**Complementary Technical Issue (Outlook Crashes)**

Sarah, a sales manager, is experiencing problems with Outlook. She reports that Outlook is constantly freezing when she tries to open attachments, specifically large PDF files. This is hindering her ability to review contracts and proposals, impacting her productivity, and causing frustration.

**Troubleshooting Steps:**

1. **Gather Information:**
   * **Outlook Version:** Confirm the version of Outlook Sarah is using (e.g., Outlook 2019, Outlook 365).
   * **Operating System:** Identify the operating system and its version (e.g., Windows 10, macOS 12).
   * **Attachment Size:** Determine the typical size of the PDF attachments causing the freezes.
   * **Antivirus Software:** Note the antivirus software installed on Sarah's computer.
   * **Add-ins:** Check for any active add-ins in Outlook that might be interfering.
   * **Error Messages:** Document any specific error messages displayed during the freeze.
2. **Basic Troubleshooting:**
   * **Restart Outlook:** Have Sarah close and reopen Outlook.
   * **Restart Computer:** A full system restart can sometimes resolve temporary glitches.
   * **Update Outlook:** Ensure Outlook is updated to the latest version.
   * **Disable Add-ins:** Temporarily disable all Outlook add-ins to see if they are contributing to the problem.
3. **Advanced Troubleshooting:**
   * **Safe Mode:** Start Outlook in safe mode to disable add-ins and customizations. This helps isolate whether the issue is with Outlook itself or a third-party component.
   * **Repair Outlook:** Use the built-in repair function to fix any corrupted program files.
   * **Antivirus Interference:** Temporarily disable the antivirus software or add Outlook to its exclusion list to see if it's causing conflicts.
   * **Hardware Acceleration:** Disable hardware acceleration in Outlook to see if it resolves the freezing issue.
   * **Create a New Profile:** Create a new Outlook profile to rule out issues with the existing profile.
4. **Additional Steps (if necessary):**
   * **Check PDF Reader:** Ensure Sarah has an updated and compatible PDF reader installed (e.g., Adobe Acrobat Reader).
   * **Online Repair:** Perform an online repair of the entire Microsoft Office suite.
   * **Reinstall Office:** If the issue persists, consider uninstalling and reinstalling Microsoft Office.

**User’s Interaction Section & Ticketing Documentation**

**Communication with Sarah:**

* **Acknowledge the issue:** Let Sarah know that you understand the problem and are working to resolve it.
* **Provide regular updates:** Keep Sarah informed of the progress and any steps taken.
* **Offer workarounds:** While troubleshooting, suggest temporary solutions like accessing attachments through Outlook Web App or saving them to the computer before opening.
* **Follow up:** After resolving the issue, follow up with Sarah to confirm the problem is completely fixed and answer any further questions.

**Documentation:**

* **Record all troubleshooting steps:** Maintain a detailed record of all actions taken and their outcomes.
* **Attach relevant files:** Include any screenshots, error logs, or other relevant information.
* **Update knowledge base:** If the solution is not already documented, add it to the knowledge base for future reference.