Filename: comptia-itfunfc0u61-8-1-1-troubleshooting-methodology
Show Name: CompTIA IT Fundamentals (Exam FC0-U61)
Topic Name: Troubleshooting
Episode Name: Troubleshooting Methodology
Show Description: In this episode, Don and Ronnie introduce the 8 step CompTIA troubleshooting Model and use an example to walk through the methodology. Here they show the first 4 episode.

Troubleshooting

- Explain the troubleshooting methodology

    - Identify the problem

        - Gather information
        - Duplicate the problem, if possible
        - Question users
        - Identify symptoms
        - Determine if anything has changed
        - Approach multiple problems individually

    - Research knowledge base/ Internet, if applicable
    - Establish a theory of probable cause

        - Question the obvious
        - Consider multiple approaches
        - Divide and conquer

    - Test the validity of the theory