish your priorities
3. Beware of user error
4. Keep your cool and don’t rush
5. Make no assumptions
6. Try the simple things first
7. Become a researcher
8. Divide and conquer
9. Write things down
10. Don’t assume the worst
11. Reboot and start over
12. Use the least invasive solution first
13. Know your starting point