2.6 Troubleshooting Process Overview

As you study this section, answer the following questions:

- Why is checking the obvious first so important?
- What place does intuition have in the troubleshooting process?
- What is escalation? When is it the appropriate course of action?
- You have identified the most likely cause of a problem and a course of action to correct the problem. When shouldn't you fix the problem immediately?
- How can user education be a beneficial step in the troubleshooting process?
- How does good documentation help in the troubleshooting process?

In this section, you will learn to:

- Use a troubleshooting process

This section helps you prepare for the following certification exam objectives:

Exam	Objective

CompTIA 220-1001	5.1 Given a scenario, use the best practice methodology to resolve problems.
	
	- Always consider corporate policies, procedures, and impacts before implementing changes
	
	1. Identify the problem
	  - Question the user and identify user changes to computer and perform backups before making changes
	  - Inquire regarding environmental or infrastructure changes
	  - Review system and application logs
	2. Establish a theory of probable cause (question the obvious)
	  - If necessary, conduct external or internal research based on symptoms
	3. Test the theory to determine cause
	  - Once the theory is confirmed, determine the next steps to resolve problem
	  - If theory is not confirmed reestablish new theory or escalate
	4. Establish a plan of action to resolve the problem and implement the solution
	5. Verify full system functionality and, if applicable, implement preventive measures
	6. Document findings, actions, and outcomes

CompTIA 220-1002	4.1 Compare and contrast best practices associated with types of documentation.

- Network topology diagrams
- Knowledge base/articles