

Record details of the problem

- *customer identity*
- *warranty status*
- *system environment*
- *error message*
- *problem symptoms*

*Assign case number**Assign priority**Give case number to customer**Search database for solution***✗ Not Found***Configure the networking lab as required for problem verification**Reproduce the problem**Record details of the steps necessary to reproduce the problem**Troubleshoot to determine the root cause of the problem**Correct the problem***✗ Failed***Record details of the attempt(s)**Escalate the problem, as required***✓ Successful***Correct the problem, as required*

- Hardware repair
- Hardware replacement
- Hardware configuration
- Hardware update
- Software configuration
- Software patch
- Software update

*Record details of the steps to correct the problem**Inform the customer of the steps to correct the problem**Close the case***✓ Found***Correct the problem***✗ Failed***Record details of the attempt(s)**Escalate the problem, as required***✓ Successful***Record details of the steps to correct the problem**Inform the customer of the steps to correct the problem**Close the case*

End of document

