

# WELCOME TO SECTION 2

## Troubleshooting

BEST  
PRACTiCE



# Welcome To Section 2

- Follow Policies In Place
- Documentation Or Ticketing Process
- Patience To Work with the Users / Group
- Get Online Help
- Understanding the Issue Before Making a Decision
- Involve Vendors if Needed
- Log Monitor
- Be Honest and Ask Questions



# Follow Policies and Standards

- Communication
- Involve the right people
- Open up a ticket
- Resolution techniques or methods
- Maintenance schedules (M-F or Weekends)
- Approval process



# Documentation Or Ticketing Process

- Look for any existing documentation
- Wiki
- Ticketing system
- Post Mortem or Incident Report
- Root Cause Analysis
- Document Vendor recommendations
- Training.



# Patience To Work with the Users / Group

- Do NOT panic
- Involve others in your group to seek help
- Work patiently with other groups (*finger pointing*)
- Explain the situation when others get panic or annoyed
- Setup a conference call to bring everyone together
- Handover to someone with more experience (*Do not take it personal*)
- Do not let others derail you from the issue.



# Get Online Help

- Select a preferred search engine
- Look for specific error messages (Do not be too generic)
- Sign up for Linux community forums
- Ask questions if you cannot find your answer
- Be aware of security issues
  - Do not let anyone login to your system
  - Hide IP address or hostname
  - Do not search online from the server which is having issues
  - Do not send any documents that has company information
  - Do not download a file or script and run in your environment
- Make sure to add a thank you note to a helpful article.



# Understanding the Issue Before Making a Decision

## Ask yourself questions

- Who is the source
- Who is the target
- What is the port number
- Who will be impacted
- Who do you need to notify
- Trace the issue.



# Involve Vendors if Needed

- Call for critical issues
- Have someone from your team reach to vendors
- Upload logs and allow vendors to look through the logs
- Allow access to login to the system
- Setup a call between the vendors to avoid finger pointing
- Record all vendors ticket notes and numbers.





# Log Monitor

- Check for Logs
  - Systems
  - Application
  - Hardware
  - Networking
- Trace for logs
  - e.g. webserver → application server → database server
- Copy the log error and search online
- Save the logs before system reboot.



# Be Honest and Ask Questions

- Your mistake = admit it
- Don't make up if you have not find the problem
- Don't be afraid to ask questions
  - What is it stands for
  - How the issue was reported
  - Why do you think its Linux related issue
- How the issue is resolved.`

