

PC Troubleshooting Tech-Support Form

Name: _____

Troubleshooting Information

PC#: _____

Date: _____

Identified Problems:

Implemented and/or Proposed Solutions:

Cost / Time Estimate for Repairs: _____

Troubleshooting Information Specifics

Section # _____

PC # _____

Name: _____

Symptom Info:

Isolated using: Error message ☐
Testing

Beep codes ☐
Other _____

Utilities ☐

Theory: _____

Action Taken:

Problem Solved: Yes
No

System Tested: Yes No
Changed Back: Yes No

Theory: (or)
Action Taken:

Problem Solved: Yes
No

System Tested: Yes ☐ No
Changed Back: Yes ☐ No

Theory:
Action Taken:

Problem Solved: Yes
No

System Tested: Yes ☐ No ☐
Changed Back: Yes ☐ No ☐

Theory:
Action Taken:

Problem Solved: Yes
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System Tested: Yes ☐ No ☐
Changed Back: Yes ☐ No ☐

Theory:
Action Taken:

Problem Solved: Yes
No

System Tested: Yes ☐ No
Changed Back: Yes No

Problem continued on next page: Yes No

Root Cause:

Problem Type: Hardware ☐

Software

User ☐

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