A2 - Troubleshooting Methodology Steps

**Instructions**: Fill in the blanks with the correct steps of the Troubleshooting Methodology.

1. Identify the problem: Clearly define the issue and gather relevant information.

2. Establish a theory of probable cause: Formulate possible causes based on the available information.

3. Test the theory to determine the cause: Conduct tests or experiments to confirm or eliminate potential causes.

4. Establish a plan of action: Develop a plan to address the identified cause.

5. Implement the solution: Carry out the plan and make necessary adjustments.

6. Verify full system functionality: Ensure that the problem has been resolved and the system is functioning properly.

7. Document the findings, actions, and outcomes: Keep a record of the troubleshooting process for future reference.

# Activity: Troubleshooting Scenarios

**Instructions**: Work with your partner or small group to apply the Troubleshooting Methodology to solve the given problems. Discuss each step and record your findings and actions.

Scenario 1: Printer Not Printing

1. Identify the problem:

2. Establish a theory of probable cause:

3. Test the theory to determine the cause:

4. Establish a plan of action:

5. Implement the solution:

6. Verify full system functionality:

7. Document the findings, actions, and outcomes:

Scenario 2: Internet Connection Issues

1. Identify the problem:

2. Establish a theory of probable cause:

3. Test the theory to determine the cause:

4. Establish a plan of action:

5. Implement the solution:

6. Verify full system functionality:

7. Document the findings, actions, and outcomes:

Scenario 3: Software Crashing

1. Identify the problem:

2. Establish a theory of probable cause:

3. Test the theory to determine the cause:

4. Establish a plan of action:

5. Implement the solution:

6. Verify full system functionality:

7. Document the findings, actions, and outcomes: