

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

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